



مجلس أبوظبي للجودة والمطابقة  
ABU DHABI QUALITY & CONFORMITY COUNCIL

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# ABU DHABI OCCUPATIONAL TERMS

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**Waste Collection Vehicle Operator Level 3**



ADOT 104/2019  
FIRST EDITION



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## Amendment Page

This Amendment Page is updated and issued with each set of revised and/or new pages of the document to help ensure that each copy of this Abu Dhabi Occupation Term (ADOT) contains a complete record of amendments.

This Occupational Term is a live document which can be amended when necessary. QCC operates an Occupational Standards Working Group that has prepared this document, and can review stakeholder comments in order to review and amend this document; ultimately resulting in an issuance of an updated version, if necessary.

Log of Amendments						
Amendment			Discard		Insert	
No.	Date	*Sections Changed	Page(s)	Issue No.	Page(s)	Issue No.



## About the Abu Dhabi Quality & Conformity Council

The Abu Dhabi Quality and Conformity Council (QCC) was established by law No. 3 of 2009, issued by His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE. QCC is responsible for the development of Abu Dhabi Emirate's Quality Infrastructure, which enables industry and regulators to ensure that products, systems and personnel can be tested and certified to UAE and International Standards.

Products and services certified by QCC receive the Abu Dhabi Trustmark. The Trustmark is designed to communicate that a product or system conforms to various safety and performance standards that are set by Abu Dhabi regulators.

## Foreword

The QCC “Abu Dhabi Occupational Terms for personnel working in sweeping, collecting, transporting and disposing of general Waste – excluding hazardous, radioactive & liquid Waste” Working Group was initiated in July 2018 in order to establish occupational terms for workers in the Waste collection and transportation sector in Abu Dhabi to elevate the quality of services provided in the sector and to promote the productivity of personnel. “General Waste” by definition is material that is free of any actual or apparent contamination (pathological/infectious, radioactive and/ or hazardous chemical) unless they are disinfected or decontaminated.

The occupational terms are professional standards that specialist personnel must meet in order to perform the jobs they are assigned to produce quality outcomes. The Government of Abu Dhabi, under the leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE and Ruler of Abu Dhabi, and His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Abu Dhabi Executive Council, has invested heavily, and at high levels of professionalism and safety, in the Infrastructure of Abu Dhabi. Therefore, it is crucial and obligatory to encourage the presence of skilled workmanship to maintain the quality infrastructure value in the Emirate of Abu Dhabi in particular and the United Arab Emirates in general.



## Acknowledgments

The QCC would like to thank the members of the working group listed below:

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## Occupational Terms

No.	Field	Details	
1.	Occupation (Standard Unit)	Waste Collection Vehicle Operator	
2.	Description	This standard specifies the outcome required to operate a variety of Waste vehicles to collect and transport Waste and recyclable materials	
3.	Unit type	<input type="checkbox"/> Knowledge and Skills    OR <input checked="" type="checkbox"/> Application	
4.	Elements		
		No.	Element
		E1	<i>Prepare the Mobile Equipment/ vehicle for driving</i>
		E2	<i>Operate and monitor the vehicle systems</i>
		E3	<i>Drive the vehicle on public roads in efficient manner</i>
		E4	<i>Obtain information on the collection and delivery of Waste</i>
		E5	<i>Confirm the Mobile Equipment/ vehicle is loaded correctly</i>
		E6	<i>Manage self, money and dignity at workplace/in the field</i>
E7	<i>Work in a safe, healthy and an environmentally friendly way</i>		
5.	QF <i>Emirates</i> level	<div><input type="checkbox"/> 1    <input type="checkbox"/> 2    <input checked="" type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5</div> <div><input type="checkbox"/> 6    <input type="checkbox"/> 7    <input type="checkbox"/> 8    <input type="checkbox"/> 9    <input type="checkbox"/> 10</div>	
6.	Function	<div><input type="checkbox"/> Policy and strategy    QF 9-10</div> <div><input type="checkbox"/> Managing    QF 7-8</div> <div><input type="checkbox"/> Specifying    QF 6-7</div> <div><input type="checkbox"/> Controlling    QF 6</div> <div><input type="checkbox"/> Maintaining capability    QF 4-6</div> <div><input checked="" type="checkbox"/> Performing/carry out    QF 1-4</div>	
7.	Entry information and prerequisites	<div>- Valid Emirates driving license</div> <div>- Three years’ experience as a driver</div>	



No.	Field	Details	
8.	Grading	<b>Application unit:</b> <i>Competent/Not Yet Competent</i>	
9.	Industry sector	Waste Collection & Transportation	
10.	Developed by	Government Entities	QCC, CWM, DPM, DoT, AD Police, EAD, DoE, ADFCA, DED, MoHRE, Awqaf, Musanada and OSHAD
		Private Sector	Averda, Veolia, West Coast, Lavajet and Beeah
11.	Endorsement date	December 11, 2018	
12.	Frequency of review	Annually (or when required)	
13.	Version No.	1	
14.	ISCO-88	8324 Heavy Trucks and Lorry Drivers	

## Terms & Conditions

Term	Description
Agricultural Waste	Waste from agricultural activities, including agricultural crop waste, gardens, plant waste and animal waste
Bulky Waste	Includes household and office furniture or parts thereof and other large or bulky items
Collection	The provision of skips, containers or bins at fenced or open Collection Points/ Designated Locations for the disposal of Municipal Solid Waste, Green Waste, Stockyard Waste, Bulky Waste and Fallen Stock by inhabitants/land users in the Service Area and members of the public and includes the emptying of these receptacles into collection vehicles
Debris	The remains of anything broken down or destroyed; ruins; rubble
Detritus	Waste or debris of any kind
Driver	A person who controls movement of the Vehicle on public roads or highways
Green Waste	Agricultural Waste and bi-products of agricultural activities such as grain, fruit and vegetables and harvest residues, grass cuttings, trees, bushes, shrubs, lopping of trees, and material of a like nature resulting from the ordinary use or occupation of any premises
Hazardous Waste	Waste of various activities and processes, tools and equipment used and medical or other wastes that retain the characteristics of hazardous substances



Litter	Rubbish such as paper, cans, and bottles left lying in an open or public place which has been thrown from vehicles, dropped by pedestrians or otherwise dislodged from any Waste Container by any means
Manually	Done, operated, worked, etc., by the hand or hands rather than by an electrical or electronic device
Mechanical Street Sweeping	The Cleaning of streets by specialized mechanical street sweeping vehicles, including all Mechanical Broom Sweepers, High Efficiency Vacuum Sweepers, Regenerative-Air Street Sweeping Technology and Scrubbers and Captive Hydrology Technologies that must be used, to ensure that all streets and areas are cleaned to the level of cleanliness required
Mobile Equipment	Waste Collection Vehicle/ Equipment, including transfer trailers and grapple loaders that is used for loading, transporting and unloading Waste (including containerized Waste) and is mounted atop an engine-powered cab and chassis or upon a trailer chassis. Some mobile equipment (such as rear-loaders, side-loaders and front-loaders) also compacts the Wastes within the body. Some equipment, such as tilt-frames and hoist-type equipment loads, transports, dumps and unloads transportable containers that holds Waste
Municipal Solid Waste (MSW)	Waste of individuals originating from residential, commercial, professional, industrial or other sources ( <i>Different types of solid Waste materials which include: Domestic Waste, Commercial Waste, Institutional Waste, Market Waste, Recyclable Waste, Bulky Waste and Green Waste</i> )
Operator	Any person who uses mobile equipment and controls the operation of various vehicle accessories and mechanisms, load material, performs functions such as Waste Containers loading and Packing of Wastes or recycled products, and who may also drive a vehicle along the route and guide the collection crews during the collection process. The Operator may also be a Driver.
Packing mechanism	The mechanical or hydraulic system (or both) and the packer panel that moves the Waste through the loading hopper and compacts it into the body
Perform	Carry out an action or pattern of behaviour
Procedures	An act or a manner of proceeding in any action or process; conduct a particular course or mode of action, any given mode of conducting legal, parliamentary, or other business, especially litigation and judicial proceedings
Risk	The product of the measure of the likelihood of occurrence of an undesired event and the potential adverse consequences which this event may have upon people – injury or harm to physical or psychological health
Street Cleaning	Shovelling, brooming, sweeping and/or vacuuming to remove track-out of sediment from paved public roads
Street Sweepings	Litter, dirt, debris and sand collected as a result of Street Sweeping activities
Waste Services Field Supervisor	Field Supervisors responsible for the supervising and coordinating the Solid Waste Collection and Transportation, and other Street Cleaning Services within a designated Area (could be a District or even a number of Communities within a District), and ensure attainment of objectives set by management/ customer for the collection and transportation of Waste and other Street Cleaning Services





Waste Container	Any container used for the purpose of temporary storing and/ or transporting any type of Waste including, but not limited to, Mobile Garbage Container, Bulk Waste Container, Wheeled Container, Skip or large Containers
Workplace Etiquette	A code that governs the expectations of social behaviour in a workplace. This code is put in place to "respect and protect time, people, and processes." Work etiquette includes a wide range of aspects such as body language, good behaviour, appropriate use of technology, Dress Code etc. Part of office etiquette is working well with others and communicating effectively
Working Crew	Various resources deployed for the provision of Waste Collection & Transportation, and other Street Cleaning Services, that may include various Mobile Equipment Operators/ drivers and Labours

## Performance Criteria

Element	1. Prepare the Mobile Equipment/vehicle for driving
1.1	Ensure you have the correct instructions and are aware of the procedures for carrying out the work
1.2	Prepare the Waste collection vehicle for driving by carrying out checks to ensure the safety of the vehicle
1.3	Ensure proper placards and labelling, signage in accordance to CWM requirements, if required
1.4	Carry out daily work-round checks (pre-operation/ during operation/ post operation) on the vehicle in line with relevant legal and organisational requirements, using either a paper and/or electronic reporting format.
1.5	Check that all vehicle systems, controls and instruments are working properly, and that the vehicle is roadworthy. Any faults found with the vehicle must be reported to the concerned personnel immediately as per the organisational procedures
1.6	Check that all required legal documents issued by concerned entities are in place for both, the operator and the vehicle
1.7	Check that the vehicle has the required amount of fuel, additives, oil, water and other fluids
1.8	Take the required action when any defects with the vehicle are identified, whether new or previously reported, following organisational procedures
1.9	Complete all organisational documentation related to preparing the vehicle for driving
1.10	Check that the appropriate emergency equipment is on board the vehicle and in good working order

Element	2. Operate and monitor the vehicle systems
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2.1	Monitor the vehicle's controls at all times or at intervals during operation and take any necessary action, in accordance to relevant legal and organisational procedures
2.2	Monitor the fuel and other fluid levels of the vehicle during driving
2.3	Operate fuel delivery systems safely to refuel the vehicle
2.4	Top up other vehicle fluids as required, following relevant legal and organisational procedures
2.5	Operate the vehicle's controls in a way which maintains the safety and security of yourself, the vehicle and other road users
2.6	Take relevant action to minimise wear and tear on the vehicle systems
2.7	Take required action when there are factors affecting the vehicle, or problems with the vehicle systems, following organisational procedures
2.8	Comply with organisational procedures and all relevant legal, safety and operating requirements relating to operating and monitoring the vehicle's systems and other associated lifting equipment

Element	<b>3. Drive the vehicle on public roads in efficient manner</b>
3.1	Monitor and adapt to changes in driving conditions whilst driving the vehicle on public roads in a fuel efficient manner
3.2	Monitor and adapt to changes in the movement of Waste being carried
3.3	Monitor the stability of Waste and ensure Waste is contained during transit
3.4	Monitor and respond to any potential hazards emanating from Waste being carried
3.5	Monitor and properly respond to any potential hazards on the public road or surrounding areas
3.6	Position the vehicle and apply lane discipline to maintain the safety of yourself, collection crew and other road users according to the driving conditions, the vehicle and the load carried
3.7	Give correct signals to other road users, in time, so they are aware of the manoeuvres you plan to undertake
3.8	Control the speed of the vehicle in a way that minimizes fuel consumption and wear and tear on the vehicle and braking systems
3.9	Comply to applicable traffic restrictions and regulations in relation to driving a heavy vehicle on the road

Element	<b>4. Obtain information on the collection and delivery of Waste</b>
4.1	Obtain all the necessary information about the Waste to be collected and/or delivered by the specific Waste collection vehicle, including any specific requirements
4.2	Know the number and location of the containers that you must service
4.3	Check the Mobile Equipment/vehicle is suitable for the Waste to be carried, including Waste type, dimensions and weight
4.4	Obtain information on any potential hazards specific to the Waste load to be carried and how these should be handled



4.5	Obtain information on the nominated disposal location/ facility of the Waste and the schedule
4.6	Identify the requirements for monitoring the Waste during transport
4.7	Obtain information on the requirements for the timing, the delivery or collection
4.8	Comply with organisational procedures and all relevant legal, safety and operating requirements related to the collection and delivery of the load carried by the specific Waste collection vehicle
<b>Element</b>	<b>5. Confirm the Mobile Equipment/vehicle is loaded correctly</b>
5.1	Obtain the required information for loading the vehicle
5.2	Check the area is suitable and safe for loading the vehicle
5.3	Park the vehicle safely into a suitable and safe position for loading as per organizational procedure
5.4	Wear appropriate Personal Protective Equipment (PPE) when loading the vehicle following organisational procedures and load requirements
5.5	Take action and report any problems while loading, in accordance with organisational procedures
5.6	Load the vehicle correctly following relevant legal and organisational procedures, taking account of the type of Waste
5.7	Secure the load with the correct restraints, such as support ropes, tarpaulin covers etc.
5.8	Secure any loose materials, restrain ancillary equipment, making sure that they can't shift or come loose during transport
5.9	Confirm that all relevant safety requirements for loading and transporting the Waste are followed in accordance with relevant legal and organisational procedures
5.10	Maintain communication with colleagues/ collection crew and individuals involved in loading the vehicle

<b>Element</b>	<b>6. Manage self, money and dignity at workplace/in the field</b>
6.1	Keep yourself healthy, hygienic and disease-free
6.2	Take appropriate measures and seek medical help immediately in case of injury and ill-health
6.3	Perform all your duties and responsibilities with the utmost vigour and diligence
6.4	Conduct yourself in a sober, civil, obliging and inoffensive manner
6.5	Manage encounters with pedestrians, bystanders and other motorists professionally
6.6	Ensure workplace etiquette is well maintained, and shall not involve behaviors that jeopardize the image of Tadweer and the Government of Abu Dhabi
6.7	Maintain healthy relationships with your superiors

<b>Element</b>	<b>7. Work in a safe, healthy and an environmentally friendly way</b>
7.1	Operate and carefully maintain equipment, tools and consumables to prevent any potential environmental damage



7.2	Make sure work is carried out in accordance with the requirements of the OSHAD-SF and approved practices, procedures and the training provided
7.3	Be aware of any potential or actual health, safety and environmental hazard and take the appropriate control measure as trained if feasible or immediately report to your supervisor
7.4	Communicate concerns/suggestions to your supervisor to improve work-related aspects
7.5	Dispose of Waste in a way which eliminates/minimizes the risk to health, safety and the environment
7.6	Follow safe driving practices and other safety precautions while driving in inclement weather conditions
7.7	Ensure the safety of yourself, collection crew and the public when in operation

## Knowledge & Understanding

➤ ***To Prepare the Mobile Equipment/vehicle for driving, the user/individual on the job must know and understand:***

1. The responsibilities of the operator, including vehicle security (this could include people security).
2. The daily checks that operator are required to carry out to maintain the safety of their vehicles in accordance with relevant regulatory requirements.
3. How to check vehicle systems, controls and instruments, when preparing the vehicle for driving.
4. Where to find information on the operation of the vehicle systems, controls and instruments.
5. The relevant legal documents that must be in place before the vehicle is operated.
6. The indicators of any potential electrical or mechanical problems with the vehicle.
7. The organizational procedures for reporting defects, and how to obtain information on previously reported problems.
8. The organizational procedures for the official release of the vehicle for driving.
9. Mandatory legal documentation each Operator shall be required to fulfil and carry while on-duty.
10. The organizational procedures and all relevant legal, safety and operating requirements related to preparing the vehicle

➤ ***To Operate and monitor the vehicle controls, the user/individual on the job must know and understand:***

1. The purpose and functions of the vehicle's controls.
2. How to monitor the vehicle's controls and when action is required.
3. The relevant fuel, additives, oil, water and other fluid requirements of the vehicle.
4. How to refuel the vehicle including how to top up fuel additives.
5. How to top up with oil, water and other vehicle fluids.



6. How to operate the vehicle's controls in a way which maintains the safety and security of yourself, the collection crew, the vehicle, the load and other road users and minimises wear and tear on the vehicle systems.
7. The type of problems that might occur with the vehicle or the vehicle's systems and the actions that should be taken in accordance with organisational procedures.
8. The organisational procedures and all relevant legal, safety and operating requirements related to operating and monitoring the vehicle systems.

➤ ***To Drive the Mobile Equipment/vehicle on public roads in efficient manner, the user/individual on the job must know and understand:***

1. Who to inform if there are changes in the schedule resulting from driving conditions.
2. The properties of the Waste being carried
3. How to identify and adapt driving styles to changes in driving conditions.
4. How to identify and adapt driving styles to changes in the movement of the Waste.
5. How to maintain the stability of the Waste during transit
6. The correct health and safety procedure for dealing with movement or spillages of the Waste carried.
7. How actions of other road users could cause a loss of control of the vehicle.
8. How to identify when other road users are about to change direction and speed.
9. How to position the vehicle on the road to ensure the safety of yourself, collection crew and other road users.
10. When to use signals to indicate a change of position
11. How the vehicle speed should be altered to meet different types of road conditions and to maintain the stability of the Waste.
12. How to use the controls and gears of the vehicle to adjust speed and drive in a fuel-efficient manner.
13. How to assess and maintain safe separation distances
14. The factors affecting the vehicle's stopping distances
15. The type of hazards involved in overtaking, when overtaking should occur, and when it should not.
16. The factors affecting the distance required to overtake other road users.
17. The type of hazards that could occur on public roads
18. How to use the controls of the vehicle to adjust braking under different road conditions.
19. The effect that severe braking could have on the stability of the Waste and the roadworthiness of the vehicle.
20. The organisational procedures and all relevant legal, safety and operating requirements related to driving the vehicle on public roads
21. Traffic restrictions and regulations in relation to driving a heavy vehicle on the road



➤ ***To Obtain information on the collection and delivery of Waste, the user/individual on the job must know and understand:***

1. The type of information that is required about the Waste to be collected and/or delivered by vehicle.
2. Where to obtain information about the Waste and who requires this information.
3. The type of information that is required about the nominated disposal facility/ location of the Waste and the schedule.
4. The action to take if you are unable to obtain information about the waste, the nominated disposal facility/ location or schedule.
5. The types of requirements there could be for loading/unloading or monitoring the Waste during transport by the vehicle.
6. The types of problems that could occur with the Waste, which would require monitoring.
7. The type of problems that could occur with the nominated disposal facility/ location and schedule.
8. How to communicate the different types of information about the Waste to relevant collection crew and customers and the organisational procedures for this.
9. The organisational procedures and all relevant legal, safety and operating requirements related to the collection and delivery of the Waste carried by the vehicle.

➤ ***To Confirm the Mobile Equipment/vehicle is loaded correctly, the user/individual on the job must know and understand:***

1. How to obtain the relevant information required for loading the vehicle.
2. The types of load restrictions for the vehicle and how to check that the load is within the limit (e.g. weight limit and weight distribution).
3. Prohibition and specific requirements on mixed loading in the same vehicle or container.
4. The Personal Protective Equipment (PPE) that should be used when loading the vehicle.
5. How the vehicle should be prepared for different types of Waste carried.
6. The delivery sequence to be followed when loading in line with schedule requirements.
7. How to position the vehicle safely for loading.
8. How to distribute the load when loading the vehicle.
9. When to redistribute the load and how to do so.
10. How to check loads are secure and stable and the restraints that can be used for different types of loads.
11. The problems that may occur if loose materials, restraints and ancillary equipment are not secure.



12. The type of problems that could occur when loading the vehicle and the action that should be taken.
  13. The importance of communicating with the collection crew and customers involved in loading the vehicle.
  14. The organisational procedures and all relevant legal, safety and operating requirements related to loading the vehicle.
- ***To Manage self, money and dignity at workplace/in the field, the user/individual on the job must know and understand:***
1. The expectation of the employer
  2. The system, processes, timetable & method of performance to be set up as per the requirements of the employer
  3. The importance of maintaining a good health (i.e. intake of sufficient water) and personal hygiene
  4. How to maintain self-finances, importance of self-financial management
  5. All the job duties and responsibilities related to the job
  6. Workplace Etiquette
- ***To Work in a safe, healthy and an environmentally friendly way, the user/individual on the job must know and understand:***
1. Ways in which tools and materials should be used in order to prevent health and safety-related incidents and minimize environmental damage
  2. The consequences and hazards of pollution
  3. How to recognize wastage of valuable resources, such as energy, water, vegetation, equipment and materials
  4. Working methods that will minimize pollution and waste of resources
  5. Types of damage which may occur, the impact these damages can have on the environment and corrective actions to be taken (report without taking action)
  6. Methods of Waste disposal which will minimize the risk to the environment and public health
  7. Workplace-related risks and the applicable procedures and other risk mitigation plans to prevent incidents, including but not limited to:
    - Safety in working on roads
    - Traffic Management Procedures
    - Working in heat (i.e. hot and humid weather)/ inclement weather
    - Safe use and handling of chemicals/cleaning agents
    - Use of personal protective equipment
    - Noise control
    - Use of pressurized equipment
    - Manual handling
    - Occupational health and hygiene
    - Incident Reporting and investigation





8. The organizational procedures and all relevant legal, safety and operating requirements related to ensuring the safety of the operator, collection crew and the public when in operation

## Other Skills

### Writing Skills

- *To be competent, the user/individual on the job needs to:*
  - List the tasks to be performed everyday
  - Record the pre-job checks and completion of tasks

### Reading Skills

- *To be competent, the user/individual on the job needs to:*
  - Read and be able to develop numeracy
  - Read and understand the instruction, organizational and operational procedures and legal requirements related to the job

### Listening & Speaking Skills

- *To be competent, the user/individual on the job needs to:*
  - Discuss tasks, schedules, and work-load with colleagues and supervisors
  - Discuss employer/supervisor appropriately in order to understand their requirements
  - Keep employer/supervisor informed about progress of tasks
  - Be able to demonstrate and use proper and appropriate language, communicate and behave

## References

<http://www.ukstandards.org.uk>

[www.nsdhindia.org/nos](http://www.nsdhindia.org/nos)

<https://www.cityandguilds.com/qualifications-and-apprenticeships>

Musanada Volume 3.1 - Cleaning Scope of Service

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American National Standard for Equipment Technology and Operations for waste and Recyclable Materials – Mobile Waste & Recyclable Materials Collection, Transportation and Compaction Equipment – Safety Requirements – ANSI Z245.1-2008;

WorkSafe Victoria – OH&S Guidelines – June 2003