



Australian Government

Department of Education, Employment and Workplace Relations

CPPPMT3029A Plan and schedule pest management operations

Release: 1

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Modification History

Revised unit

Unit updated and equivalent to PRMPM29B Plan and schedule pest management operations

Unit Descriptor

This unit of competency specifies the outcomes required to plan and schedule all types of pest management operations, including rescheduling when circumstances change. The unit requires the ability to assess the workload implications of current work orders, including amount and type of work required; and then, using this knowledge, to schedule work in a logical and organised manner. A comprehensive understanding of the pest management services and treatments being offered is required.

Application of the Unit

This unit of competency supports pest management technicians responsible for creating the physical conditions necessary to manage the pest environment. The unit applies to the presence or activities of non-timber pests that impact on the health, safety or amenity of persons or environments and can be applied to 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	Assess requirements of current work orders.	1.1	Work orders are identified for specified <i>schedule period</i> according to <i>company requirements</i> .
		1.2	Geographic locations of work orders are identified according to company requirements.
		1.3	Work orders are reviewed to assess types of pest management services delivered according to company requirements.
		1.4	Time requirements are estimated for each work order by comparison with records of similar work orders and according to company requirements.
2	Prepare work schedule.	2.1	<i>Schedule</i> of work orders is prepared to maximise company productivity, achieve business targets, and meet <i>client</i> expectations according to company, <i>legislative</i> and <i>occupational health and safety (OHS)</i> requirements.
		2.2	Schedule is prepared to minimise travel and staff downtime according to OHS and company requirements.
		2.3	Treatment time is planned to minimise disruption and discomfort to clients and <i>personnel at work site</i> according to legislative, OHS and company requirements.
		2.4	Provision is made in schedule for weather and other variables when planning treatments.
		2.5	Work orders are scheduled with reference to staff skills, preferences and licences and according to legislative and company requirements.

- 2.6 Emergency and priority work orders are scheduled according to company requirements.
- 3 Monitor and adjust work schedule.
 - 3.1 Clients are advised promptly, according to company requirements, when adjustments to the schedule affect timing of work order.
 - 3.2 Reasons for changes to schedules are recorded according to company requirements to assist future planning.

Required Skills and Knowledge

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

Required skills

- customer service skills for:
 - keeping clients informed of scheduling
 - negotiating scheduling changes
- language, literacy and numeracy skills for:
 - communicating clearly and concisely verbally and in writing
 - estimating time to complete work orders and to travel between locations
 - calculating work order times and travel times
 - requesting advice or further information
 - seeking and receiving feedback
 - sourcing, organising and recording information
- planning and organising work, including:

accurately estimating timeframes

- scheduling efficiently
 - time management
- problem-solving and contingency management skills to reschedule work
- self-management skills to work alone and in a team

Required knowledge

- company management structure and reporting procedures, including:
 - OHS procedures
 - reporting procedures
- contingency factors that may affect pest management operation schedules
- legislation, regulations, codes of practice and industry advisory standards that apply to pest management operations, including OHS legislation
- local conditions and travel routes
- relevant software programs
- scheduling methods
- time requirements to perform each of the pest management services
- types of pest management services offered
- 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 reviewing an actual work schedule prepared under normal industry operating conditions, or if this is not practicable, in a realistic 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: • assess and prioritise work order requirements • allocate work to appropriately trained staff • negotiate rescheduling in the case of contingencies • schedule work orders efficiently • comply with company, legislative and regulatory requirements for pest management operations.
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: • relevant databases and information sources, including industry and company time allocations • 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	Reasonable adjustments for people with disabilities must be made to

assessment	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: • CPPPMT3019A Organise and monitor pest management operations.
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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.

<i>Work orders</i> 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 • relationships with other customer activities • sensitivity of occupants to pests or management • use of signage and barriers • work schedules • work site contact persons.
<i>Schedule period</i> may include:	• annual • daily • monthly • weekly.
<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.
Schedule may include:	• charts and wall-mounted planning boards • electronic or paper-based • to-do lists • work diaries.
Client 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 • 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 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.
Occupational health and safety (also known as workplace health and safety) requirements may include:	• allergic reactions, such as contact dermatitis • animal management or 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 • environmental protection • health and 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 material safety data sheets (MSDS) and 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.
Personnel may include:	• clients' staff • colleagues • site visitors, including bystanders • venue, facility, building or shopping centre staff or management.
Work site may include:	• building surroundings • buildings • domestic, commercial or industrial premises.

Unit Sector(s)

Pest management

Custom Content Section

Not applicable.