

Title	Manage a drop-off area at a resource recovery facility		
Level	5	Credits	20

Purpose	People credited with this unit standard are able to: plan operations for the drop-off area at a resource recovery facility; implement systems for managing staff at a drop-off area; implement systems for managing operations at a drop-off area; and manage interface with the users of a drop-off area.
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Classification	Resource Recovery > Resource Recovery Operations
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Available grade	Achieved
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Guidance Information

- 1 All work practices must comply with:
Hazardous Substances and New Organisms Act 1996;
Health and Safety at Work Act 2015 (HSW Act);
Resource Management Act 1991;
The New Zealand Waste Strategy: Reducing Harm, Improving Efficiency 2010
Ministry for the Environment, available at <http://www.mfe.govt.nz>.
- 2 Assessment against this unit standard must be in the context of the type of facility that accepts a mix of materials for recovery, recycling, or resale. Evidence is required of planning and managing operations that deal with four different materials.
- 3 Hazard controls, safety procedures, and personal protective equipment must be used throughout operations in accordance with company procedures.
- 4 Definitions
Company procedures mean the documented methods for performing work activities and include health and safety, environmental, and quality management requirements. They may refer to manuals, codes of practice, or policy statements.
Drop-off area refers to the place where members of the public and/or commercial operators bring resources for recycling or processing at a resource recovery facility.
Resource recovery facility refers to a designated area such as a recycling centre, resource recovery park, or transfer station where materials are diverted from the waste stream. These facilities accept materials from the public and/or commercial collections.
- 5 It is recommended that people seeking credit for this unit standard first hold credit for Unit 22614, *Demonstrate knowledge of storage requirements for a non-hazardous recoverable resource*, Unit 22625, *Demonstrate knowledge of, and sort, construction and demolition materials for resource recovery*, and Unit 22640, *Demonstrate knowledge of legislation, policies, and programmes relating to resource recovery*.

Outcomes and performance criteria

Outcome 1

Plan operations for the drop-off area at a resource recovery facility.

Performance criteria

- 1.1 Knowledge and understanding of the technical competencies of staff and core processes required by the facility are demonstrated.
- 1.2 The plan is based on a design of the facility, or on objectives and priorities derived from statistical data or market research relating to the local community and provided to the candidate.
- 1.3 The plan minimises waste and provides for the recovery of commodities prioritised in government and facility policies.
- 1.4 The plan details procedures for accepting commodities from commercial and/or household clients for resource recycling, resale, and recovery.
- 1.5 The plan details procedures for protecting the health and safety of people working at and using the facility in accordance with legislation.
- Range staff, public, visitors.
- 1.6 The plan provides for the efficient operation of the drop-off area within the constraints of the facility, and taking account of public safety.
- Range access, delivery, operations, storage, despatch;
safety includes but is not limited to – restricting public access to work areas adjacent to the drop-off area.
- 1.7 The plan provides for a safe and efficient interrelationship between the drop-off area and related work areas.
- 1.8 The planned operations ensure the protection of the environment in accordance with legislation.
- Range includes but is not limited to – litter control, visual impact, noise, emergency procedures.
- 1.9 Plant, labour, equipment, and consumable resources are matched with the required work to maximise operational efficiency.
- Range includes but is not limited to – staff training, turnaround times, loadout planning.
- 1.10 The plan provides for staff facilities completely separate from the operational area in accordance with the HSW Act.

Outcome 2

Implement systems for managing staff at a drop-off area.

Performance criteria

- 2.1 Implementation ensures that staff are managed in accordance with company procedures and human resource management principles.
- Range performance reviews, staff meetings, employment contracts.
- 2.2 Induction and training programmes are implemented and reviewed in accordance with company procedures and human resource management principles.
- 2.3 Implementation ensures that staff communicate with the public and assist the public to facilitate effective operations at the drop-off centre.
- Range effectiveness may be measured by achievement of planned operations, and/or by measure of customer satisfaction, and/or improvements in ergonomics.
- 2.4 On-going training is provided in response to identified needs and applied to ensure staff members are competent to undertake the work they are directed to do.
- Range training may be – in-house, off-job;
needs include but are not limited to – existing systems, new technology, commodity market requirements.
- 2.5 Staff performance is recorded and assessed regularly in accordance with company procedures.

Outcome 3

Implement systems for managing operations at a drop-off area.

Performance criteria

- 3.1 Operational and management plans are implemented and regularly reviewed in accordance with company procedures.
- 3.2 Operational goals consistent with the operational plan are communicated to staff in accordance with company procedures.
- 3.3 Tasks and responsibilities are delegated in accordance with operational and management plans.

- 3.4 Work information is conveyed to staff in accordance with principles of open communication.
- Range work information includes but is not limited to – method, safety, task timing;
open communication – active listening, regular verbal and written feedback.
- 3.5 Operations are monitored to identify legislative compliance and training needs in accordance with company procedures.
- 3.6 Operational problems are identified and corrective action is planned and put in place in accordance with legislation and company procedures.
- Range problems may include but are not limited to – health, safety, environment, pests;
corrective action includes but is not limited to – counselling staff.
- 3.7 Operational systems are reviewed against specified goals in accordance with company procedures.
- Range goals include but are not limited to – materials handling, quality, efficiency, legislation, bottom line.

Outcome 4

Manage interface with the users of a drop-off area.

Performance criteria

- 4.1 Management ensures that the drop-off area is safe and user-friendly.
- Range includes but is not limited to – traffic control, signage, safety of children, animal control.
- 4.2 Management ensures that issues with users are referred to management, and are dealt with, in accordance with company procedures.
- Range issues that staff members are unable to resolve;
three issues.
- 4.3 Management ensures that charges are administered in accordance with advertised rates.
- Range may include but is not limited to – weighing, measuring, assessing content, cash, accounts.
- 4.4 Management identifies circumstances that require the site to be closed for public safety, and action taken is in accordance with company procedures.
- Range may include but is not limited to – weather, hazard, emergency.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	26 January 2007	31 December 2025
Rollover and Revision	2	28 March 2019	31 December 2025
Review	3	24 April 2025	31 December 2025

Consent and Moderation Requirements (CMR) reference

0014

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.