



Australian Government

CPPPMT3043 Prepare and present pest management proposals for complex or high risk operations

Release: 1

CPPPMT3043 Prepare and present pest management proposals for complex or high risk operations

Modification History

Release 1.

Replaces superseded equivalent CPPPMT3043A Prepare and present pest management proposals.

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

Application

This unit of competency specifies the outcomes required to prepare and present pest management proposals to clients that detail pest management plans for complex or high risk operations, such as childcare facilities, educational facilities, hospitals, hotels, food manufacturing premises and large construction projects, as well as estimates for the costs of the proposed services. High risk operations include premises where occupants are more sensitive to pesticide application.

The unit covers applying the results of a pest management assessment, confirming clients' requirements, analysing the requirements of the pest management plans, calculating the costs of service options, and providing clients with proposals detailing services 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.

The unit 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, 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. Review client information. | 1.1. Work order is reviewed to determine client requirements according to company requirements. |
| | 1.2. Client records are accessed and inspection findings, information on assessment of <i>pest management options</i> , and proposed <i>pest management plan</i> are reviewed according to company requirements. |
| | 1.3. Pest management plan is checked to ensure it meets current client and <i>compliance requirements</i> and is amended, if required, according to company requirements. |
| 2. Prepare budget and finalise pest management plan. | 2.1. Product and costing information necessary for pest management plan implementation is sourced, selected and interpreted according to company requirements. |
| | 2.2. Costs of equipment and materials required to implement pest management plan are calculated according to company requirements. |
| | 2.3. Relevant labour rates and conditions are accessed and used to prepare labour costs according to company and compliance requirements. |
| | 2.4. Budget for pest management plan is developed using equipment, materials and labour costings, and including 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 and compliance requirements is finalised. |
| 3. Prepare pest management | 3.1. <i>Components of proposal</i> are prepared in required format according to client, company and compliance |

proposal.	requirements.
	3.2. Cost estimate based on pest management plan budget is provided as part of proposal according to client and company requirements.
	3.3. Relevant supporting information is included in proposal according to client and 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 preferred format 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 and proposal is revised according to company requirements.
	4.5. Client acceptance of proposal is confirmed according to company requirements.
	4.6. Client records are updated with copy of proposal according to company guidelines.

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 compliance requirements information for the site and equipment, human resources and materials costings information relevant to preparing pest management proposals - draw on prior knowledge of implementing pest management plans and preparing proposals for pest management work, and apply to

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
	complex or high risk operations.
Oral communication skills to:	ask questions using appropriate language to clarify and confirm client's needs and their understanding of pest management proposal.
Reading skills to:	read and interpret relevant compliance requirements and costings information.
Writing skills to:	- prepare a pest management proposal for clients detailing recommended procedures and actions, after defining client needs and purpose of the plan, and taking into account site-specific requirements - use technical language, as required, and provide 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>Pest management options</i> must include two or more of the following:	- biological controls - chemical controls - cultural controls - physical controls.
Content of <i>pest management plan</i> to be reviewed must include:	- advice on health, safety, environmental and other legislative matters - advice on pest prevention strategies - chemical application methods, if applicable - details of pest and pest activity - follow-up pest management advice, monitoring and call-back

schedule

- mandatory notification requirements
- pest management options
- record keeping mandated by licensing or regulatory requirements
- types and quantities of chemicals to be used, if applicable.

Compliance requirements must include:

- commonwealth, state and territory legislation and local government regulations relating to pest management proposals, including:
 - consumer and contract law
 - consumer protection
 - dangerous goods
 - pesticide registers and manifests
 - pesticide use
 - privacy
- national and industry codes of practice and advisory standards relating to pest management proposals
- public health and safety requirements relating to pest management proposals, including:
 - AS/NZS standards
 - licence endorsements and conditions or limitations
 - occupant notifications
 - record of site conditions
 - regulatory requirements
 - warning signs
- environmental requirements relating to pest management proposals, including:
 - clean up, containment or isolation of hazards
 - company policies and guidelines
 - emergency chemical spill control measures
 - hazardous materials handling
 - regulations, by-laws and guidelines of environmental protection agencies and government departments
- work health and safety requirements relating to pest management proposals, 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.

Components of proposal must include:

- benefits and rationale of selected methods
- conditions and limitations of proposal
- description of client requirements
- evidence of pest activity and location
- pest management methods
- pest management plan
- recommended maintenance programs
- warranties or guarantees.

Cost estimate must be written and must include:

- acceptance of offer provisions
- company identification information
- costs associated with all aspects of the proposal
- liability terms and conditions
- limitations of pest treatment
- proposed pest management method
- terms of trade.

Presentation methods must include one or more of the following:

- formal meeting involving a structured presentation of proposal to individual or group
- informal meeting to deliver proposal and discussion of proposal content with an individual or group.

Unit Mapping Information

CPPPMT3043A Prepare and present pest management proposals

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 CPPPMT3043 Prepare and present pest management proposals for complex or high risk 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 prepare and present pest management proposals involving two different pest management methods, for two different complex or high risk operations selected from the following:

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

The proposals must cover management 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 managed at one location.

In doing the above, the person must also:

- analyse resource requirements of a pest management plan

- calculate costs of service provision
- demonstrate compliance with company and compliance requirements
- identify, source and include relevant supporting documentation
- identify hazards and risks associated with the pest management plan and specific site
- prepare and present pest management proposals
- prepare cost estimates.

Knowledge Evidence

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

- company procedures for preparing and documenting pest management proposals, including:
 - costing and pricing procedures
 - emergency response procedures
 - environment protection procedures
 - health and safety procedures
 - plans and quotations
- compliance requirements relevant to preparing pest management proposals for complex or high risk operations
- principles of integrated pest management
- 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
- types of supporting information to be included with proposals, including:
 - accounting procedures
 - auditing procedures
 - formal assessment documents
 - impact statements
 - inspection reports
 - insurances, including:
 - professional indemnity insurance
 - public liability insurance
 - licences held by staff and company
 - pest management methods proposed
 - product or chemical data sheets
 - quality assurance certification
 - reporting systems
 - training systems
 - vehicle details
 - workers compensation coverage.

Assessment Conditions

Suitable assessment of performance requires:

- equipment:
 - computer with internet access
- specifications:
 - inspection reports
 - pest management plans
 - product information and costings
 - manufacturer specifications
 - client records
 - company procedures
 - labour rates and conditions
 - plain English guides to compliance requirements
- physical conditions:
 - venue and required resources for presenting proposal to client
- 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.

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