

INCREASING RECYCLING – SERVICE CHAMPION TRAINING FOR CREWS

Course objective

Waste and recycling collection crews and HWRC operatives play a vital role in maximising recycling through the quality of their service and their interactions with residents.

This course will provide delegates with the knowledge and practical skills to act as service champions on the ground and engage effectively with residents in the course of their duties.

Learning outcomes

By the end of this training candidates will be able to:

- Understand why we need to get more people reducing, reusing and recycling their household waste
- Recognise what residents can and cannot recycle locally and why, and what happens to materials collected for recycling
- Understand the role of collection crews and HWRC operatives in maximising recycling
- Identify the barriers to recycling at home and how to overcome them successfully when engaging with residents
- Communicate positively with residents and avoid conflict, handle frequently asked questions and customer care procedures, and signpost residents for further information

Who would benefit from attending this course?

This course is aimed primarily at waste and recycling collection crews and/or HWRC operatives working for local authorities or waste contractors. Those who manage such staff may also find the course beneficial.

Course duration

One day course delivered in two sessions

Additional information

This course can be delivered in house to any number of your staff (subject to a minimum charge) and all our courses are delivered by experienced and qualified tutors who will deliver the course to ensure it meets your objectives.

The training can be customised to meet your needs and we can also deliver the training as 'train the trainer' sessions for anyone who has to train up their own staff.

For more information or to request a quote please contact the Training Team on training@keepbritaintidy.org or by phone on 01942 612625.