

PRMPM02B Assess pest management options

Unit descriptor

This unit of competency covers the skills and knowledge where a number of pest management options need to be considered and a decision taken as to the best course of action. The unit applies to pests and pest activity that impact on the health, safety or amenity of persons or environments and can be applied to domestic, commercial or industrial premises.

The unit requires the ability to assess the nature and extent of the pest and pest activity, a thorough understanding of client requirements and the application of company information in order to perform the task. The selection of appropriate pest management methods is essential for performing the task safely and effectively.

ELEMENT

PERFORMANCE CRITERIA

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| 1 Access work site | 1.1 Access <i>work site</i> in accordance with <i>company requirements</i> |
| | 1.2 Review <i>work order</i> and identify any <i>work site requirements</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> |
| | 1.3 Confirm authority of the <i>client</i> requesting services in accordance with <i>legislative</i> and <i>company requirements</i> |
| 2 Clarify nature of the pest management problem | 2.1 Review information on <i>client record</i> in accordance with <i>company requirements</i> |
| | 2.2 Clarify <i>client</i> perception of the <i>pest</i> problem and their needs and expectations using appropriate <i>interpersonal skills and communication techniques</i> |
| | 2.3 Conduct an initial review of the <i>work site</i> to confirm <i>client's</i> perception of the <i>pest</i> problem in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> |

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| ELEMENT | PERFORMANCE CRITERIA |
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| 3 Determine assessment method | <p>3.1 Identify <i>hazards</i> and control risks with the <i>assessment method</i> at the <i>work site</i> in accordance with <i>environmental, legislative, OHS</i> and <i>company requirements</i></p> <p>3.2 Select and determine a safe, practical <i>assessment method</i> that is <i>cost effective</i> and minimises disruption to <i>client</i> activity and the existing condition of the premises in accordance with <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i></p> <p>3.3 Obtain <i>client</i> agreement to the <i>assessment method</i> prior to commencing in accordance with <i>company requirements</i></p> <p>3.4 Identify and select <i>equipment</i> requirements in accordance with <i>legislative, OHS</i> and <i>company requirements</i></p> |
| 4 Conduct work site inspection | <p>4.1 Determine type and condition of building and environment in accordance with <i>work order</i> and <i>legislative</i> and <i>company requirements</i></p> <p>4.2 Identify <i>hazards</i> and control risks at the <i>work site</i> in accordance with <i>legislative, OHS</i> and <i>company requirements</i></p> <p>4.3 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i></p> <p>4.4 Conduct assessment using pre-determined <i>assessment method</i> and safe operating practices in accordance with <i>manufacturers' specifications, environmental, legislative, OHS</i> and <i>company requirements</i></p> <p>4.5 Conduct inspection to identify accurately <i>pest</i> type, activity level, density and location of harbourages from available evidence and in accordance with <i>work order, agreed assessment method</i> and <i>company requirements</i></p> |

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| 5 Select pest management method options | <p>5.1 Select effective <i>pest management method options</i> appropriate to the identified problem in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i></p> <p>5.2 Review <i>pest management method options</i> to confirm they meet <i>client</i> needs and are <i>cost effective</i> in accordance with <i>work order</i> and <i>company requirements</i></p> <p>5.3 Provide <i>client</i> with clear, accurate and concise <i>information on pest management method options</i> to enable informed decision-making in accordance with <i>work order</i> and <i>company requirements</i></p> <p>5.4 Access additional <i>sources of information</i> to clarify any issues concerning <i>pest type, pest management method options, manufacturers' specifications</i> and <i>environmental, legislative or OHS requirements</i></p> |
| 6 Complete assessment documentation | <p>6.1 Document accurately <i>information on pest problem, client requirements</i> and proposed <i>pest management method options</i> in accordance with the <i>work order</i> and <i>company requirements</i></p> <p>6.2 Provide <i>client</i> with information on <i>pest management plan</i> prior to treatment in accordance with <i>company requirements</i></p> <p>6.3 Provide <i>client</i> with copy of <i>assessment documentation</i> in accordance with <i>company requirements</i></p> <p>6.4 Update <i>client records</i> with a copy of the <i>assessment documentation</i> in accordance with <i>company requirements</i></p> |

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.

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Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Assessment documentation may include:

- company activity records
- detailed quotation
- photographs
- written reports.

Assessment methods may include:

- discussion with client
- review of past pest management records
- visual inspections.

Clients may include:

- body corporate
- building supervisor
- company/organisation
- environmental health officer
- executive housekeeper
- maintenance manager
- owner
- person in control of work processes
- property agent/manager
- tenant.

Client records may be a computer or manual file and include:

- contact details
- customer files and databases
- details of previous assessments
- details of previous quotations
- details of previous service provision
- logbooks
- pest management plan
- reports
- specific details about the work site, nature of the pest problem, etc
- use of contractors.

*Extracted as a service to the Pest Management Industry, from
PRM04 Asset Maintenance Training Package developed by ANTA.*

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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.

Cost effective means a balance that:

- achieves an effective pest management solution
- is affordable for the client
- provides profit opportunities for the operator.

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

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- local government regulations/bylaws.

Equipment may include:

- bunding material
- camera
- dishes or bowls
- drills
- dusters
- electrical extension leads
- elevated work platforms
- equipment decontamination materials
- flexible light
- flushing agents
- generators
- hoses
- injectors
- knives
- ladders
- magnifying glass
- measuring jug
- mirrors
- probes
- safety harnesses
- sand and other absorbent materials
- screwdrivers
- shovels and rakes
- sounding, moisture and movement detectors
- specimen bottles
- spray equipment
- torches
- trays
- waste disposal containers.

Hazards may include:

- allergic reactions to chemicals, pests and/or equipment, including latex allergies
- biological and animal waste
- bites and stings
- blood and blood-stained products
- confined/restricted spaces

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- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- fatigue
- fire
- gas
- heights
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded parts
- noise
- occupational violence and bullying
- poor personal hygiene practices
- spill, splash and spray
- underfoot conditions e.g. slippery, uneven and rough surfaces
- work environment temperature extremes
- work in isolated/remote environments.

Information may include:

- conditions for infestation
- control and maintenance methods
- hazardous substance legislation, codes of practice, Australian Standards and advisory standards covering use of chemicals
- impacts on the environment and buildings of alternative pest management methods
- pest activity
- sources of infestation.

Interpersonal skills and communication techniques may include:

- active listening
- language – accurate, articulate and concise
- language, verbal or non-verbal
- presentation of options and consequences
- providing an opportunity for the client to confirm their request
- questioning to clarify and confirm the client's understanding
- seeking feedback from client to confirm understanding of needs

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- summarising and paraphrasing to check understanding of client's message
- use of effective presentation aids (audiovisual slides, diagrams, photos, pictures)
- using appropriate body language.

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.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

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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

Personal protective equipment (PPE) may include:

- air-line and self-contained respirators
- breathing respirator – full-face and half-face
- chemical impervious gloves
- chemical resistant aprons
- communication equipment

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- contaminated clothing bag
- cradles
- drinking fluids
- dust masks
- eye protection e.g. safety glasses, goggles
- eyewashes and showers
- face shield (splash-proof)
- First Aid kit appropriate to the task and location
- hair nets
- hard hats
- high-visibility vests/clothing
- long pants
- noise protection
- non-slip safety shoes/boots
- overalls, coveralls or other chemical protective clothing
- prodding/probing sticks and rods
- safety harness
- sharps containers
- soap and towel
- sunscreen
- tongs
- torch
- 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.

Pest management plan may include:

- advice of 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

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- types and quantities of chemicals to be used.

Pests may include any pest of commercial significance in an urban environment.

Sources of information may include:

- company specialists or consultants
- government agencies and departments e.g. agriculture, forestry, quarantine
- industry groups and associations
- Internet resources
- publications e.g. company, government and industry.

Work order information may include:

- access to work site including timing of access and access and egress points
- budget allocations
- completion times/dates
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements – equipment and materials
- specific client requirements e.g. noise control, sensitivity of occupants to pests and/or management, relationships with other customer activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work site requirements may include:

- access and egress points
- lighting
- noise control
- presentation
- relationships with other customer activities
- security
- sensitivity of occupants to pests
- ventilation.

Work sites may include:

- building surroundings
- buildings
- domestic, commercial or industrial premises.

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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 assess pest management options safely and efficiently. 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 clarification of the client's pest problem.
- Accurate identification of the hazards and risks associated with pest management.
- Accurate identification of the type of pest(s) and pest activity.
- Communicating information and advice on pest management method options.
- Compliance with company and legislative/regulatory requirements.
- Knowledge of hierarchy of hazard control.
- Outcomes achieved in relation to work order.
- Safe and appropriate pest management method options.

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.

- Types of pests relevant to the area and their life cycles, habits and harbourages.
- Pest ecology as related to pest management operations.
- Pesticidal and physical controls associated with managing pests in a range of environments.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Safe work practices with equipment and PPE.
- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting.
- Work order specifications.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

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

- interpersonal skills
- hazard identification and risk control
- applying correct manual handling techniques
- handling and disposal of chemicals safely

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- reading, interpreting and comprehending directions and safety instructions in equipment manuals and on chemical labels and MSDS
- performing the mathematical calculations required for measuring areas and volumes
- working safely at heights and in confined spaces
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM05B Modify environment to manage pests
- PRMPM06B Apply pesticide to manage pests
- PRMPM07B Implement a pest management plan
- PRMPM09B Advise client on pest management options
- PRMPM43A Prepare and present a pest management submission including quotation.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or other venue
- access to plain English version of relevant statutes and procedures
- work order instructions, work plans and schedules, and policy documents
- access to relevant databases and information
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field by reviewing the outcome of at least one complete assessment role under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

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.

National Pest Management Competencies



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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.