



Australian Government

Department of Education, Employment and Workplace Relations

CPPPMT3043A Prepare and present pest management proposals

Release: 1

CPPPMT3043A Prepare and present pest management proposals

Modification History

Revised unit

Unit updated and equivalent to PRMPM43A Prepare and present a pest management submission including quotation

Unit Descriptor

This unit of competency specifies the outcomes required to prepare and present a pest management proposal to a client, detailing the pest management plan and an estimate for the cost of the proposed services. The unit requires the ability to work with the results of a pest management assessment, confirm the client's requirements, analyse the requirements of the pest management plan, calculate the costs of the service options, and provide the client with a submission detailing proposed service and benefits, costs and conditions. A comprehensive knowledge of the company's policies and procedures for developing submissions for pest management plans and costing services is essential.

Application of the Unit

This unit of competency supports pest management technicians responsible for preparing proposals, including costings, for management of pests and pest activity that impact on the health, safety or amenity of persons or environments in domestic, commercial or industrial premises.

Licensing/Regulatory Information

This unit may be an essential requirement for a pest management licence. The full requirements for different licences may vary in different states and territories.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

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| 1 | Review client information. | <ul style="list-style-type: none">1.1 <i>Work order</i> is reviewed to determine <i>client</i> requirements according to <i>company requirements</i>.1.2 <i>Client records are accessed for references to assessment documentation of pest management options and proposed pest management plan according to company requirements.</i>1.3 Pest management plan is confirmed to meet current client requirements according to company requirements. |
| 2 | Prepare pest management plan budget. | <ul style="list-style-type: none">2.1 Product and costing information necessary for pest management plan is sourced, selected and interpreted according to company requirements.2.2 Costs of <i>equipment</i> and <i>materials</i> necessary for implementation of pest management plan are calculated according to company requirements.2.3 Relevant <i>labour rates and conditions</i> are accessed and used to prepare labour costs according to company and <i>legislative requirements</i>.2.4 Budget for pest management plan is developed using equipment, materials and labour costings and includes taxes and profit margin according to company requirements.2.5 Calculations are checked and legible records of methods of calculations are kept according to company requirements.2.6 Principles of integrated pest management are incorporated into pest management plan according to company requirements. |

- 2.7 Pest management plan that meets company, legislative, ***environmental*** and ***OHS requirements*** is finalised.
- 3 Prepare client proposal.
- 3.1 ***Proposal*** is prepared in company format according to legislative and company requirements.
- 3.2 ***Cost estimate*** based on pest management plan budget is provided as part of proposal according to company requirements.
- 3.3 Relevant ***supporting information*** is included in proposal according to company requirements.
- 4 Present proposal to client and initiate follow-up actions.
- 4.1 Client direction on preferred ***presentation method*** for receiving proposal is obtained according to company requirements.
- 4.2 Proposal is presented to client in client-preferred format, using ***interpersonal skills and communication techniques*** and according to company requirements.
- 4.3 Sufficient time is made available for client to review proposal and opportunities are provided for client to seek further information.
- 4.4 Issues concerning proposal are negotiated with client according to company requirements.
- 4.5 Proposal is revised after client negotiations according to company requirements.
- 4.6 Acceptance by client of proposal is confirmed according to company requirements.
- 4.7 Client records are updated with copy of proposal submission according to company guidelines.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- customer service skills to:

establish rapport with clients

gain clients' trust

perceive and respond to clients' attitudes to pest problems

- language, literacy and numeracy skills for:

communicating clearly and concisely verbally and in writing

- estimating costs of materials

- performing mathematical calculations required to:

- determine costs

- measure area and volume

- preparing business correspondence

- presenting information

- reading and interpreting directions and safety instructions, including:

- equipment manuals

- chemical labels

- material safety data sheets (MSDS)

- requesting advice or further information

- seeking and receiving feedback

- sourcing, organising and recording information

- negotiating skills to finalise pest management options with clients

- planning and organising work, including:

accurately estimating timeframes

- scheduling efficiently

- interpersonal skills to relate to people from diverse backgrounds

- self-management skills to work alone and in a team

Required knowledge

- legislation, regulations, codes of practice and industry advisory standards that apply to pest management operations
- company management structure and procedures, including:
 - costing and pricing procedures
 - emergency response procedures

- environment protection procedures
- OHS procedures
- procedures for preparing and documenting pest management proposals, including plans and quotations
- consumer and contract law
- product knowledge, including manufacturer specifications for equipment and products being used
- types of pests relevant to the area and their life cycles, habits and harbourages

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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| Overview of assessment | <p>This unit of competency could be assessed by reviewing the outcome of the preparation and presentation of at least one complete pest management proposal under normal industry operating conditions, or if this is not practicable, in a simulated work environment.</p> |
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | <p>A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.</p> <p>In particular the person should demonstrate the ability to:</p> <ul style="list-style-type: none"> • analyse resource requirements of a pest management plan • calculate costs of service provision • demonstrate compliance with company, legislative and regulatory requirements when preparing pest management proposals • identify hazards and risks associated with pest management • prepare and present a pest management proposal • prepare an accurate quotation. |
| Context of and specific resources for assessment | <p>Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements.</p> <p>Resource implications for assessment include access to:</p> <ul style="list-style-type: none"> • suitable venue • plain English version of relevant statutes and procedures • company policy documents and procedures for preparing and documenting quotations • relevant databases and information • assessment instruments, including personal planner and assessment record book. |
| Method of assessment | <p>Assessment methods must:</p> <ul style="list-style-type: none"> • satisfy the endorsed Assessment Guidelines of the Property Services Training Package • include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application • reinforce the integration of employability skills with workplace tasks and job roles |

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| | <ul style="list-style-type: none"> confirm that competency is verified and able to be transferred to other circumstances and environments. |
| Guidance information for assessment | <p>Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.</p> <p>Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.</p> <p>This unit could be assessed on its own or in combination with other units relevant to the job function, for example:</p> <ul style="list-style-type: none"> CPPMT3002A Assess pest management options CPPMT3005A Modify environment to manage pests CPPMT3006A Apply pesticides to manage pests CPPMT3007A Implement pest management plans CPPMT3009A Advise clients on pest management options CPPMT3011A Conduct fumigation. |

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Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

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| Work order information may include: | <ul style="list-style-type: none"> access to work site, including: <ul style="list-style-type: none"> timing of access access and egress points budget allocations completion times and dates dress and presentation requirements environment protection requirements job requirements and tasks legislative and local government requirements OHS requirements and emergency response procedures requirements for working in isolated and remote locations resource requirements – equipment and materials specific client requirements, such as: <ul style="list-style-type: none"> noise control relationships with other customer activities |
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| | <ul style="list-style-type: none"> • sensitivity of occupants to pests or pest management • use of signage and barriers • work schedules • work site contact persons. |
| Clients may include: | <ul style="list-style-type: none"> • bodies corporate • building supervisors • companies or organisations • environmental health officers • executive housekeepers • maintenance managers • owners • persons in control of work processes • property agents or managers • tenants. |
| Company requirements may include: | <ul style="list-style-type: none"> • access and equity policy, principles and practice • business and performance plans • client communication procedures • client confidentiality procedures • client service standards • company goals, objectives, plans, systems and processes • company issued identification badge, card or pass • company policies and procedures • defined resource parameters • dress and presentation requirements • duty of care, code of conduct and code of ethics • emergency response and evacuation procedures • employer and employee rights and responsibilities • environment protection policies and procedures • establishing operator identity with client • internal communication channels and reporting procedures • OHS policies and procedures • personnel practices and guidelines • policies and procedures relating to own role, responsibility and delegation • quality and continuous improvement processes and standards • records and information systems and processes. |
| Client records may be a computer or manual file and include: | <ul style="list-style-type: none"> • contact details • customer files and databases • details of previous: <ul style="list-style-type: none"> • assessments • quotations |

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| | <ul style="list-style-type: none"> • service provision • logbooks • pest management plans • reports • specific details about: <ul style="list-style-type: none"> • work site • nature of pest problem • use of contractors. |
| <i>Assessment documentation</i> may include: | <ul style="list-style-type: none"> • company activity records • detailed submissions or quotations • photographs • written reports. |
| <i>Pest management options</i> may include: | <ul style="list-style-type: none"> • biological controls • chemical and physical barrier treatments • cultural controls • environmental controls • management controls. |
| <i>Pest management plan</i> may include: | <ul style="list-style-type: none"> • advice on health, safety, environmental and other legislative matters • advice on pest prevention strategies • chemical application methods • details of pest and pest activity • follow-up pest management advice, monitoring and call-back schedule • pest management method options • types and quantities of chemicals to be used. |
| <i>Equipment</i> may include: | <ul style="list-style-type: none"> • brooms • bunding materials • cameras • dishes or bowls • drills • dusters • electrical extension leads • elevated work platforms • equipment decontamination materials • flexible lights • flushing agents • generators • hoses • injectors • knives |

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| | <ul style="list-style-type: none"> • ladders • magnifying glasses • measuring jugs • mirrors • probes • safety harnesses • sand and other absorbent materials • screwdrivers • shovels and rakes • sound, moisture and movement detectors • sounding instruments • specimen bottles • spray equipment • torches • trays • waste disposal containers. |
| Materials may include: | <ul style="list-style-type: none"> • building components • chemicals, including: <ul style="list-style-type: none"> • cleaning products • flammable products • pesticides • registered agricultural and veterinary (AGVET) products • physical barriers • sealing components. |
| Labour rates and conditions: | <ul style="list-style-type: none"> • are established under the provisions of industrial relations legislation • may be found in: <ul style="list-style-type: none"> • enterprise agreements • industry awards and agreements. |
| Legislative requirements may include: | <ul style="list-style-type: none"> • Australian standards, quality assurance and certification requirements • award and enterprise agreements • industry advisory standards and codes, such as: <ul style="list-style-type: none"> • building codes • dangerous goods codes • relevant commonwealth, state and territory legislation and local government regulations that affect company operation, such as: <ul style="list-style-type: none"> • anti-discrimination and diversity • chemical controls • chemical registers and manifests • consumer protection legislation |

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| | <ul style="list-style-type: none"> • dangerous goods Acts and regulations • declared pest (plant and animal) reporting • environmental protection issues • equal employment opportunity • freedom of information • industrial relations • motor and commercial vehicle transportation • motor licence and endorsement regulations • OHS Acts and regulations • privacy • public health • trade practices • workplace consultative arrangements. |
| <i>Environmental requirements</i> may include: | <ul style="list-style-type: none"> • clean up, containment or isolation • company policies and guidelines • emergency chemical spill control measures • hazardous materials handling • regulations, by-laws and guidelines of environmental protection agencies and government departments, such as: <ul style="list-style-type: none"> • agriculture • emergency services • national parks and wildlife. |
| <i>Occupational health and safety</i> (also known as workplace health and safety) <i>requirements</i> may relate to: | <ul style="list-style-type: none"> • allergic reactions, such as contact dermatitis • animal management and control procedures • communication devices for remote and isolated locations, such as: <ul style="list-style-type: none"> • mobile phone • two-way radio • dermatoxicological control and prevention measures • emergency procedures for contact with toxic substances, such as: <ul style="list-style-type: none"> • splashes in eye or on skin • inhalation • ingestion • hazard identification and risk assessment mechanisms • health surveillance and monitoring, such as regular blood testing • hierarchy of hazard control procedures • industry advisory standards • information provided by national registration authority for chemical approval and state government authorities, such as: |

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| | <ul style="list-style-type: none"> • agriculture • environment protection • health • primary industry • injury and dangerous occurrence reporting • national and industry codes of practice • OHS control procedures, such as: <ul style="list-style-type: none"> • health and safety plans • job plans • job safety analyses • risk assessments • safe operating practices and procedures • safe work instructions • safe work method statements • routes of entry and potential symptoms of exposure to chemicals • safe work practices for equipment, PPE and chemical storage, including interpretation of: <ul style="list-style-type: none"> • MSDS • hazardous substance information, such as long latency periods • safety, induction and refresher training • selection and use of PPE and clothing appropriate to hazard • up-to-date electrical test and tag compliance • use of chemicals according to MSDS • use of residual current devices • use, storage and maintenance of equipment according to manufacturer specifications and equipment operating manuals • withholding periods and spray drift. |
| Proposal may be prepared by a consultant, manager, small business owner or supervisor and include: | <ul style="list-style-type: none"> • benefits and rationale of selected methods • conditions and limitations • description of client requirements • evidence of pest activity and location • maintenance programs • pest management methods • pest management plan • quotation on cost of services • response to tenders • warranties or guarantees. |
| Cost estimates are written and may include: | <ul style="list-style-type: none"> • acceptance of offer provisions • company identification information |

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| | <ul style="list-style-type: none"> • costs • description of pest problem • liability terms and conditions • limitations of treatment • proposed management method • results of inspection • terms of trade • warranty or guarantee. |
| <i>Supporting information</i> may include: | <ul style="list-style-type: none"> • accounting procedures • auditing procedures • formal assessment documents • impact statements • inspection reports • insurances • licences held by staff and company • pest management methods proposed • product or chemical data sheets • professional indemnity insurance • public liability insurance • quality assurance certification • reference sites • reporting systems • training systems • vehicle details • workers compensation. |
| <i>Presentation methods</i> may include: | <ul style="list-style-type: none"> • formal meeting involving a structured presentation of proposal to individual or group • formal meeting to discuss proposal • informal meeting to deliver proposal with a limited likelihood of detailed discussion on proposal content • posting, faxing or emailing proposal to client. |
| <i>Interpersonal skills and communication techniques</i> may include: | <ul style="list-style-type: none"> • active listening • language: <ul style="list-style-type: none"> • accurate, articulate and concise • verbal or non-verbal • presenting options and consequences in a sensitive manner • providing an opportunity for clients to confirm their request • questioning to clarify and confirm client's understanding • seeking feedback from client to confirm understanding of needs • summarising and paraphrasing to check understanding of client's message • using effective presentation aids, such as: |

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| | <ul style="list-style-type: none">• audiovisual technologies• diagrams• photos• using appropriate body language. |
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Unit Sector(s)

Pest management

Custom Content Section

Not applicable.