



Australian Government

Department of Education, Employment and Workplace Relations

CPPPMT3002A Assess pest management options

Release: 1

CPPPMT3002A Assess pest management options

Modification History

Revised unit

Unit updated and equivalent to PRMPM02B Assess pest management options

Unit Descriptor

This unit of competency specifies the outcomes required to consider a number of pest management options and decide on the best course of action. The unit requires a thorough understanding of client requirements as well as the ability to assess the nature and extent of the pest and pest activity and to apply company information in order to perform the task. The selection of appropriate pest management methods is essential for performing the task safely and effectively.

Application of the Unit

This unit of competency supports pest management technicians responsible for assessing pest activity that impacts on the health, safety or amenity of persons or environments. The unit applies to the assessment of pest management options in domestic, commercial or industrial premises.

Licensing/Regulatory Information

This unit may be an essential requirement for a pest management licence. The full requirements for different licences may vary in different states and territories.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

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| 1 | Access work site. | <p>1.1 Work site is accessed according to company requirements.</p> <p>1.2 Work order is reviewed, work site requirements are identified according to company requirements, and issues are clarified with appropriate persons.</p> <p>1.3 Authority of client requesting services is confirmed according to company and legislative requirements.</p> |
| 2 | Clarify nature of pest management problem | <p>2.1 Information on client record is reviewed according to company requirements.</p> <p>2.2 Client perception of pest problem and personal needs and expectations are clarified using interpersonal skills and communication techniques.</p> <p>2.3 Initial review of work site is conducted to confirm client's perception of pest problem according to company, legislative, and occupational health and safety (OHS) requirements.</p> |
| 3 | Determine assessment method | <p>3.1 Safe, practical assessment method that is cost effective and minimises disruption to client activity and existing condition of premises is selected according to work order, manufacturer specifications and environmental, legislative, OHS and company requirements.</p> <p>3.2 Hazards associated with assessment method are identified and risks controlled at work site according to legislative, OHS, company and environmental requirements.</p> |

- 3.3 Client agreement to assessment method is obtained according to company requirements prior to commencing.
 - 3.4 **Equipment** requirements are identified and equipment is selected according to legislative, OHS and company requirements.
- 4 Inspect work site
 - 4.1 Type and condition of building and environment are determined according to work order and legislative and company requirements.
 - 4.2 Hazards are identified and risks controlled at work site according to legislative, OHS and company requirements.
 - 4.3 Suitable **personal protective equipment** (PPE) is selected and used according to manufacturer specifications and OHS and company requirements.
 - 4.4 Assessment is conducted using predetermined assessment method and safe operating practices according to manufacturer specifications and environmental, legislative, OHS and company requirements.
 - 4.5 Inspection is conducted to accurately identify **pest problem** from available evidence according to work order, agreed assessment method and company requirements.
 - 4.6 Pest identification is referred to relevant experts if required.
- 5 Select pest management options
 - 5.1 Effective **pest management methods** appropriate to the identified problem are selected according to manufacturer specifications and environmental, legislative, OHS and company requirements.
 - 5.2 Pest management methods are reviewed to confirm compliance with client needs and cost-effectiveness according to work order and company requirements.
 - 5.3 Client is provided with clear, accurate and concise **information** on pest management options to enable informed decision-making according to work order and

company requirements.

- 5.4 Additional **sources of information** are accessed to clarify issues concerning pest type, pest management options, manufacturer specifications and environmental, legislative and OHS requirements.

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| 6 | Complete assessment documentation | 6.1 | Information on pest problem, client requirements and proposed pest management options is documented accurately according to work order and company requirements. |
| | | 6.2 | Client is provided with information on pest management plan prior to treatment according to company requirements. |
| | | 6.3 | Client is provided with copy of assessment documentation according to company requirements. |
| | | 6.4 | Client records are updated with a copy of the assessment documentation according to company requirements. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to:
 - assess pest problems
 - identify pests
 - select pest management methods
- skills to work safely when:
 - manual handling
 - handling and disposing of chemicals
 - identifying hazards and controlling risks
 - working at heights and in confined spaces
- customer service skills to:
 - establish rapport with clients
 - gain clients' trust
 - perceive and respond to clients' attitudes to pest problems
- investigative skills to inspect buildings and surroundings to identify:
 - pest activity
 - pest habitats
- language, literacy and numeracy skills for:
 - communicating clearly and concisely verbally and in writing
 - performing mathematical calculations required to measure area and volume
 - reading and interpreting directions and safety instructions, including:
 - equipment manuals
 - chemical labels
 - material safety data sheets (MSDS)
 - requesting advice or further information
 - seeking and receiving feedback
 - sourcing, organising and recording information
- planning and organising work, including:
 - accurately estimating timeframes
 - scheduling efficiently
 - interpersonal skills to relate to people from a range of social and cultural backgrounds
- self-management skills to work alone and in a team

Required knowledge

- company management structure and procedures, including:
 - emergency response procedures

- environment protection procedures
- injury, dangerous occurrence and incident reporting
- OHS procedures, including hierarchy of hazard control
- pest assessment reporting
- legislation, regulations, codes of practice and industry advisory standards that apply to the assessment of pest activity and selection of suitable pest management options, including environmental and OHS legislation
- pest assessment, including:
 - pest ecology relevant to pest management operations
 - types of pests relevant to the area and their life cycles, habits and harbourages
- pest management options, including:
 - pesticidal and physical controls associated with managing pests in a range of environments
 - product knowledge, including manufacturer specifications for equipment and products
- safe work practices, including:
 - manual-handling techniques
 - use of equipment, including PPE
- work order specifications

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	This unit of competency could be assessed by observing practical demonstration of assessment of pest management options and reviewing completed documentation.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit. In particular the person should demonstrate the ability to: • clarify client's pest problem and accurately confirm type of organism and its associated key behavioural characteristics, referring to experts as required • communicate information and advice on pest management options • comply with company, legislative and regulatory requirements • achieve outcomes as specified in work orders • identify hazards and risks associated with pest management and apply knowledge of hierarchy of hazard control • select safe, effective and environmentally responsible pest management options.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include access to: • suitable work site or other venue • plain English version of relevant statutes and procedures • work order instructions, work plans and schedules, and policy documents • relevant databases and information.
Method of assessment	Assessment methods must: • satisfy the endorsed Assessment Guidelines of the Property Services Training Package • include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application • reinforce the integration of employability skills with workplace tasks and job roles

	confirm that competency is verified and able to be transferred to other circumstances and environments.
Guidance information for assessment	Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support. Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed. This unit could be assessed on its own or in combination with other units relevant to the job function, for example: - CPPPMT3005A Modify environment to manage pests - CPPPMT3006A Apply pesticides to manage pests - CPPPMT3007A Implement pest management plans - CPPPMT3009A Advise clients on pest management options - CPPPMT3043A Prepare and present pest management proposals.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Company requirements</i> may include:	• access and equity policy, principles and practice • business and performance plans • client communication procedures • client confidentiality procedures • client service standards • company goals, objectives, plans, systems and processes • company issued identification badge, card or pass • company policies and procedures • defined resource parameters • dress and presentation requirements • duty of care, code of conduct and code of ethics • emergency response and evacuation procedures • employer and employee rights and responsibilities • environment protection procedures • establishing operator identity with client • internal communication channels and reporting procedures • maintenance procedures for equipment and PPE • OHS control procedures • OHS policies and procedures • personnel practices and guidelines • policies and procedures relating to own role, responsibility and delegation • quality and continuous improvement processes and standards • records and information systems and processes • training (induction and refresher) materials • work site access security clearance procedures.
<i>Work order information</i> may include:	• budget allocations • completion times and dates • environment protection requirements • job requirements and tasks • legislative and local government requirements • OHS requirements and emergency response procedures • requirements for working in isolated and remote locations • resource requirements – equipment and materials • dress and presentation requirements

	• use of signage and barriers • work schedules • work site contact persons • work site requirements, such as: • access to work site, including: • timing of access • access and egress points • lighting • noise control • relationships with other customer activities • security • sensitivity of occupants to pests or pest management • ventilation.
Appropriate persons may include:	• clients • colleagues • managers • persons in control of work site • supervisors.
Clients may include:	• bodies corporate • building supervisors • companies or organisations • environmental health officers • executive housekeepers • maintenance managers • owners • persons in control of work processes • property agents or managers • tenants.
Legislative requirements may include:	• Australian standards, quality assurance and certification requirements • industry advisory standards and codes, such as: • building codes • dangerous goods codes • award and enterprise agreements • relevant commonwealth, state and territory legislation and local government regulations that affect company operation, such as: • anti-discrimination and diversity • chemical controls • chemical registers and manifests • consumer protection legislation

	• dangerous goods Acts and regulations • declared pest (plant and animal) reporting • environmental protection issues • equal employment opportunity • freedom of information • industrial relations • motor and commercial vehicle transportation • motor licence and endorsement regulations • OHS Acts and regulations • privacy • public health • trade practices • workplace consultative arrangements.
Client records may include:	• computer files or databases • hard-copy files • contact details • details of previous: • assessments • proposals • quotations • service provision • logbooks • pest management plans • reports • specific details about: • work site • nature of pest problem • use of contractors.
Pests may include:	• any pest of commercial significance in an urban environment.
Interpersonal skills and communication techniques may include:	• active listening • language: • accurate, articulate and concise • verbal or non-verbal language, including body language • presenting options and consequences in a sensitive manner • providing an opportunity for clients to confirm their request • questioning to clarify and confirm client's understanding • seeking feedback from client to confirm understanding of needs • summarising and paraphrasing to check understanding of client's message • using effective presentation aids, such as:

	• audiovisual technologies • diagrams • graphics • photos.
Work sites may include:	• building surroundings • buildings • domestic, commercial or industrial premises.
Occupational health and safety (also known as workplace health and safety) requirements may relate to:	• allergic reactions, such as contact dermatitis • animal management or control procedures • communication devices for isolated or remote locations, such as: • mobile phones • two-way radios • dermatotoxicological control and prevention measures • emergency procedures for contact with toxic substances, such as: • splashes in eye or on skin • inhalation • ingestion • hazard identification and risk assessment mechanisms • hierarchy of hazard control procedures • industry advisory standards • information provided by national registration authority for chemical approval and state government authorities, such as: • agriculture • environment protection • health • primary industry • injury and dangerous occurrence reporting • national and industry codes of practice • OHS control procedures, such as: • health and safety plans • job plans • job safety analyses • risk assessments • safe operating practices and procedures • safe work instructions • safe work method statements • health surveillance and monitoring, such as regular blood testing • routes of entry and potential symptoms of exposure to chemicals • safe work practices for equipment, PPE and chemical storage, including interpretation of:

	• MSDS • hazardous substance information, such as long latency periods • safety, induction and refresher training • selection and use of PPE and clothing appropriate to hazard • up-to-date electrical test and tag compliance • use of chemicals according to MSDS • use of residual current devices • use, storage and maintenance of equipment according to manufacturer specifications and equipment operating manuals • withholding periods and spray drift.
Cost effective means a balance that:	• achieves an effective pest management solution • is affordable for the client • provides profit opportunities for the operator.
Manufacturer specifications may include:	• emergency response resources • equipment operating manuals • government publications • instructional guides • MSDS • other resources supplied by manufacturer, such as: • laminated cards • notices • wall posters • product labels • safety instructions pre-printed on equipment.
Hazards may include:	• allergic reactions to chemicals, pests or equipment, including latex allergies • biological and animal waste • bites and stings • blood and blood-stained products • confined or restricted spaces • contaminated clothing, materials or equipment • damaged or inappropriate equipment • dust and fibres • electrical hazards arising from: • cables • electrical fittings: • switches • lights • untested electrical equipment • fatigue

	• fire • gas • heights • inadequate lighting and ventilation • infectious and zoonotic diseases, such as: • scabies • Q fever • mobile equipment and vehicle hazards around plant and vehicles • moving or unguarded parts • noise • occupational violence and bullying • poor personal hygiene practices • release of substances with negative environmental impact • spills, splashes and sprays • unsafe manual-handling techniques, including awkward and repetitive postures • unsafe underfoot conditions, such as slippery, uneven and rough surfaces • work environment temperature extremes • work in unfamiliar isolated or remote environments.
Assessment methods may include:	• discussion with client • review of past pest management records • visual inspection.
Environmental requirements may include:	• clean up, containment or isolation • company policies and guidelines • emergency chemical spill control measures • hazardous materials handling • regulations, by-laws and guidelines of environmental protection agencies and government departments, such as: • agriculture • emergency services • national parks and wildlife.
Equipment may include:	• bunding materials • cameras • contaminated clothing bags • dishes or bowls • drills • dusters • electrical extension leads • elevated work platforms • equipment decontamination materials

	• flexible lights • flushing agents • generators • hoses • injectors • knives • ladders • magnifying glasses • measuring jugs • mirrors • probes • safety harnesses • sand and other absorbent materials • screwdrivers • sharps containers • shovels and rakes • sound, moisture and movement detectors • sounding instruments • specimen bottles • spray equipment • torches • trays • waste disposal containers.
<i>Personal protective equipment may include:</i>	• air-line and self-contained respirators • breathing respirators: • full-face • half-face • chemical-impervious gloves • chemical-resistant aprons • communication equipment • cradles • drinking fluids • dust masks • eye protection, such as: • safety glasses • goggles • eyewashes and showers • face shields (splash-proof) • first aid kits appropriate to tasks and locations • hair nets • hard hats

	• high-visibility vests or clothing • long pants • noise protection • non-slip safety shoes or boots • overalls, coveralls or other chemical protective clothing • prodding or probing sticks and rods • safety harnesses • soap and towels • sunscreen • tongs • torches • washable sun hats • wet-work protective clothing.
<i>Pest problem includes:</i>	• pest type • activity level • density • location of harbourages.
<i>Pest management methods may include:</i>	• biological controls • chemical and physical barrier treatments • cultural controls • environmental controls • management controls.
<i>Information may include:</i>	• conditions for infestation • control and maintenance methods • hazardous substance legislation, codes of practice, Australian standards and advisory standards covering use of chemicals • impacts on the environment and buildings of alternative pest management methods • pest activity • sources of infestation.
<i>Sources of information may include:</i>	• company specialists or consultants • government agencies and departments, such as: • agriculture • forestry • quarantine • industry groups and associations • internet resources • publications by: • company • government • industry.

<i>Pest management plan may include:</i>	• advice on health, safety, environmental and other legislative matters • advice on pest prevention strategies • chemical application methods • details of pest and pest activity • follow-up pest management advice, monitoring and call-back schedule • pest management options • types and quantities of chemicals to be used.
<i>Assessment documentation may include:</i>	• company activity records • detailed quotations • photographs • written reports.

Unit Sector(s)

Pest management

Custom Content Section

Not applicable.