

## PRMPM05B Modify environment to manage pests

### Unit descriptor

This unit of competency covers the skills and knowledge required to modify the environment to manage pests. The unit applies to the creation of the physical conditions necessary in order to manage the pest environment. 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 equipment and methods is essential for performing the task safely and efficiently.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
1 Access and assess the work site	<p>1.1 Access the <i>work site</i> in accordance with <i>company requirements</i></p> <p>1.2 Review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i></p> <p>1.3 Determine <i>assessment method</i> in accordance with <i>work order</i> and <i>company requirements</i></p>
2 Inspect site for pests and develop a pest management plan	<p>2.1 Identify <i>hazards</i> and control risks in the <i>work site</i> in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i></p> <p>2.2 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications and OHS</i> and <i>company requirements</i></p> <p>2.3 Identify type and extent of <i>pest</i> and <i>pest</i> activity in accordance with <i>work order</i> and <i>company requirements</i></p> <p>2.4 Select most appropriate <i>pest management method option(s)</i> to manage the <i>pest</i> in accordance with <i>work order, manufacturers' specifications and environmental, legislative, OHS</i> and <i>company requirements</i></p> <p>2.5 Advise <i>client</i> of proposed <i>pest management plan</i> in accordance with <i>work order</i> and <i>company requirements</i></p> <p>2.6 Confirm <i>client</i> willingness to proceed with implementation of the <i>pest management plan</i> in accordance with <i>company requirements</i></p>

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### ELEMENT

3 Prepare work site

### PERFORMANCE CRITERIA

3.1 Identify *hazards* and control risks at the *work site* in accordance with *manufacturers' specifications* and *environmental, legislative, OHS* and *company requirements*

3.2 Determine the size and usage pattern of the *work site* to ensure safety of all *personnel* and efficient use of *equipment* and *materials*

3.3 Install appropriate *signage and barriers* as required to maximise *public health and safety* during the treatment operation

3.4 Identify any factors affecting the completion of the *work order* and advise promptly the *appropriate person(s)*

4 Select and prepare equipment and materials

4.1 Select and use suitable *PPE* in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*

4.2 Select *equipment* appropriate for completion of the *pest management plan*

4.3 Check operational effectiveness of application and access *equipment* in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*

4.4 Adjust *equipment* to suit operator's requirements in accordance with *manufacturers' specifications*

4.5 Select and locate *materials* appropriate for completion of the *pest management plan* in accordance with *company requirements*

4.6 Prepare *materials* for completion of the *pest management plan* in accordance with *manufacturers' specifications* and *company requirements*

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### ELEMENT

5 Effect treatment

### PERFORMANCE CRITERIA

5.1 Treat work site using appropriate *equipment, materials* and *pest management method options* as identified in the *pest management plan*

5.2 Conduct all work using safe operating practices in accordance with *manufacturers' specifications* and *environmental, legislative, OHS* and *company requirements*

5.3 Respond to emergency situations using *emergency response procedures* in accordance with *manufacturers' specifications* and *environmental, legislative* and *company requirements*

6 Restore work site and complete documentation

6.1 Collect and remove all *equipment, materials* and *waste* in accordance with *work order* and *environmental, legislative, OHS* and *company requirements*

6.2 Restore the *work site* in accordance with the *work order* and client requests, *environmental* and *company requirements*

6.3 Remove any *signage and barriers* used when the *work site* is available for re-use in accordance with *work order* and *OHS* and *company requirements*

6.4 Complete and distribute *regulatory and company documentation* in accordance with *legislative* and *company requirements*

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### ELEMENT

7 Clean, safety-check and store equipment

### PERFORMANCE CRITERIA

- 7.1 Clean and decontaminate *equipment* and *PPE* in accordance with *manufacturers' specifications* and *environmental, OHS* and *company requirements*
- 7.2 Safety-check *equipment* and *PPE* and record any maintenance required in accordance with *manufacturers' specifications* and *environmental, OHS* and *company requirements*
- 7.3 Store cleaned *equipment* and *PPE* to allow ready access and re-use in accordance with *company requirements*
- 7.4 Dispose of all collected *waste* in accordance with *work order, manufacturers' specifications* and *environmental, legislative, OHS* and *company requirements*
- 7.5 Treat exposed skin to remove any contamination in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

### 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.

**Appropriate person(s)** may include:

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

**Assessment methods** may include:

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

**Clients** may include:

- body corporate

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

### **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.

### **Emergency response procedures** include:

- clean-up

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- containment
- decontamination
- documented emergency response procedures
- First Aid
- isolation
- notification of authorities
- use of appropriate fire fighting appliances
- use of appropriate personal protective equipment
- work site/workplace evacuation.

### **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.

### **Equipment** may include:

- bunding material
- cages
- camera
- dishes or bowls
- drills
- electrical extension leads
- elevated work platforms
- equipment decontamination materials
- flexible light
- flushing agents
- generators
- guns/rifles
- hoses
- knives
- ladders
- magnifying glass
- mirrors
- nets
- probes

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- safety harnesses
- screwdrivers
- shovels and rakes
- sounding, moisture and movement detectors
- specimen bottles
- torches
- 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
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights), wires 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.

### **Legislative requirements** may include:

- Australian Standards, quality assurance and certification requirements

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- 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
  - 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.

### **Materials** may include:

- building components
- physical barriers
- sealing components.

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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 and state government authorities e.g. agriculture, environment protection, health, 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
- 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.

\* 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
- contaminated clothing bag
- cradles
- drinking fluids
- dust masks
- eye protection e.g. chemical resistant goggles, safety glasses

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- 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.

### **Personnel** may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

### **Pest management method options** may include:

- caging
- netting
- physical exclusion/barriers/fencing
- shooting
- trapping/mustering.

### **Pest management plan** may include:

- advice of health, safety, environmental and other legislative matters
- advice on pest prevention strategies
- details of pest and pest activity
- follow up pest management advice, monitoring and call-back schedule
- pest management method options.

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

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# *National Pest Management Competencies*



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**Public health and safety** may affect:

- animals
- bystanders
- client staff
- company staff
- customers (present and future)
- distributors
- facility users
- fellow workers (colleagues)
- general public
- inspectors
- neighbours
- retailers
- suppliers
- trade and service providers.

**Regulatory and company documentation** may include:

- accident and incident reports
- certificates and notices
- customer files and databases
- invoices
- job sheets
- logbooks
- OHS control procedures, forms and documentation
- receipts
- risk assessments
- work diaries.

**Signage and barriers** may include:

- physical barriers and restraints erected to restrict access to the work site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions.

**Waste** may be solid or liquid and include:

- contaminated/hazardous biological waste
- used containers
- used/contaminated personal protective equipment e.g. disposable gloves.

**Work order** information may include:

- access to work site including timing of access and access and egress points
- budget allocations

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- 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 sites** may include:

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

### **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 modify the environment to manage pests. 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 identification of the type of pest and pest activity.
- Compliance with company and legislative/regulatory requirements.
- Knowledge of emergency response procedures.
- Knowledge of hierarchy of hazard control.
- Outcomes achieved in relation to work order.
- Safe and appropriate pest management methods.
- Selection of appropriate equipment and materials for the task.

### **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.
- Physical controls associated with managing pests in a range of environments and conditions.

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- Product knowledge including manufacturers' specifications.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Safe work practices with equipment and PPE.
- Injury, dangerous occurrence and incident reporting.
- Licensing requirements for pest management control in accordance with relevant Commonwealth and state/territory legislation and local government regulations.
- Work order specifications.
- Company management structure and reporting procedures.
- Enterprise maintenance and servicing procedures.

### **Specific skills needed to achieve the performance criteria**

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

- hazard identification and risk control
- applying correct manual handling techniques
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and on chemical labels and MSDS
- handling and disposing safely of chemicals
- 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:

- PRMPM02B Assess pest management options
- 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 suitable equipment and materials

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- access to personal protective equipment
- access to equipment operating manuals and MSDS
- access to plain English version of relevant statutes and procedures
- work order instructions, work plans and schedules, and policy documents
- 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 practical activity 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 assessment needs to establish competency in non-chemical controls.

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.

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### 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.

- |                              |   |   |
|------------------------------|---|---|
| <b>1</b> Perform the process | <b>2</b> Perform and administer the process | <b>3</b> Perform, administer and design the process |
|------------------------------|---|---|

How can <b>communication of ideas and information</b> be applied?	<b>1</b>	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order, legislation and company requirements.
How can <b>information be collected, analysed and organised</b> ?	<b>2</b>	Collect, analyse and organise all information from management and client to determine outcome for relevant activity.
How are <b>activities planned and organised</b> ?	<b>2</b>	Plan and organise outcome of activity as determined by client brief.
How can <b>teamwork</b> be applied?	<b>2</b>	Provide support and assistance to team members to complete work tasks within designated timelines and in accordance with company requirements.
How can the use of <b>mathematical ideas and techniques</b> be applied?	<b>1</b>	Calculate work site area and operational effectiveness of equipment and materials needed to complete work order.
How can <b>problem-solving skills</b> be applied?	<b>2</b>	Communicate with management and client to identify and control potential risks or problems which may arise.
How can the <b>use of technology</b> be applied?	<b>2</b>	Record data, such as incident/hazard reports or assessment documentation of client, for future use.