

## APPRENTICESHIP STANDARD: MINERAL PROCESSING WEIGHBRIDGE OPERATOR - Level 2

**Occupation:** A mineral processing weighbridge operator can act as the hub for the operational site, controlling vehicle movements, contractors, authorised personal and members of the public. Anyone reporting to the weighbridge operator must be able to demonstrate their competence to access and work on this site and has to be inducted to the site specific health and safety policies and procedures. The operator must know the specific regulations that apply to their operation, for example a quarry, cement plant or bulk powders plant and be able to stop work should they identify a breach. Other duties may include control the logistics and transport fleet of LGV vehicles to deliver the various product to customers within the time restrictions and shelf life of product. This may involve arranging transport to fulfil the order schedule, liaising with customers, members of staff and hauliers on a daily basis, weighing vehicles into the site via the weighbridge and directing them to the correct locations on site, weighing and inspecting vehicles that have been loaded to ensure they are correctly loaded and/or secured and fit for the public roads. Coordinating with members of staff in the company to ensure the smooth running of the site and timely delivery of products. Deal with people at all levels both on the phone and face to face providing excellent customer service to all. Geographical awareness as well as knowledge of LGV operator rules and regulations. The role may involve stock control and reporting. Some sites operate 24/7 so shift and night working may be required.

**Entry requirements:** Individual employers will set entry requirements for this apprenticeship. Any apprentices without level 1 English and maths must complete this level and take the test for level 2 English and maths before taking the end point assessment, this can be completed during the apprenticeship and does not have to be completed prior to entry.

<b>Some sub sectors that use this standard</b>	Extractive operations, construction products, quarrying, cement, mining, waste operations, precast & prestressed concrete, dimension stone, delving, recycling
<b>Duration</b>	Typically a minimum of 12 Months

### Core competencies – knowledge, skills and behaviours

KNOWLEDGE	What is required, An understanding of:
<b>Operations</b>	<ul style="list-style-type: none"> <li>all the hazards and risks of operating weighbridge equipment in accordance with company policies and procedures.</li> </ul>
<b>Health and safety</b>	<ul style="list-style-type: none"> <li>the importance of reporting and evaluation of all potential work hazards and site-specific hazards, including near-misses and dangerous occurrences.</li> <li>the identification of risks of activities through risk assessments and safe systems of working.</li> <li>the site induction, risk assessments, legislation, regulations, safe systems of work, and limits of responsibility.</li> </ul>
<b>Sustainability</b>	<ul style="list-style-type: none"> <li>the environmental impact of your work</li> <li>the importance of minimising fuel/waste and environmental impact of work activities.</li> </ul>
<b>Effective communications</b>	<ul style="list-style-type: none"> <li>the reporting lines in both day-to-day and emergency situations.</li> <li>how to communicate effectively and how to develop and maintain effective working relationships.</li> </ul>
<b>Product knowledge</b>	<ul style="list-style-type: none"> <li>the products and product specifications to be able to perform visual checks.</li> <li>the production process of the products that are available on your operational site</li> <li>how to check if the vehicle has been loaded or secured correctly</li> <li>the procedures if a product is returned or is out of specification</li> </ul>
<b>Geography</b>	<ul style="list-style-type: none"> <li>delivery area(s) noting weight restrictions and traffic black spots that can affect deliveries</li> </ul>
<b>Transport</b>	<ul style="list-style-type: none"> <li>the driving rules and regulations that apply to LGV operators</li> </ul>

<b>SKILLS</b>	<b>What is required, An ability to:</b>
<b>Operations</b>	<ul style="list-style-type: none"> <li>operate all equipment related to your role to the required company standards, safe systems of work and relevant HSE regulations.</li> </ul>
<b>Sustainability</b>	<ul style="list-style-type: none"> <li>identify and report any environmental impact of work undertaken.</li> <li>minimise the demand for fossil fuels and natural resources wherever possible and within your are of responsibility.</li> </ul>
<b>Planning and organising Work</b>	<ul style="list-style-type: none"> <li>plan and complete required tasks in line with the organisations key performance indicators, measures and record progress against them.</li> <li>plan work maximising the fleet capacity ensuring haulier driving breaks do not affect deliveries to customers.</li> <li>monitor stocks of materials and products required, and report issues with these in line with company policy and procedures.</li> <li>react to a changing work schedule and quickly adapt the delivery program depending on the situation.</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>communicate with people at all levels providing clear, accurate and timely information.</li> <li>communicate health and safety instruction effectively and check for understanding.</li> </ul>
<b>Products</b>	<ul style="list-style-type: none"> <li>check end product quality and stocks and report issues in line with company policy and procedures.</li> </ul>
<b>I.T.</b>	<ul style="list-style-type: none"> <li>use all IT software and or digital systems required within your role</li> </ul>
<b>People</b>	<ul style="list-style-type: none"> <li>identify opportunities for further business or up-sell to value adding products</li> <li>build customer relationships and loyalty</li> <li>demonstrate a customer focussed approach and an advocate for the business.</li> <li>deal with complaints calmly and diffuse difficult situations.</li> <li>intervene when you identify anyone breaking company policy, procedures or H&amp;S rules.</li> <li>communicate with the operational team, customers and stakeholders effectively ensuring information is passed clearly and promptly.</li> </ul>
<b>BEHAVIOURS</b>	<b>What is required</b>
<b>Professional judgement</b>	<ul style="list-style-type: none"> <li>work within own level of competence or limits of responsibility and know when to seek advice from colleagues</li> </ul>
<b>Commitment to code of ethics</b>	<ul style="list-style-type: none"> <li>work within the company rules, regulations and maintain professional competence.</li> <li>remain calm and maintain accuracy of detail under pressure</li> </ul>
<b>Continuing professional development (CPD)</b>	<ul style="list-style-type: none"> <li>identify own development needs and take action to meet those needs.</li> <li>use own knowledge and expertise to help others.</li> </ul>
<b>Commitment to equality &amp; diversity</b>	<ul style="list-style-type: none"> <li>recognise the importance of equality and diversity and manage/challenge others to meet the requirements of fairness at work.</li> </ul>
<b>Customer service</b>	<ul style="list-style-type: none"> <li>maintain a professional, courteous, polite and friendly approach at all times.</li> </ul>
<b>Accepting responsibility</b>	<ul style="list-style-type: none"> <li>take responsibility for own behaviours, actions and standards of work.</li> <li>take initiative to make improvements or reduce H&amp;S risks.</li> </ul>
<b>Health, safety &amp; environment</b>	<ul style="list-style-type: none"> <li>take responsibility to comply with risk assessments, safe systems of work, company safety policy and procedures at all times.</li> <li>Promote a positive health, safety and environmental culture through situational awareness and by personal example, taking appropriate actions if others are acting unsafely.</li> </ul>
<b>Innovation</b>	<ul style="list-style-type: none"> <li>Be proactive in finding improvements that could be made and contribute to implement new procedures or ways of safe and effective working.</li> </ul>

**Review date:** This apprenticeship standard should be reviewed three years after approval.