



Australian Government

CPPPMT3019 Organise and monitor pest management operations

Release: 1

CPPPMT3019 Organise and monitor pest management operations

Modification History

Release 1.

Replaces superseded equivalent CPPPMT3019A Organise and monitor pest management operations.

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

Application

This unit of competency specifies the outcomes required to organise and monitor major pest management contracts, including allocating work to personnel, and conducting training needs analyses and resultant professional development. A comprehensive understanding of pest management services and treatments offered is required to perform this task efficiently.

The unit supports pest management technicians responsible for assessing work requirements and allocating and monitoring work, including providing appropriate equipment and materials to perform pest management operations. It also covers identifying opportunities for the use of training and assessment to build and recognise staff skills. It applies to pest management technicians who are responsible for leading a small work team.

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.

1. Identify work requirements.

1.1. Work orders are reviewed to identify requirements, including site characteristics and specific requests, according to company requirements.

1.2. Client needs and expectations are identified and communicated according to work order and company

- requirements.
- 1.3. **Hazards** and risk control measures relevant to the work site are confirmed according to company and **compliance requirements**.
2. Organise equipment and materials.
- 2.1. Past work orders are reviewed when available and equipment, **personal protective equipment** (PPE) and material requirements are estimated according to company requirements.
- 2.2. Required equipment, materials and suitable PPE are accessed according to company requirements.
- 2.3. Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements.
- 2.4. Suitable PPE is selected and checked for correct fitting according to manufacturer specifications and company and compliance requirements.
3. Allocate work orders.
- 3.1. **Schedule** of work orders, to be completed within specified time and budget, is developed according to client, company and compliance requirements.
- 3.2. Work orders are **allocated** according to company and compliance requirements.
- 3.3. Schedule, work orders and associated instructions are communicated to staff according to company requirements.
- 3.4. Schedule and work order instructions are confirmed, and where necessary, clarified with staff according to company requirements.
4. Provide training and assessment opportunities.
- 4.1. Staff members' skill gaps are identified according to company requirements.
- 4.2. Staff members are encouraged to seek clarification and feedback on work performance and **training** needs and opportunities according to company requirements.

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| | 4.3. | Relevant training opportunities are provided according to company requirements to meet identified skills gaps and provide for continuous improvement. |
| | 4.4. | Assessment opportunities are arranged to enable staff to gain formal recognition of skills according to company requirements. |
| 5. | Monitor performance. | |
| | 5.1. | Performance of work orders is monitored systematically to ensure client expectations and company and compliance requirements are met. |
| | 5.2. | Performance issues are identified and followed up promptly according to company requirements. |
| | 5.3. | Work is reallocated as required to meet client and 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:	• identify and use reliable sources of information regarding compliance requirements relevant to organising and monitoring pest management operations • understand and apply knowledge of learning styles of team members and select appropriate development activities and support materials in suitable formats.
Numeracy skills to:	• calculate distances and travel times between client work sites specified on work orders • estimate time to complete work orders and schedule operations efficiently, including allocating work orders evenly among staff.
Oral communication skills to:	• explain pest management work order instructions to staff using appropriate language • use questioning to confirm staff understanding of instructions and

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
	- schedules - interact effectively with clients to negotiate changes to pest management work order schedules, expressing technical information in appropriate language for the client.
Reading skills to:	read and interpret work orders, client records and compliance requirements relevant to different types of pest management work and work sites.
Writing skills to:	document the allocation and scheduling of work orders.

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.

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 or other chemicals - remote locations - respiratory - slips and trips - temperature - ultraviolet (UV) radiation
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- working at heights.

Compliance requirements must include:

- Australian standards, quality assurance and certification requirements relating to organising and monitoring pest management operations
- commonwealth and state or territory legislation and local government regulations relating to organising and monitoring pest management operations, including:
 - consumer protection
 - dangerous goods
 - pesticide registers and manifests
 - pesticide use
 - privacy
 - public health and safety
- environmental requirements relating to organising and monitoring pest management operations, including:
 - clean up, containment or isolation of hazards
 - company policies and guidelines
 - emergency chemical spill control measures
 - hazardous materials handling
- industry advisory standards and codes of practice relating to organising and monitoring pest management operations, such as:
 - building codes
 - dangerous goods codes
- regulations, by-laws and guidelines relating to organising and monitoring pest management operations of environmental protection agencies and government departments
- work health and safety requirements relating to organising and monitoring pest management operations, including:
 - procedures for hazard identification, risk assessment and hazard control, including hierarchy of hazard control
 - requirements of national registration authority and state government authorities
 - site inductions and client safety requirements
 - use of safe work methods, including use of pesticides according to manufacturer labels.

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.

Schedule must include one or more of the following:

- charts and wall-mounted planning boards
- electronic or paper-based
- to-do lists
- work diary.

Allocation of work must include consideration of available staff:

- capabilities
- licences
- preferences
- skills.

Training must include one or more of the following:

- attendance at formal training sessions
- demonstrations
- on-the-job instructions
- self-paced learning packages
- structured feedback.

Unit Mapping Information

CPPPMT3019A Organise and monitor pest management operations

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 CPPPMT3019 Organise and monitor pest management operations

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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 schedule, organise and monitor a work order for pest management at three different premises to be selected as follows:

- three residential premises with different types of construction, or
- three different commercial premises with different uses, or
- a mix of three different residential and commercial premises.

In doing the above, the person must also:

- allocate work and staff
- comply with company, legislative or regulatory requirements
- identify work requirements and hazards and risks associated with pest management and clearly communicate them to work team
- provide equipment and material supplies
- assess staff skill gaps and arrange or provide suitable training, development and assessment opportunities.

Knowledge Evidence

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

- compliance requirements relevant to organising and monitoring pest management operations
- company policies and procedures relevant to organising and monitoring pest management operations, including:
 - emergency response procedures
 - injury, dangerous occurrence and incident reporting
 - health and safety procedures
 - performance reviews
 - work documentation and reporting procedures
- content and industry terms used in work order specifications

- mathematical methods for budgeting and estimating workloads
- pest management equipment, personal protective equipment (PPE) and materials, including manufacturer specifications for safe use.

Assessment Conditions

Suitable assessment of performance requires:

- equipment:
 - pest management equipment essential for undertaking the work orders specified in the performance evidence
 - PPE as specified in the range of conditions
- materials:
 - materials essential for undertaking the work orders specified in the performance evidence
- specifications:
 - equipment operating manuals
 - plain English guides to relevant compliance requirements
 - relevant client databases and information
 - work order instructions, work plans and schedules, and company policy documents
- physical conditions:
 - access to work sites where work orders are completed in order to monitor team performance
- relationships with team members and supervisor:
 - team leadership role
 - team leaders must be supervised by a person with a full pest management licence
- relationship with client:
 - consultation with client is 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.

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