



Australian Government

Department of Education, Employment and Workplace Relations

CPPPMT3019A Organise and monitor pest management operations

Release: 1

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Modification History

Revised unit

Unit updated and equivalent to PRMPM19B Organise and monitor pest management operations

Unit Descriptor

This unit of competency specifies the outcomes required to organise and monitor major pest management contracts, including allocating work to personnel, and conducting training needs analyses and resultant professional development. A comprehensive understanding of pest management services and treatments offered is required to perform this task efficiently.

Application of the Unit

This unit of competency is applicable where supervision of a small work team is required. It supports pest management technicians responsible for:

- assessing work requirements
- allocating and monitoring work
- providing appropriate equipment and materials to perform pest management operations
- identifying opportunities for the use of training and assessment to build and recognise staff skills.

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 | Identify work requirements. | <p>1.1 <i>Work orders</i> are reviewed to identify requirements, including site characteristics and specific requests, according to <i>company requirements</i>.</p> <p>1.2 <i>Client</i> needs and expectations are identified accurately according to work order and company requirements.</p> <p>1.3 <i>Hazards</i> are identified and risks controlled at the work site, according to company, <i>legislative, environmental and occupational health and safety (OHS) requirements</i>.</p> |
| 2 | Organise equipment and materials. | <p>2.1 <i>Equipment, personal protective equipment (PPE) and material</i> requirements are estimated in line with past use and current work order(s) according to company requirements.</p> <p>2.2 Required equipment, materials and suitable PPE are accessed according to company requirements.</p> <p>2.3 Operational effectiveness of application equipment is checked according to <i>manufacturer specifications</i> and company requirements.</p> <p>2.4 Suitable PPE is selected and used according to manufacturer specifications and OHS and company requirements.</p> |
| 3 | Allocate work orders. | <p>3.1 <i>Schedule</i> of work orders, to be completed within specified time and budget, is developed according to client, legislative, OHS and company requirements.</p> <p>3.2 Work orders are <i>allocated</i> according to legislative and</p> |

- company requirements.
- 3.3 Schedule, work orders and associated instructions are communicated to staff according to company requirements.
 - 3.4 Receipt and understanding of schedule and work order instructions by relevant staff are confirmed according to company requirements.
- 4 Provide training and assessment opportunities.
- 4.1 Skill gaps of staff are identified according to company requirements.
 - 4.2 Staff members are encouraged to seek clarification and feedback on work performance and **training** needs and opportunities according to company requirements.
 - 4.3 Relevant training opportunities are provided according to company requirements to meet identified skills gaps and provide for continuous improvement.
 - 4.4 Assessment opportunities are arranged to enable staff to gain formal recognition of skills according to company requirements.
- 5 Monitor performance.
- 5.1 Performance of work orders is monitored systematically to ensure client expectations and environmental, legislative and company requirements are met.
 - 5.2 Performance issues are identified and followed up promptly according to company requirements.
 - 5.3 Work is reallocated as required to meet client and company requirements.

Required Skills and Knowledge

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

Required skills

- language, literacy and numeracy skills for:
 - communicating clearly and concisely verbally and in writing
 - performing mathematical calculations required to:
 - allocate work orders evenly among staff
 - estimate time to complete work orders
 - reading and comprehending work orders
 - documenting allocation of work orders
 - requesting advice or further information
 - seeking and receiving feedback
 - sourcing, organising and recording information
- teamwork skills to lead a small team
- problem-solving skills to manage contingencies
- planning and organising work, including:
 - monitoring work orders and outcomes
 - prioritising work
 - scheduling efficiently
 - time management
- interpersonal skills to:
 - negotiate required professional development
 - relate to people from diverse backgrounds
- self-management skills to work alone and in a team
- customer service skills to:
 - establish rapport with clients
 - gain clients' trust
 - perceive and respond to clients' attitudes to pest problems

Required knowledge

- legislation, regulations, codes of practice and industry advisory standards that apply to organising and monitoring pest management operations, including OHS legislation
- company management structure and procedures, including:
 - emergency response procedures
 - injury, dangerous occurrence and incident reporting requirements
 - OHS procedures

- performance reviews
- reporting procedures
- mathematical methods for budgeting and estimating workloads
- product knowledge, including manufacturer specifications for products being used
- safe pesticide application techniques
- 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 a service that involves the allocation of labour and materials under normal industry operating conditions, or if this is not practicable, in a simulated work 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: • allocate work and staff • clearly communicate work requirements • comply with company, legislative or regulatory requirements • identify work requirements and hazards and risks associated with pest management • provide: • equipment and material supplies • suitable training, development and assessment opportunities.
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 venue • suitable equipment and pesticides • PPE • equipment operating manuals and MSDS • plain English version of relevant statutes and procedures • work order instructions, work plans and schedules, and policy documents • relevant databases and information • 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: • CPPPMT3007A Implement pest management plans • CPPPMT3029A Plan and schedule pest management operations.

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>Work orders</i> may include information regarding:	• access to work site, including: • timing of access • access and egress points • budget allocations • completion times or 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 • relationships with other customer activities • sensitivity of occupants to pests and pest management • use of signage and barriers • work schedules • work site contact persons.
<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 or 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 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.
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.
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 • manual-handling techniques, including awkward and repetitive

	- postures - 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 - spills, splashes and sprays - unsafe underfoot conditions, such as slippery, uneven and rough surfaces - work environment temperature extremes - work in unfamiliar isolated or remote environments.
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 and state or 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.
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.
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 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 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 • 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.
Equipment may include:	• brooms • 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.

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 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.
Materials may include:	• building components • chemicals • cleaning products • flammable products • pesticides • registered agricultural and veterinary (AGVET) products • physical barriers • sealing components.
Manufacturer	• emergency response resources

specifications may include:	• 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.
Schedule may include:	• charts and wall-mounted planning boards • electronic or paper-based • to-do lists • work diary.
Allocated takes into account available staff:	• capabilities • licences • preferences • skills.
Training may include:	• attendance at formal training sessions • demonstrations • on-the-job instructions • self-paced learning packages • structured feedback.

Unit Sector(s)

Pest management

Custom Content Section

Not applicable.