

# Wastewater Network Technician

## Unit WWNC09 Organise Network Operations

This training specification has been developed from the water process technician standard. The specification details the **minimum** training specification, as agreed by industry employers, to deliver the skills and knowledge required to organise and manage day to day issues in the wastewater network in the water sector.

The specification details the critical requirements of the activity to establish competence and does not preclude employers from adding to the skills and knowledge detailed by the specification in their own training programmes.

All work must be carried out to approved procedures and practices and in accordance with statutory health, safety and environmental requirements.

### What does this specification look like?

Wastewater network technicians need to be able to:

- WWONO1 Determine the cause of, manage and resolve all types of issues on the wastewater network and understand the consequences of these issues
- WWONO2 Carry out wastewater network operations safely and with a customer focus

### What do I need to take this module?

Candidates to be **assessed** as competent in this skill area should have completed the modules shown below or have evidence demonstrating an equivalent level of competence:

1. SHEA water or equivalent
2. Risk assessment
3. Water Jetting Safety Awareness
4. Manual handling
5. Medium risk enclosed spaces

## Performance Criteria

To achieve this unit, you will need to be able to:

### General Requirements

- P1. Identify the work area to be accessed using company documentation, systems and work instructions where appropriate
- P2. Select, inspect and wear required PPE in line with company procedures where appropriate
- P3. Carry out a site specific risk assessment of the work area, identifying the hazards and the control measures required
- P4. Maintain accurate and up to date records
- P5. Report information and data to the designated person

### Task Specific – Organise Network Operations

- P6. Manage wastewater network operations from end-to-end to ensure the resolution of a customer issue, for example:
  - a) Odour
  - b) Blockage
  - c) Flooding
  - d) Collapse or sewer damage
  - e) Pollution
  - f) Noise or safety concern
- P7. Liaise with all relevant parties including but not limited to:
  - a) Customers
  - b) Internal departments
  - c) Councils and Highways departments
  - d) The Environment Agency
- P8. Record and store all relevant work information in accordance with company procedures

## Knowledge and Understanding

To achieve this unit, you will need to know and understand:

### General Requirements

- K1. The principles of Health, Safety and Environmental legislation in relation to working with wastewater
- K2. The organisation's safety rules, policies and procedures relating to working with wastewater

- K3. The hazards associated with working with wastewater and the correct way to respond to them
- K4. How to select, inspect and use PPE when working with wastewater
- K5. How to carry out a site specific risk assessment and identify workplace hazards
- K6. How to respond in the event of an emergency situation in the workplace environment
- K7. How to leave the work area in a safe and secure condition
- K8. The company recording and reporting process

### Task Specific – Organise Network Operations

- K9. The common causes and consequences of customer contacts in relation to issues on the wastewater network, including but not limited to:
  - a) Odour
  - b) Rodents
  - c) Blockages
  - d) Flooding
  - e) Noise
  - f) Safety issues
  - g) Pollution
- K10. The company procedure for receiving, attending and managing wastewater network odour and blockage issues and any relevant follow-up processes
- K11. The company procedure for receiving, attending and managing wastewater network flooding issues and any relevant follow up processes, including but not limited to:
  - a) Hydraulic flooding
  - b) Flooding Other Causes
  - c) Internal and external flooding
  - d) Guaranteed Standards Scheme (GSS) and Discretionary Payments
  - e) Uninsured losses
  - f) Flooding clean-up and quarantine periods
- K12. The company procedure for receiving, attending and managing structural defects, collapses or damage issues on the wastewater network and any relevant follow-up processes, including but not limited to:
  - a) Third-party damage recharge
  - b) Collapse definition
- K13. The company procedure for receiving, attending and managing wastewater network pollution issues and any relevant follow up processes, including but not limited to:
  - a) Environment Agency liaison, reporting and consents
  - b) Contaminated Surface Water issues
  - c) Pollution incident classification
- K14. Data collection, recording and reporting requirements

### How will it be assessed?

To achieve this unit, you will need to be able to provide evidence of the performance criteria and the knowledge and understanding requirements listed above.

Assessment types:

1. External assessment – an external accrediting body will assess against a national minimum standard
2. Internal assessment process – a company led on-going assessment against requirements
3. End-point assessment - see assessment plan for further details here (will be Energy & Utility Skills defined)

### What type of evidence will be expected?

To achieve this unit, you will need to be able to provide evidence of the performance criteria and the knowledge and understanding requirements listed above.

Evidence types:

1. On-going local assessments
  - a) Assessment plan, review, feedback, standard assessment sheets
2. Knowledge based learning
  - a) Classroom, exams, assignments, Q&A sessions, e-learning modules
3. Evidence portfolios
  - a) Learning logs, photos, observation sheets

### Assessment types and process

