



Australian Government

CPPPMT3029 Plan and schedule pest management operations

Release: 1

CPPPMT3029 Plan and schedule pest management operations

Modification History

Release 1.

Replaces superseded equivalent CPPPMT3029A Plan and schedule pest management operations.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 plan and schedule all types of pest management operations, including rescheduling work when circumstances change. The unit requires the ability to assess the workload implications of current work orders, including amount and type of work required; and then using this knowledge, to schedule work in a logical and organised manner. A comprehensive understanding of the pest management services and treatments being offered is required.

The unit applies to those managing the presence or activities of pests that may affect the health, safety or amenity of persons or the environment and can be applied to domestic, commercial or industrial premises.

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. Assess requirements of current work orders. | 1.1. Work orders are identified for specified <i>schedule period</i> according to company requirements. |
| | 1.2. Geographic locations of work orders are identified according to company requirements. |

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|--------------------------------------|------|---|
| | 1.3. | Work orders are reviewed according to company requirements to assess types of pest management services to be delivered, site entry requirements, and site hazards or health and safety concerns to be addressed. |
| | 1.4. | Time requirements are estimated for each work order by comparison with records of similar work orders and according to company requirements. |
| 2. Prepare work schedule. | 2.1. | <i>Schedule</i> of work orders is prepared to maximise company productivity, minimise travel and staff downtime, achieve business targets, and meet client expectations according to company and <i>compliance requirements</i> . |
| | 2.2. | Treatment time is planned to minimise disruption and discomfort to clients and <i>personnel</i> at work site according to company and compliance requirements. |
| | 2.3. | Provision is made in schedule for weather and other variables when planning treatments. |
| | 2.4. | Emergency and priority work orders are scheduled according to company requirements. |
| 3. Monitor and adjust work schedule. | 3.1. | Clients and team members are advised promptly, according to company requirements, when adjustments to the schedule affect timing of work order. |
| | 3.2. | Reasons for changes to schedules are recorded according to company requirements to assist future planning. |

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

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Skill	Performance feature
	pest management operations.
Numeracy skills to:	- estimate time to complete work orders and travel between locations - calculate totals of estimated times to identify numbers of work orders to be scheduled and completed in a day.
Oral communication skills to:	interact effectively with clients to keep them informed of scheduling and to negotiate scheduling changes if required.
Reading skills to:	interpret work order and compliance requirements related to the pest management tasks to be performed.
Writing skills to:	record scheduling information accurately and legibly and in formats suitable for staff.
Problem-solving skills to:	manage a range of contingencies when rescheduling work.

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.

- Schedule period*** must include two or more of the following:
- annual
 - daily
 - monthly
 - weekly.

Schedule:

- must include one or more of the following:
 - charts and wall-mounted planning boards
 - electronic or paper-based
 - to-do lists
 - work diaries
- must reflect:
 - licence endorsements
 - staff skills, knowledge and preferences.

Compliance requirements must include:

- Australian standards, quality assurance and certification requirements relating to planning and scheduling pest management operations
- commonwealth, state and territory legislation and local government regulations relating to planning and scheduling pest management operations, including:
 - consumer protection
 - dangerous goods
 - pesticide registers and manifests
 - pesticide use
 - privacy
 - public health and safety
- national and industry codes of practice and advisory standards relating to planning and scheduling pest management operations:
 - building codes
 - dangerous goods codes
- work health and safety requirements relating to planning and scheduling 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.

Personnel must include:

- clients' staff
- colleagues
- site visitors, including bystanders

- venue, facility, building or shopping centre staff or management.

Unit Mapping Information

CPPPMT3029A Plan and schedule 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 CPPPMT3029 Plan and schedule 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 plan and schedule fifteen work orders for pest management operations at work sites in different geographic locations.

In doing the above, the person must also:

- allocate work to appropriately trained staff
- assess and prioritise work order requirements
- comply with company and compliance requirements for pest management operations
- negotiate rescheduling of two work orders due to unforeseen issues, such as traffic or weather conditions
- schedule work orders efficiently.

Knowledge Evidence

- A person demonstrating competency in this unit must demonstrate knowledge of:
- company procedures relevant to planning and scheduling pest management operations, including:
 - health and safety procedures
 - work documentation and reporting procedures
- compliance requirements relating to planning and scheduling pest management operations
- content and industry terms used in work order specifications
- key features of scheduling software programs and methods
- local conditions and travel routes that may impact on timeframes and schedules for pest management tasks
- scheduling methods and contingency factors that may affect pest management operation schedules
- time requirements to perform each of the pest management services
- types of pest management services offered.

Assessment Conditions

Suitable assessment of performance requires:

- equipment:
 - computer with internet access
 - maps
 - telephone
- specifications:
 - company procedures relating to planning and scheduling pest management operations
 - fifteen current work orders as specified in the performance evidence
 - manufacturer specifications relating to treatment times
 - past work orders for pest management
 - plain English guides to compliance requirements
- relationships with team members and supervisor:
 - work must be completed individually
- relationship with client:
 - consultation with clients 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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