



Australian Government

CPPUPM4002 Schedule, organise and monitor pest management operations

Release: 2

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Modification History

Release 2 This version first released with CPP Property Services Training Package Release 10.1.

Correction to mapping equivalency:

- CPPUPM4002 Schedule, organise and monitor pest management operations.

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPPMT3029 Plan and schedule pest management operations. Incorporates content from CPPPMT3019 Organise and monitor pest management operations

Application

This unit specifies the skills and knowledge required to schedule, organise and monitor major pest management contracts to ensure performance meets client expectations, business objectives and compliance requirements. It includes scheduling and allocating work and organising equipment and materials within budget and staffing constraints and facilitating training and assessment opportunities for staff to address skill gaps and training needs.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

This unit forms part of the licensing requirements for people engaged in pest management in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

Elements and Performance Criteria

Elements describe the Performance criteria describe what needs to be done to

essential outcomes.	demonstrate achievement of the element.
1 Confirm work and compliance requirements.	1.1 Review work instructions and associated documentation to clarify pest management service requirements and timeframes, and work site location and characteristics. 1.2 Clarify client needs and expectations in consultation with relevant persons and apply client instructions to work planning. 1.3 Confirm budget and staff availability for pest management service delivery according to workplace requirements. 1.4 Review and confirm regulatory and industry requirements associated with pest management services and apply to work plan to ensure compliance. 1.5 Assess hazards and risks associated with work site and pest management services and apply risk management strategies to work planning.
2 Organise equipment and materials.	2.1 Estimate required types and amounts of equipment, personal protective equipment (PPE) and material quantities based on work instructions and past work orders. 2.2 Access required equipment, PPE and materials and check to confirm operational effectiveness according to manufacturers' instructions.
3 Schedule and allocate work instructions.	3.1 Prepare work schedule that maximises productivity and efficiency, minimises travel and staff downtime and achieves client instructions and business targets. 3.2 Plan treatment time to minimise disruption and discomfort to client and persons at work site. 3.3 Make provisions in work schedule for weather and emergency and priority work orders. 3.4 Allocate work accounting for staff availability, capabilities, licenses and preferences to meet service requirements and timeframes. 3.5 Communicate work schedule to relevant persons and

clarify pest management work instructions with staff.

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| 4 Monitor work performance. | 4.1 Systematically monitor work performance to ensure compliance with client, workplace and regulatory requirements. |
| | 4.2 Adjust work schedule to meet changing work priorities or respond to contingencies in consultation with relevant persons. |
| | 4.3 Identify problems with work performance and promptly implement solutions to meet client, workplace and regulatory requirements. |
| | 4.4 Complete and maintain pest management documentation and client records to meet workplace and compliance requirements. |
| 5 Provide staff development opportunities. | 5.1 Monitor staff performance to identify skill gaps and training needs aligned with business objectives. |
| | 5.2 Encourage staff members to seek feedback on work performance and hold individual discussions to clarify training needs and resolve conflict. |
| | 5.3 Facilitate training opportunities to meet identified skill gaps and training needs according to workplace requirements. |
| | 5.4 Facilitate assessment opportunities to enable staff to gain formal recognition of skills according to workplace requirements. |
| | 5.5 Complete and maintain staff performance records according to workplace requirements. |

Foundation Skills

Candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey, clarify and confirm information provided to clients
- reading skills to interpret key requirements of contracts and agreements for different types of pest management work

- numeracy skills to:
 - apply mathematical methods for budgeting and estimating workloads and equipment and material quantities
 - calculate distances and travel times between work sites specified in work instructions.

Unit Mapping Information

Supersedes and not equivalent to CPPPMT3029 Plan and schedule pest management operations.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPUPM4002 Schedule, organise and monitor pest management operations

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Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by scheduling, organising and monitoring pest management operations at:

- 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.

The candidate must also allocate work, monitor performance, identify skill gaps and arrange training opportunities for two different staff members.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- basic adult learning styles and principles
- compliance requirements associated with scheduling, organising and monitoring pest management operations:
 - Australian standards, quality assurance and certification requirements
 - industry guides, advisory standards and relevant industry codes of practice
 - key requirements of commonwealth, state and territory legislation and local government regulations:
 - chemical use, registers and manifests
 - consumer protection
 - dangerous goods
 - employment and industrial relations

- environmental protection
- licensing for pest management
- privacy
- public health and safety
- factors to be taken into account when allocating work to staff:
 - capabilities
 - licences
 - preferences
 - skills
- mathematical methods used for budgeting and estimating workloads
- methods for identifying skill gaps when monitoring work performance
- scheduling methods and systems
- types and functions of chemicals and equipment including personal protective equipment used in pest management operations
- types of staff development activities:
 - demonstrations
 - formal training sessions
 - on-the-job instruction and mentoring
 - self-paced learning strategies
 - structured feedback
- typical content of, and industry terms used in pest management work orders
- typical hazards associated with pest management operations, and risk control measures for each:
 - animal bites and stings
 - chemical preparation, use, storage and disposal
 - confined or restricted spaces
 - electrical
 - environmental contamination
 - fire
 - lighting
 - manual handling
 - moving vehicles and machinery
 - noise
 - remote locations
 - respiratory
 - slips and trips
 - temperature
 - ultraviolet radiation
 - work at heights

- workplace policies and procedures that apply to scheduling, organising and monitoring pest management operations:
 - business plans and objectives
 - client service
 - equipment use and maintenance
 - performance reviews
 - records, documentation and reporting
 - work health and safety:
 - emergency response procedures
 - hazard identification, risk assessment and control using the hierarchy of control
 - injury, dangerous occurrence and incident reporting
 - safe work practices including manual handling
 - work scheduling and allocation.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- workplace policies and procedures, compliance information, documentation and client information required to achieve the performance evidence
- computer and other technologies required to achieve the performance evidence
- access to staff and sites where work is conducted

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