



Australian Government

Department of Education, Employment and Workplace Relations

PRMPM22B Develop and review company policies and procedures

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the development and review of policies and procedures for any type of operation or activity within the company associated with pest management.

The unit requires the ability to identify issues that require the development or review of policies and procedures and then facilitating the process. The development of pest management policies should be consistent and compatible with other business planning mechanisms. The development of appropriate pest management procedures will allow policies to be implemented consistently by all staff throughout the company. The development and review of policies and procedures will require an understanding of the business and management issues, problem solving and effective consultation, negotiation and communication skills.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|---|
| 1 Establish the need for pest management policy and procedures | 1.1 Establish the need for the development of <i>policy and procedures</i> for pest management in accordance with <i>environmental, legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> |
| | 1.2 Determine the desired outcomes of <i>policy and procedures</i> for pest management in accordance with <i>company requirements</i> |
| | 1.3 Review pest management <i>industry information</i> regularly to identify the need for new or revised <i>policy and procedures</i> in accordance with <i>environmental, legislative, OHS</i> and <i>company requirements</i> |
| 2 Prepare draft pest management policy and procedures | 2.1 Develop <i>policy and procedures</i> in accordance with identified needs, company consultation processes, company business plans and in accordance with <i>environmental, legislative</i> and <i>OHS requirements</i> |
| | 2.2 Ensure persons contributing to the development of <i>policy and procedures</i> are fully informed and/or trained on relevant industry or company issues in accordance with <i>company requirements</i> |
| | 2.3 Prepare draft <i>policy and procedures</i> documentation incorporating the results of the consultation process and in a format that meets <i>company requirements</i> |
| | 2.4 Revise draft <i>policy and procedures</i> as a result of feedback and seek support for implementation of new or revised <i>policy and procedures</i> in accordance with <i>company requirements</i> |
| 3 Implement pest management policies and procedures | 3.1 Inform all relevant staff of the new <i>policy and procedures</i> , the implementation arrangements and the source of further information or advice in accordance with <i>environmental, legislative, OHS</i> and <i>company requirements</i> |
| | 3.2 Advise all relevant staff of their rights and responsibilities in relation to the new or revised <i>policy and procedures</i> in accordance with <i>company requirements</i> |
| | 3.3 Arrange training and/or further information to |

ELEMENT**PERFORMANCE CRITERIA**

- employees to support the implementation of the new or revised *policy and procedures* in accordance with *company requirements*
- 4 Review pest management policies and procedures against business objectives
- 4.1 Establish documented *policy and procedures* for conducting regular reviews of all company *policy and procedures* documents as part of the business planning process in accordance with *legislative* and *company requirements*
- 4.2 Establish review evaluation methods, criteria and timeframes in accordance with *company requirements*
- 4.3 Conduct review incorporating feedback from employees and other relevant parties and analyse findings in accordance with *company requirements*
- 4.4 Address issues arising by seeking input from relevant parties in accordance with *company requirements*
- 4.5 Modify *policy and procedures* to reflect needs identified through the evaluation process in accordance with *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to develop and review company policies and procedures. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with pest management.
- Accurate determination of need for pest management policy, management systems and procedures.
- Consultation in development of pest management policy, management systems and procedures.
- Development of criteria for the review of pest management policy, management systems and procedures.
- Analysis of issues and revision of pest management policy, management systems and procedures in response to changed circumstances.
- Compliance with company and legislative/regulatory requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Company strategic direction.
- Legislation, regulations, codes of practice and industry advisory standards applicable to providing pest management services.
- Company management structure and reporting procedures.
- Sources of pest management industry and product information.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- researching analysing and interpreting relevant environmental, legislative, OHS, product and industry standards information
- forecasting to assess future scenarios
- consultation
- negotiation
- reading, analysing and interpreting existing company policy and procedural documentation
- preparation of complex written policy documents and procedural guidelines for communication to relevant staff, regulatory agencies and company clients
- communicating issues, policies and procedures to staff in meeting and training situations
- seeking and receiving feedback
- interpersonal skills and communication techniques
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMPM27B Manage pest management operations risk.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to relevant databases and information sources, including industry and product information
- access to relevant statutes, company policies, procedures and records
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit this competency may be demonstrated by citing policies and procedures developed for normal industry operating conditions, including evidence of process followed, implementation and review, or if this is not practicable, in a realistic simulated work environment.

Assessment of this unit may be conducted as part of an overall business planning and management assignment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

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|------------------------------|---|---|
| 1 Perform the process | 2 Perform and administer the process | 3 Perform, administer and design the process |
|------------------------------|---|---|

How can communication of ideas and information be applied?	3	Communicate with industry, colleagues and staff to ensure all legislative and regulatory requirements are up to date and in accordance with company requirements.
How can information be collected, analysed and organised ?	3	Collect, analyse and incorporate regulatory and legislative requirements into company policies.
How are activities planned and organised ?	2	Plan and organise all work tasks in accordance with regulatory, legislative and company policy and procedures.
How can teamwork be applied?	2	Communicate with team members and appropriate authorities all the requirements to be incorporated into company policy.
How can the use of mathematical ideas and techniques be applied?	2	Calculate return on investment and other associated costs for implementation of new company policies.
How can problem-solving skills be applied?	3	Communicate with colleagues, team members and regulatory authorities any potential problems which may arise.
How can the use of technology be applied?	3	Record all data including policies and procedures of company for communication to all team members.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes

- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- 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.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Industry information may include:

- community views and attitudes
- government publications and reports
- industry associations
- manufacturers' information
- marketing materials
- media (press, radio, television)
- new product releases
- retailer information
- supplier information.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes

- chemical controls
- chemical registers/manifests
- consumer protection legislation
- dangerous goods Acts and regulations
- dangerous goods code
- declared pest (plant and animal) reporting
- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial relations
- motor and commercial vehicle(s) transportation
- motor licence and endorsement regulations
- OHS Acts and regulations
- privacy
- public health
- trade practices
- workplace consultative arrangements.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- 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 e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- health surveillance and monitoring (e.g. regular blood testing)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS
- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals

- withholding periods and spray drift.

** Also known as workplace health and safety*

Policy and procedures may cover:

- application and treatment methods
- business ethics
- client and company responsibilities
- compliance with legislation
- emergency response and evacuation
- environmental protection
- equipment and plant use
- hazardous chemical and substance management
- occupational health and safety
- public relations
- record keeping and information systems
- recruitment and selection
- training and development
- vehicle control.
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Unit Sector(s)

Not Applicable