



Australian Government

CPPPMT3002 Assess, advise on options, and develop pest management plans for complex or high risk operations

Release: 1

CPPPMT3002 Assess, advise on options, and develop pest management plans for complex or high risk operations

Modification History

Release 1.

Replaces superseded equivalent CPPPMT3002A Assess and advise on pest management options.

This version first released with CPP Property Services Training Package Version 2.

Application

This unit of competency specifies the outcomes required to assess premises and advise on suitable pest management options for managing cockroaches, rodents or other common pests such as ants, bedbugs, spiders or flying insects in complex or high risk operations, such as aged care or childcare facilities, hospitals, hotels, food manufacturing premises or large construction projects. High risk operations are those in premises where occupants are more sensitive to pesticide application. The premises may have an existing pest problem or may be seeking to prevent future pest problems.

The unit covers clarifying client requirements; inspecting premises to identify the nature and extent of existing, and the risk of future, pest and pest activity; and assessing inspection findings to select and advise the client on pest management methods most suitable to the premises and nature of operations.

The unit supports pest management technicians responsible for assessing pest activity that impacts on the health, safety or amenity of persons or environments.

Licensing, legislative, regulatory or certification requirements apply to pest management in some States. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Pest management

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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| 1. Access work site and confirm work requirements. | 1.1. Work site is accessed according to client and company requirements. |
| | 1.2. Work order is reviewed, work site requirements are identified according to client and company requirements, and issues are clarified with appropriate persons . |
| | 1.3. Authority of client requesting services is confirmed according to company and compliance requirements . |
| 2. Clarify nature of pest management problem. | 2.1. Information on client record is reviewed and client perception of pest problem , needs and expectations are clarified according to company requirements. |
| | 2.2. Initial scan of work site is conducted to confirm client's perception of pest problem according to company and compliance requirements. |
| 3. Plan work site inspection. | 3.1. Cost effective, practical and safe inspection method that minimises disruption to client and site activities is selected according to work site conditions, work order, manufacturer specifications, and company and compliance requirements. |
| | 3.2. Hazards associated with inspection method and site are identified, and risk control strategies are applied to planning according to company and compliance requirements. |
| | 3.3. Client agreement to inspection method is obtained according to company requirements. |
| | 3.4. Required inspection equipment is identified and selected according to company and compliance requirements. |
| 4. Inspect work site. | 4.1. Type and condition of building and environment are determined according to work order and company and compliance requirements. |
| | 4.2. Hazards are identified during inspection and risks controlled at work site according to company and compliance requirements. |

- 4.3. Suitable **personal protective equipment** (PPE) is selected and used according to manufacturer specifications and company and compliance requirements.
 - 4.4. Work site is inspected using agreed method and safe operating practices according to manufacturer specifications and company and compliance requirements.
 - 4.5. Types of pests are identified, or identification is referred to relevant experts as required.
 - 4.6. Density of pests and level of pest activity are assessed from available evidence according to work order, agreed inspection method and company requirements.
 - 4.7. Pest harbourages are located according to work order, agreed inspection method and company requirements.
 - 4.8. **Evidence** of pest activity or condition is documented according to company and compliance requirements.
- 5. Assess and select options for pest management.
 - 5.1. **Pest management methods** and integrated pest management solutions suitable for pest problem are identified according to manufacturer specifications and client, company and compliance requirements.
 - 5.2. Pest management options are assessed for suitability to work site conditions and usage patterns.
 - 5.3. Pest management methods are selected and reviewed to confirm compliance with client needs and cost-effectiveness according to work order and company requirements.
- 6. Advise client on pest management.
 - 6.1. Evidence of pest conditions or activity is demonstrated to client according to company requirements.
 - 6.2. Accurate **information** is provided on selection of pest management methods based on established evidence of pest conditions or activity and according to company requirements.
 - 6.3. Opportunities for client to confirm understanding and

- seek clarification about pest management options are provided according to company requirements.
- 6.4. Client is informed of relevant service exclusions and limitations according to company and compliance requirements.
- 6.5. Advice is provided on company services and additional sources of information according to company requirements.
7. Prepare pest management plan and process documentation.
- 7.1. Proposed ***pest management plan*** is documented according to work order and company requirements.
- 7.2. Client is provided with copy of inspection findings and pest management plan according to company requirements.
- 7.3. Client records are updated according to company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill

Performance feature

Learning skills to:

- draw on prior knowledge to identify the nature of pest problems and select suitable pest management methods in new situations
- develop sequenced plans for inspection tasks incorporating work health and safety requirements, and including prioritised steps and attention to timelines.

Numeracy skills to:

- calculate:
 - areas of buildings and surrounds requiring treatment
 - volumes of required pesticides for the areas calculated
- read and interpret mathematical information in workplace documents, including equipment manuals, pesticide labels and safety data sheets (SDS).

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Oral communication skills to:	• apply observation and active listening to identify clients' attitude to pest problems • use questioning and summarising to clarify and confirm client's needs and understanding of pest problems • request advice and information on pest identification and control options from experts as required, using technical language specific to pest management.
Reading skills to:	• read and interpret technical information, including directions and safety instructions in workplace documents such as equipment manuals, pesticide labels and SDS.
Writing skills to:	• prepare a pest management plan for clients using technical language, as required, and providing explanatory notes in plain English where necessary.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

<i>Appropriate persons</i> must include one or more of the following:	• clients • colleagues • managers • persons in control of work site • supervisors.
<i>Compliance requirements</i> must include:	• commonwealth, state and territory legislation and local government regulations relating to assessing complex or high risk premises and advising on pest management methods, including those relating to: • consumer protection

- dangerous goods
- pesticide registers and manifests
- pesticide use
- privacy
- environmental requirements relating to assessing complex or high risk premises and advising on pest management methods, including:
 - clean up, containment or isolation of hazards
 - company environmental policies and guidelines
 - emergency pesticide and other chemical spill control measures
 - hazardous materials handling
 - regulations, by-laws and guidelines of environmental protection agencies and government departments
- public health and safety requirements relating to assessing complex or high risk premises and advising on pest management methods, including:
 - AS/NZS standards
 - codes of practice
 - licence endorsements and conditions or limitations
 - occupant notifications
 - record of site conditions
 - regulatory requirements
 - warning signs
- work health and safety requirements relating to assessing complex or high risk premises and advising on pest management methods, including:
 - hazard identification and risk assessment mechanisms, including hierarchy of hazard control procedures
 - health and safety control procedures
 - incident and near miss reporting
 - safe work practices for equipment, including PPE
 - selection and use of PPE and clothing appropriate to hazard.

- Pests** must include:
- rodents
 - cockroaches
 - and two or more of the following:
 - ants
 - bed bugs
 - flying insects
 - spiders.

Work sites must include two or more of the following:

- aged care facility
- childcare facility
- construction project
- education facility
- food manufacturing premises
- general manufacturing premises
- health care facility
- hospital
- motel
- recreational club
- residential hotel.

Inspection method:

- must involve:
 - discussion with client
 - review of past pest management records, if available
 - visual inspection
- must be selected on the basis of:
 - company and compliance requirements
 - existing condition of premises
 - manufacturer specifications
 - work order instructions
 - work site activities.

Hazards to be checked for must include:

- animal bites and stings
- confined or restricted spaces
- electrical
- environmental contamination
- fire
- lighting
- manual handling
- moving vehicles and machinery
- noise
- pesticides and other chemicals
- remote locations
- respiratory
- slips and trips
- temperature
- ultraviolet (UV) radiation
- working at heights.

Inspection equipment must include:

- camera
- ladder
- magnifying glass
- mirror
- portable lighting or torch
- probe
- specimen bottles.

Personal protective equipment must include:

- appropriate eye, ear and respiratory protection
- first aid kit appropriate to the task and location
- site-specific PPE and clothing requirements
- soap and towel
- sun protection.

Evidence must include one or more of the following:

- droppings
- evidence of feeding
- harbourage
- pest damage
- specimens
- tracks.

Pest management methods must include two or more of the following:

- biological controls
- chemical controls
- cultural controls
- physical controls.

Information must include:

- assessment of pest types and pest activity
- conditions for, and sources of, pest infestation
- impacts on the environment and buildings of different pest management methods
- legislation, codes of practice, Australian standards and advisory standards relevant to pest management methods
- pest management treatment and maintenance methods.

Pest management plan must include:

- advice on health, safety, environmental and other legislative matters
- advice on pest prevention strategies
- details of pest and pest activity

- follow-up pest management advice, monitoring and call-back schedule
- mandatory notification requirements
- pest management options
- pesticide application methods, if applicable
- record keeping mandated by licensing or regulatory requirements
- types and quantities of chemicals to be used, if applicable.

Unit Mapping Information

CPPPMT3002A Assess and advise on pest management options

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPPMT3002 Assess, advise on options, and develop pest management plans for complex or high risk operations

Modification History

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Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit, and must:

- safely assess pest types and levels of activity at two different complex or high risk operations selected from the following:
 - aged care facility
 - childcare facility
 - construction project
 - education facility
 - food manufacturing premises
 - general manufacturing premises
 - health care facility
 - hospital
 - motel
 - recreational club
 - residential hotel
- propose two pest management options for each of the two operations selected, with:
 - each option involving a minimum of two of the following pest management methods:
 - biological controls
 - chemical controls
 - cultural controls
 - physical controls
 - all four pest management methods being used across the above four proposed pest management options.

In doing the above, the person must identify pest types and pest activity and propose pest management options for a minimum of four different pests consisting of:

- each of the following:

- cockroaches
- rodents
- as well as two of the following:
 - ants
 - bed bugs
 - flying insects
 - spiders.

Two or more pests may be identified as existing, or possible future, problems at one location.

In doing the above, the person must also:

- accurately confirm type of organism and its associated key behavioural characteristics, including activity and habitats, referring to experts as required
- achieve outcomes as specified in work orders
- communicate information and advice on pest management options suitable for the type of pest and premises
- comply with company and compliance requirements
- identify hazards and risks associated with pest management and apply knowledge of the hierarchy of hazard control
- inspect building and surrounds to clarify client's pest problem
- produce pest management plans that include biological, physical, chemical or cultural controls for all four pests
- select safe, effective and environmentally responsible pest management options.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- compliance requirements relevant to assessing and advising on pest management options
- content and industry terms used in work order specifications
- company policies and procedures relevant to developing a pest management plan, including:
 - emergency response procedures
 - integrated pest management strategies
 - pest assessment reporting
- the following aspects of pest assessment:
 - pest ecology relevant to pest management operations
 - types of pests relevant to the area and their life cycles, habits and harbourages
- pest management methods, including:
 - biological, physical, chemical and cultural controls associated with managing pests in a range of environments
 - product knowledge, including manufacturer specifications for equipment and products.

Assessment Conditions

Suitable assessment of performance requires:

- equipment:
 - computer with internet access
 - inspection equipment and personal protective equipment (PPE) as listed in the range of conditions
- specifications:
 - client records
 - company procedures
 - plain English guides to compliance requirements
 - safety data sheets (SDS)
 - work orders
- physical conditions:
 - premises to be inspected and assessed as specified in the performance evidence
- relationships with team members and supervisor:
 - work must be conducted individually, under supervision
- relationship with client:
 - consultation with client required
- timeframe:
 - according to work order.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

Links

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