



Australian Government

Department of Education, Employment and Workplace Relations

CPPPMT3007A Implement pest management plans

Release: 1

CPPPMT3007A Implement pest management plans

Modification History

Revised unit

Unit updated and equivalent to PRMPM07B Implement a pest management plan

Unit Descriptor

This unit of competency specifies the outcomes required to establish and monitor a pest management plan, including preventative measures. The unit requires the ability to develop practical strategies to implement an agreed pest management plan using industry-standard pest management practices that include documentation and monitoring, and the application of company policies in order to perform the task. The selection of appropriate pest management methods is essential for performing the task.

Application of the Unit

This unit of competency supports pest management technicians responsible for developing pest management plans for pests and pest activity that impact on the health, safety or amenity of persons or environments 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

- | | | | |
|---|--|-----|--|
| 1 | Organise implementation of pest management plan. | 1.1 | Work and resource requirements of the agreed <i>pest management plan</i> are identified according to <i>company requirements</i> . |
| | | 1.2 | <i>Equipment</i> and <i>materials</i> necessary to meet identified work and resource requirements are organised according to <i>manufacturer specifications</i> and <i>legislative, occupational health and safety (OHS)</i> and company requirements. |
| | | 1.3 | <i>Work orders</i> and <i>schedules</i> are developed and staff members allocated according to requirements of pest management plan, and in line with manufacturer specifications and legislative, OHS, company and <i>environmental requirements</i> . |
| | | 1.4 | <i>Documentation</i> to facilitate implementation of plan, and reporting systems that support established performance indicators and benchmarks, are designed. |
| 2 | Apply pest management methods. | 2.1 | <i>Hazards</i> are identified and risks controlled at <i>work site</i> according to legislative, OHS and company requirements. |
| | | 2.2 | <i>Personal protective equipment (PPE)</i> is selected and used according to manufacturer specifications and OHS and company requirements. |
| | | 2.3 | Work site is treated using <i>pest management method options</i> as specified in pest management plan. |
| | | 2.4 | Work is conducted using safe operating practices according to manufacturer specifications and environmental, legislative, OHS and company requirements. |

- | | | | |
|---|-------------------------------|-----|--|
| 3 | Monitor pest management plan. | 3.1 | Pest management plan reports are monitored and appropriate persons are advised according to company requirements. |
| | | 3.2 | Responses to issues raised in reports are initiated according to company requirements. |
| | | | |
| 4 | Review pest management plan. | 4.1 | Pest management plan is reviewed at negotiated intervals in conjunction with client according to contract and company requirements. |
| | | 4.2 | Agreed changes to pest management plan are implemented and client records are updated according to client and company requirements. |

Required Skills and Knowledge

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

Required skills

- skills to work safely when:
 - identifying hazards and controlling risks
 - manual handling
 - working at heights and in confined spaces
 - applying chemical treatments
- customer service skills to:
 - establish rapport with clients
 - gain clients' trust
 - perceive and respond to clients' attitudes to pest problems
- language, literacy and numeracy skills for:
 - communicating clearly and concisely verbally and in writing
 - estimating workloads and resource implications
 - performing mathematical calculations required to:
 - dilute and mix chemicals as specified on product labels
 - 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
- negotiating skills to gain client agreement to changes in pest management plans
- planning and organising work, including:
 - accurately estimating timeframes
 - scheduling efficiently
- interpersonal skills to relate to people from diverse backgrounds
- self-management skills to work alone and in a team

Required knowledge

- company management structure and procedures, including:
 - reporting procedures
 - contractual requirements

- emergency response procedures
- environmental protection procedures
- injury, dangerous occurrence and incident reporting requirements
- OHS procedures, including hierarchy of control
- legislation, regulations, codes of practice and industry advisory standards that apply to the implementation of pest management plans, including OHS and environmental legislation
- pest assessment, including:
 - pest ecology in relation 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 and conditions
 - product knowledge, including manufacturer specifications for products being used
 - routes of entry and potential symptoms of exposure to chemicals
- 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 the implementation of a pest management plan.
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: - analyse resource requirements of implementing a pest management plan - comply with company, legislative and regulatory requirements - develop and review pest management plan documentation and reporting systems - achieve outcomes in relation to implementation of pest management plan - identify hazards and risks associated with pest management and apply knowledge of hierarchy of controls - safely treat work site according to plan.
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 - relevant databases and information sources - plain English version of relevant statutes and procedures - company policy documents and procedures for establishing and monitoring pest management plans - assessment instruments, including personal planner and assessment record book.
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: • CPPPMT3002A Assess pest management options • CPPPMT3005A Modify environment to manage pests • CPPPMT3006A Apply pesticides to manage pests • 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>Pest management plan</i> may include:	• 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 method options • types and quantities of chemicals to be used.
<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 • establishing operator identity with client • internal communication channels and reporting procedures • maintenance procedures for equipment and PPE • 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>Equipment</i> may include:	• bunding materials • cameras

	• 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.
Materials may include:	• building components • chemicals, including: • cleaning products • flammable products • pesticides • registered agricultural and veterinary (AGVET) products • physical barriers • sealing components.
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.
Legislative requirements may include:	• Australian standards, quality assurance and certification requirements • award and enterprise agreements • industry advisory standards and codes, such as: • building codes • dangerous goods codes • relevant commonwealth, state and territory legislation and local government regulations that affect company operation, such as: • anti-discrimination and diversity • chemical controls • chemical registers or 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.
Occupational health and safety (also known as workplace health and safety) requirements may relate to:	• allergic reactions, such as contact dermatitis • animal management and control procedures • communication devices for isolated or remote locations, such as: • mobile phone • two-way radio • 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 • health surveillance and monitoring, such as regular blood testing • 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 or procedures • safe work instructions • safe work method statements • 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.
Work orders may include:	• access to work site, including: • timing of access • access and egress points • budget allocations • completion times and dates • dress and presentation 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 • specific client requirements, such as: • noise control • sensitivity of occupants to pests or pest management • relationships with other customer activities • use of signage and barriers • work schedules • work site contact persons.
Schedules may include:	• charts and wall-mounted planning boards • electronic or paper-based • to-do lists • work diary.
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.
Documentation may include:	• pest activity or inspection reports • pest management system problem or action reports • service logbooks • site management reports • site visit reports.
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

	• extremes of heat and temperature • fatigue • fire • gas • heights • inadequate lighting and ventilation • infectious and zoonotic diseases, such as: • scabies • Q fever • leaks, spills, splashes and sprays • mobile or 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 • unsafe manual-handling techniques, including awkward and repetitive postures • unsafe underfoot conditions, such as slippery, uneven and rough surfaces • work in unfamiliar isolated or remote environments.
Work sites may include:	• building surroundings • buildings • domestic, commercial or industrial premises.
Personal protective equipment may include:	• air-line and self-contained respirators • breathing respirators: • full-face • half-face • chemical-impervious gloves • chemical-resistant aprons • communication equipment • contaminated clothing bags • cradles • drinking fluids • dust masks • eye protection, such as: • safety glasses • goggles • eyewashes and showers • face shield (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.
Pest management method options may include:	• biological controls • chemical and physical barrier treatments • cultural controls • environmental controls • management controls.
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.
Client records may be a computer or manual file and include:	• contact details • customer files and databases • details of previous: • assessments • quotations • service provision

	• logbooks • pest management plans • reports • specific details about work site and nature of pest problem • use of contractors.
--	--

Unit Sector(s)

Pest management

Custom Content Section

Not applicable.