



Australian Government

CPPUPM4003 Assess and advise on pest management options for sensitive

Release: 1

CPPUPM4003 Assess and advise on pest management options for sensitive

Modification History

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

Supersedes and is not equivalent to CPPPMT3002 Assess, advise on options, and develop pest management plans for complex or high risk operations

Application

This unit specifies the skills and knowledge required to assess and advise on integrated pest management options to manage cockroaches, rodents and other common pests in high risk environments where people may be more sensitive to pesticides than the general population, for example schools, kindergartens, childcare centres, hospitals, community health centres and aged care facilities. The unit includes client consultation, site inspection to gather evidence and identify the nature and extent of pests and pest activity and developing a comprehensive pest management plan and written proposal with cost estimate.

This unit does not apply to sites where food, beverages or pharmaceuticals are handled, manufactured, produced or packaged under an external food safety management system and audit regime.

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 requires the candidate to be a licensed pest management technician in order to undertake pest management work at sensitive sites. 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 essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

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|---|---|------|--|
| 1 | Confirm nature of pest problem and compliance requirements. | 1.1 | Review work instructions and associated documentation to confirm client requirements and location and nature of work site. |
| | | 1.2 | Review client records to clarify perception of pest problem, needs and expectations, and confirm client authority to request pest management services. |
| | | 1.3 | Review and confirm regulatory and industry requirements associated with pest management for sensitive environments and apply to work plan to ensure compliance. |
| | | 1.4 | Conduct initial work site scan to confirm perceived pest problem according to workplace and regulatory requirements. |
| 2 | Plan site inspection. | 2.1 | Select cost-effective, practical and safe inspection method that minimises disruption to client and site activities according to work instructions, workplace and regulatory requirements. |
| | | 2.2 | Identify hazards associated with site inspection and plan risk control measures to meet workplace and regulatory requirements. |
| | | 2.3 | Select and access required inspection equipment according to workplace requirements. |
| | | 2.4 | Obtain client agreement to inspection method according to workplace requirements. |
| | | 2.10 | |
| 3 | Inspect work site. | 3.1 | Select and fit required personal protective equipment according to workplace requirements. |
| | | 3.2 | Access work site, identify hazards and control risks according to workplace requirements. |
| | | 3.3 | Determine type and condition of buildings and surrounds, site usage patterns and pest ingress and hot spots according to work instructions. |
| | | 3.4 | Inspect work site using agreed method and inspection equipment according to client, workplace and regulatory |

- requirements.
- 3.5 Locate pests and evidence of pest activity and identify pest types, accessing expert advice as required to confirm pest types.
 - 3.6 Assess pest density and level of activity from available evidence and locate harbourages.
 - 3.7 Conduct measurements and calculate area of buildings and surrounds requiring treatment.
 - 3.8 Record evidence of pest activity and document inspection results according to workplace requirements.
- 4 Assess, select and cost pest management options.
- 4.1 Identify integrated pest management methods suitable to the pest problem and sensitive environment according to client, workplace and regulatory requirements.
 - 4.2 Assess pest management options and confirm service inclusions, exclusions and limitations, and suitability to site conditions and usage patterns according to workplace and regulatory requirements.
 - 4.3 Calculate quantities and costs of equipment, materials and labour required to implement pest management options allowing for taxes and profit margin according to workplace requirements.
 - 4.4 Check calculations to confirm accuracy and keep legible records of calculation methods according to workplace requirements.
 - 4.5 Check recommendations to confirm compliance with requirements for sensitive environments and cost-effectiveness to client and workplace requirements.
 - 4.6 Collate evidence and accurate information to support pest management recommendations in a format suitable for presentation and discussion with client.
- 5 Advise client on pest management options.
- 5.1 Explain site inspection findings to client, demonstrate evidence of pest activity and respond to issues and concerns to ensure understanding of pest problem.
 - 5.2 Discuss pest management options and considerations for

- sensitive environments with client and provide accurate supporting information and evidence.
- 5.3 Inform client of service inclusions, exclusions and limitations associated with pest management options according to workplace and regulatory requirements.
- 5.4 Provide client with advice on organisational services and information sources to enhance their understanding of proposed treatments and services.
- 6 Prepare and deliver pest management plan and proposal.
- 6.1 Document pest management plan incorporating inspection findings, pest management options and advice to meet work instructions and client, workplace and regulatory requirements.
- 6.2 Document pest management proposal incorporating cost estimate, terms and conditions to meet work instructions, workplace and regulatory requirements.
- 6.3 Present pest management plan and proposal to client for consideration.
- 6.4 Discuss issues associated with pest management plan or proposal with client and negotiate agreed revisions to achieve client acceptance according to workplace requirements.
- 6.5 Maintain client records and pest management documentation in a manner that ensures confidentiality and future retrieval according to workplace and regulatory requirements.
- 6.6 Document pest management plan incorporating inspection findings, pest management options and advice to meet work instructions and client, workplace and regulatory 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
- numeracy skills to calculate:

- tax and profit margins associated with service provision
- volume and area to estimate pesticide quantities.

Unit Mapping Information

Supersedes and is not -equivalent to CPPPMT3002 Assess, advise on options, and develop pest management plans for complex or high risk 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 CPPUPM4003 Assess and advise on pest management options for sensitive

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Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- assessing and advising on two pest management options each for two different operations involving sensitive sites selected from the following:
 - aged care facility
 - childcare facility
 - construction site
 - education facility
 - hospital
 - motel
 - recreational club
 - residential hotel
- for each pest management option, combine two methods below, ensuring all methods listed are used:
 - chemical control method
 - cultural control method
 - physical control method.

In doing the above, the candidate must identify pest types and pest activity and options to manage a minimum of four different pests consisting of cockroaches, rodents and two of the following:

- ants
- bed bugs
- bees and wasps
- birds
- fabric pests
- fleas
- flies
- mites

- occasional invaders: arthropods, millipedes, springtails and thrips
- paperlice
- spiders
- stored product pests.

Knowledge Evidence

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

- compliance requirements associated with assessing and advising on pest management options for sensitive operations:
 - Australian standards, quality assurance and certification requirements
 - industry guides, advisory standards and relevant industry codes of practice including *A Code of Practice for the Control of Bed Bug Infestations in Australia*
 - environmental requirements:
 - clean up, containment or isolation of hazards
 - emergency chemical spill control measures
 - hazardous materials handling
 - waste handling and disposal
 - key requirements of commonwealth, state and territory legislation and local government regulations:
 - chemical use, registers and manifests
 - consumer protection
 - dangerous goods
 - environmental protection
 - licensing for pest management
 - pesticide use
 - privacy
 - public health and safety
 - public health and safety:
 - licence endorsements and conditions or limitations
 - occupant notifications
 - record of site conditions
 - warning signs
- content and format requirements for pest management plans:
 - advice on health, safety, environmental and other legislative matters
 - advice on pest prevention strategies
 - details of pests and pest activity
 - follow-up pest management advice, monitoring and call-back schedule
 - mandatory notification requirements
 - pest management options and methods
 - pesticide application methods

- record keeping mandated by licensing or regulatory requirements
- types and quantities of chemicals to be used
- content and format requirements for pest management proposals:
 - benefits and rationale of selected options
 - conditions and limitations of proposal
 - description of client requirements
 - evidence of pest activity and location
 - pest management methods and plan
 - recommended maintenance programs
 - warranties or guarantees
 - cost estimates:
 - acceptance of offer provisions
 - company identification information
 - costs associated with all aspects of the proposal
 - liability terms and conditions
 - limitations of pest treatment
 - terms of trade
- ecology, biology, lifecycles, habits and harbourages of the following types of pests:
 - ants
 - bed bugs
 - bees and wasps
 - birds
 - cockroaches
 - fabric pests
 - fleas
 - flies
 - mites
 - occasional invaders: arthropods, millipedes, springtails, thrips
 - paperlice
 - rodents
 - spiders
 - stored product pests
- equipment and materials used for pest management in sensitive operations including inspection and personal protective equipment (PPE)
- mathematical methods used for budgeting and estimating equipment, material and labour quantities and costs
- meaning and application of integrated pest management
- potential effects of pesticides on public health and the environment
- types of evidence of pests and pest activity:
 - droppings

- evidence of feeding
- harbourages
- pest damage
- specimens
- tracks
- types of work sites considered sensitive and associated issues for pest management and using pesticides in places where people may be more sensitive to pesticides than the general population
- typical hazards associated with pest management in sensitive 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 assessing and advising on pest management options for sensitive operations:
 - client service
 - equipment use and maintenance
 - 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.

Assessment Conditions

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

Evidence of assessment for pest management activities specified in the performance evidence:

- must involve sensitive sites that do not handle, manufacture, produce or package food, beverages or pharmaceuticals under an external food safety management system and audit regime
- must be based on direct observation and assessment of the candidate by an assessor
- must be in a real workplace for one site and may be simulated for one site provided the simulation allows demonstration of all performance criteria.

Candidates must have access to:

- workplace policies and procedures, compliance information, documentation, records and client information required to achieve the performance evidence
- computer and other technologies required to develop and produce pest management plans and proposals
- access to sensitive work sites and pest problems required to achieve the performance evidence
- PPE:
 - eye, ear and respiratory protection
 - site-specific PPE and clothing
 - soap and towel
 - sun protection
- inspection equipment:
 - camera
 - hand lens
 - ladder
 - magnifying glass
 - measuring tape
 - mirror
 - probe
 - specimen bottle
 - torch
- relevant industry codes of practice including *A Code of Practice for the Control of Bed Bug Infestations in Australia*.
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