JUPITER PRIME

Consulting • Training • Advisory

جوبيتر برايم للاستشارات والتدريب

COURSE BROCHURE

Advanced Environmental Services Management Training Course

27 June – 8 July 2027
Amman

jupiterprime.uk

info@jupiterprime.uk

Registered in the United Kingdom and Saudi Arabia

Advanced Environmental Services Management Training Course

Ref: 332_11336 **Date:** 27 June – 8 July 2027 **Location:** Amman **Fees:** 5500 GBP

Environmental Services Management is the subject of this 2-week advanced training course for environmental managers, waste and utilities service managers and facility managers, who leave with an environmental service improvement plan covering contracts, KPIs and compliance monitoring. Outsourced waste, wastewater and air quality services now carry the organisation's environmental exposure, so weak service control turns quickly into breaches and complaints. Jupiter Prime Training delivers this course for service leaders.

Why Environmental Services Management Matters Now

Three groups shape environmental services today: contractors who now deliver most waste collection, wastewater treatment and monitoring, communities and regulators who expect visible performance on odour, emissions and discharges, and finance teams pressing for value from long service contracts. Organisations that manage these services well hold contractors to clear outputs, catch permit exceedances early and cut disposal costs through recovery; those that manage them badly inherit penalties and reputational damage for work they never saw. The course rests on ISO 14001 Environmental Management Systems, applying its operational control, monitoring and evaluation of compliance requirements to outsourced service chains.

Who Gains Most from Environmental Services Management

- Managers who own waste, wastewater and air quality services for a site, city district or estate
- Leaders who write and manage environmental service contracts and contractor performance regimes
- Facility managers who coordinate cleaning, waste handling and utilities across buildings and campuses
- Environmental officers who run sampling, monitoring and permit compliance reporting
- Service planners who prepare budgets, tenders and improvement cases for environmental services

The greatest gain comes when the environmental lead, the contract manager and the facility manager for the same estate attend together, because service failures usually fall in the gaps between their roles.

Environmental Services Management Capabilities

Participants learn to run environmental services as measured, contracted operations whose outputs protect permits, neighbours and budgets.

- Specify output-based service levels for waste, wastewater and monitoring contracts — procurement and contract owners
- Design an environmental KPI set linking service outputs to compliance outcomes — environmental and facility leadership
- Assess contractor performance with audits, sampling and service credits — contract review meetings
- Build a compliance monitoring calendar for permits, discharges and emissions — environmental officers and regulators
- Weigh service delivery options such as in-house, outsourced or shared services — senior management
- Apply continual improvement methods to recurring service failures — service planners and contractors

Key Environmental Services Management Terms

- Service level agreement — the part of a contract that defines measurable outputs, response times and standards a service provider must meet.
- Waste hierarchy — the order of preference prevention, reuse, recycling, recovery and disposal used to select waste options.
- Discharge consent — the conditions under which treated wastewater may be released, including limits for named pollutants.
- Duty of care chain — the traceable record showing waste is handled, transported and disposed of by authorised parties.
- Service credit — a contractual deduction applied when a provider fails to meet an agreed service level.
- Evaluation of compliance — a periodic check that permit and legal environmental requirements are being met, with evidence.

Environmental Services Management Day by Day

Day 1: Environmental Services in Context

- Environmental Service Portfolio Mapping — Waste, Water, Air and Grounds
- ISO 14001 Operational Control Requirements — Outsourced Processes
- Service Delivery Models — In-House, Outsourced and Shared Services
- Stakeholder Expectations — Communities, Regulators and Building Users
- Environmental Service Risk Profile — Permit, Odour and Nuisance Exposure

Day 2: Waste Collection and Resource Recovery

- Waste Stream Characterisation — Composition and Volume Surveys
- Collection Route and Frequency Planning — Fleet and Bin Optimisation
- Segregation at Source Schemes — Recycling Participation and Contamination
- Hazardous and Clinical Waste Handling — Storage and Transfer Controls
- Duty of Care Documentation — Transfer Notes and Disposal Records

Day 3: Wastewater and Effluent Services

- Wastewater Treatment Process Overview — Primary to Tertiary Stages
- Trade Effluent and Discharge Consents — Limit Compliance
- Sludge Handling and Disposal Routes — Cost and Environmental Trade-Offs
- Treatment Plant Operator Contracts — Performance Specifications
- Effluent Sampling Regimes — Frequency, Chain of Custody and Laboratories

Day 4: Air Quality and Nuisance Monitoring

- Ambient Air Quality Monitoring Networks — Station Siting and Parameters
- Stack and Point Source Emissions — Monitoring Contracts
- Odour and Dust Complaint Management — Investigation and Response
- Noise Monitoring for Operations — Boundary Limits and Mitigation
- Monitoring Data Validation — Calibration and Quality Assurance

Day 5: Service Contracts and Procurement

- Output Specifications Versus Input Specifications — Contract Design Choices
- Environmental Clauses in Service Contracts — Permits, Reporting and Liability
- Tender Evaluation Criteria — Price, Quality and Environmental Performance
- Contract Mobilisation and Handover — Transition Risks
- Variation and Change Control — Managing Scope Growth

Day 6: Service Levels and KPIs

- Service Level Agreement Design — Measurable Outputs and Response Times
- Environmental KPI Frameworks — Diversion Rates, Exceedances and Complaints
- Balanced Service Scorecards — Cost, Quality, Compliance and Satisfaction
- Service Credits and Incentive Mechanisms — Motivating Contractor Performance
- Performance Data Systems — Telemetry, Weighbridges and Dashboards

Day 7: Compliance Monitoring and Assurance

- Permit Condition Registers — Tracking Every Obligation and Limit
- Evaluation of Compliance Cycles — Evidence and Frequency
- Contractor Environmental Audits — Site Inspections and Document Checks
- Non-Conformance and Corrective Action — Closing Exceedances
- Regulatory Reporting and Inspections — Preparing Accurate Returns

Day 8: Cost, Value and Budget Control

- Whole-Life Costing of Environmental Services — Collection to Disposal
- Benchmarking Service Costs — Unit Rates and Peer Comparisons
- Budget Forecasting for Service Contracts — Volume and Price Drivers
- Value Engineering Options — Recovery Revenues and Avoided Disposal
- Business Cases for Service Changes — Options Appraisal

Day 9: Service Improvement and Innovation

- Root Cause Methods for Service Failures — Missed Collections and Exceedances
- Continual Improvement Cycles — Plan, Do, Check, Act for Services
- Digital Service Tools — Sensors, Route Software and Customer Apps
- Circular Economy Opportunities — Reuse and Material Recovery Partnerships
- User Engagement and Communication — Campaigns and Feedback Channels

Day 10: Practising the Environmental Service Improvement Plan

- Service Portfolio and Risk Profile Applied — Priority Services for One Estate
- Contract and SLA Review Applied — Gaps in Current Agreements
- KPI and Monitoring Calendar Applied — Compliance and Performance Measures
- Cost and Option Appraisal Applied — Recommended Delivery Changes
- Environmental Service Improvement Plan — Final Plan and Peer Review

Applying Environmental Services Management After the Course

- Review one live waste or wastewater contract against the service level agreement design criteria and list the missing measurable outputs for the next contract meeting.
- Build a permit condition register and evaluation of compliance calendar for one site and agree sampling responsibilities with the contractor.

Environmental Services Management Questions FAQ

What is Environmental Services Management and why does it matter now?

Environmental Services Management is the planning, contracting and monitoring of waste, wastewater, air quality and related services. It matters now because these services are largely outsourced while the organisation still carries the permit, cost and reputational exposure.

Which roles gain most from Environmental Services Management training?

Environmental managers, waste and utilities service managers, facility managers and contract managers gain most. You benefit if you specify, buy, monitor or report on environmental services for sites, campuses or municipal districts.

How does Environmental Services Management differ from an environmental management system course?

An environmental management system course focuses on policy, aspects and audits across the organisation. This course focuses on running the services themselves: contracts, service levels, KPIs, monitoring and costs, with cases from municipalities, industrial sites and hospital estates.

What do you bring back from Environmental Services Management training?

You bring back an environmental service improvement plan for one estate, with a service risk profile, contract and SLA gaps, a KPI and monitoring calendar and recommended delivery changes.

Environmental Services Management: The Way Forward

The environmental service improvement plan first informs which contracts and service levels are renegotiated or retendered next. Environmental managers, contract managers and facility managers use it to align outputs, monitoring and costs. After its first use, the KPI set and the service credit mechanisms deserve a fresh look, because contractors adapt their behaviour quickly to whatever is measured.