



Australian Government

Department of Education, Employment and Workplace Relations

CPPPMT3009A Advise clients on pest management options

Release: 1

CPPPMT3009A Advise clients on pest management options

Modification History

Revised unit

Unit updated and equivalent to PRMPM09B Advise client on pest management options

Unit Descriptor

This unit of competency specifies the outcomes required to provide information about pest activity to clients and to advise on pest management options. The unit requires the ability to assess the nature and extent of the pest and pest activity, an understanding of client requirements, and the application of company information in order to perform the task.

Application of the Unit

This unit of competency supports pest management technicians responsible for advising on pest management options 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

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

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 | Determine client's information requirements. | 1.1 Work order is reviewed according to company requirements and issues are clarified with appropriate persons. |
| | | 1.2 Specific information requirements are confirmed with client according to work order and company requirements. |
| | | 1.3 Work site is assessed for pests and pest condition according to work order and environmental, legislative and occupational health and safety (OHS) requirements . |
| | | 1.4 Pest management method options are determined according to work order and company requirements. |
| 2 | Provide pest management information. | 2.1 Accurate information is provided on pest management methods based on established evidence of pest conditions or activity according to company requirements. |
| | | 2.2 Evidence of pest conditions or activity is demonstrated according to company requirements. |
| | | 2.3 Practical information and advice are provided to client on selection of pest management options using interpersonal skills and communications techniques according to company requirements. |
| | | 2.4 Opportunities for client to confirm understanding and seek clarification about pest management method options are provided according to company requirements. |
| | | 2.5 Client is informed of relevant service exclusions and limitations according to legislative and company requirements. |
| | | 2.6 Evidence of pest activity or condition is documented according to legislative and company requirements. |

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| 3 | Assist client to access additional information. | 3.1 | Client is provided with reliable documentation and publications on pest, pest condition and pest management method options for ongoing reference according to company requirements. |
| | | 3.2 | Advice is provided on additional <i>sources of information.</i> |
| | | 3.3 | Information is provided on company services according to company requirements. |

Required Skills and Knowledge

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

Required skills

- customer service skills to:
 - establish rapport with clients
 - gain clients' trust
 - perceive and respond to clients' attitudes to pest problems
- skills to work safely when identifying hazards and controlling risks
- language and literacy skills for:
- communicating clearly and concisely verbally and in writing
 - requesting advice or further information
 - seeking and receiving feedback
 - sourcing, organising and recording information
- interpersonal skills to relate to people from diverse backgrounds
- planning and organising work, including:
 - accurately estimating timeframes
 - scheduling efficiently
- problem-solving skills to:
 - assess client needs
 - select pest management options

Required knowledge

- available government services relating to pest management
- building structures and methods in relation to pest management
- climate and geographic impact on pest activity
- company management structure and procedures, including:
 - emergency response procedures
 - environment protection procedures
 - injury, dangerous occurrence and incident reporting requirements
 - OHS procedures
 - reporting procedures
- legislation, regulations, codes of practice and industry advisory standards that apply to advising on pest management options, in particular:
 - content relating to legal implications of providing advice
 - environment protection
 - OHS legislation

- pest assessment, including:
 - pest ecology as related to pest management operations
 - types of pests relevant to the area and their life cycles, habits and harbourages
- pest management options, including:
 - product knowledge, including manufacturer specifications for equipment and products being used
 - routes of entry and potential symptoms of exposure to chemicals
 - sources of timber pest control information
- 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 work site and provision of information to clients at their premises or in a simulated workplace environment.
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: • accurately identify type of pest activity or condition • clarify client's information requirements and communicate information and advice on pest management method options • comply with company, legislative and regulatory requirements • achieve outcomes specified in work order • identify hazards and risks associated with pest management • select safe, effective and environmentally responsible pest management method 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 • suitable equipment • equipment operating manuals and MSDS • plain English version of relevant statutes and procedures • relevant databases and information • work order instructions, work plans and schedules, and policy documents • 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 - CPPPMT3007A Implement pest management plans - CPPPMT3043A Prepare and present pest management proposals.

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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.

Work order information 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
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	• sensitivity of occupants to pests or pest management • relationships with other customer activities • use of signage and barriers • work schedules • work site contact persons.
Company requirements 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 personal protective equipment (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.
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.
Work site may include:	• building surroundings • buildings • domestic, commercial or industrial premises.
Assessment may include:	• discussion with client • review of past pest management records • visual inspection.
Pests may include:	• any pest of commercial significance in an urban environment.
Environmental requirements may include:	• company policies and guidelines • regulations, by-laws and guidelines of environmental protection agencies and government departments, such as: • agriculture • emergency services • national parks and wildlife.
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 register 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 remote and isolated 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 and 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: • material safety data sheets (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.
<i>Pest management method options</i> may include:	• biological controls • chemical and physical barrier treatments • cultural controls • environmental controls • management controls.
<i>Information</i> may include:	• conditions for infestation • control and maintenance methods • impacts on the environment and buildings of alternative pest management methods • legislation and controls covering use of chemicals • pest activity • sources of infestation.
<i>Evidence</i> means providing actual evidence of pest conditions or activity and may include:	• chambers • droppings • evidence of feeding • holes • specimens • tracks.
<i>Interpersonal skills and communication techniques</i> may include:	• active listening • language: • accurate, articulate and concise • verbal or non-verbal • 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 • photos • using appropriate body language.
<i>Sources of information</i> may include:	• company specialists or consultants • government agencies and departments, such as: • agriculture • forestry • quarantine

	• industry groups and associations • internet resources • publications, for example: • company • government • industry.
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Unit Sector(s)

Pest management

Custom Content Section

Not applicable.