

## PRMPM07B Implement a pest management plan

### Unit descriptor

This unit of competency covers the skills and knowledge required to establish and monitor a preventative pest management plan. 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 develop practical strategies to implement an agreed pest management plan using industry standard pest management practices that include documentation and monitoring, and the application of company policies in order to perform the task. The selection of appropriate pest management methods is essential for performing the task.

### ELEMENT

### PERFORMANCE CRITERIA

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|---|---|--|
| 1 | Organise implementation of a pest management plan | 1.1 Identify the work and resource requirements of the agreed <i>pest management plan</i> in accordance with <i>company requirements</i>   |
|   |   | 1.2 Organise <i>equipment</i> and <i>materials</i> necessary to meet the identified work and resource requirements in accordance with <i>manufacturers' specifications</i> and <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i>                    |
|   |   | 1.3 Develop suitable <i>work orders</i> and <i>schedules</i> to meet the requirements of the <i>pest management plan</i> and allocate appropriate staff in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> |
|   |   | 1.4 Design <i>documentation</i> to facilitate implementation of the <i>pest management plan</i> and reporting systems that support established performance indicators and benchmarks   |
| 2 | Implement pest management plan                    | 2.1 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>   |
|   |   | 2.2 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>  |
|   |   | 2.3 Treat <i>work site</i> using <i>pest management method options</i> as specified in the <i>pest management plan</i>   |

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### PERFORMANCE CRITERIA

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|------------------------------------|--|
|                                    | 2.4 Conduct all work using safe operating practices in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> |
| 3 Monitor the pest management plan | 3.1 Monitor <i>pest management plan</i> reports and advise <i>appropriate person(s)</i> in accordance with <i>company requirements</i>   |
|                                    | 3.2 Initiate response action(s) to identified issues raised in the reports in accordance with <i>company requirements</i>  |
| 4 Review the pest management plan  | 4.1 Review the <i>pest management plan</i> at negotiated intervals in conjunction with <i>client</i> in accordance with contract and <i>company requirements</i>                       |
|                                    | 4.2 Implement agreed changes to the <i>pest management plan</i> and update <i>client records</i> in accordance with <i>client</i> and <i>company requirements</i>                      |

### 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.

**Clients** may include:

- body corporate
- building supervisor
- company/organisation
- environmental health officer
- executive housekeeper
- maintenance manager
- owner

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- 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.

**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

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

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- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

**Documentation** may include:

- pest activity/inspection reports
- pest management system problem/action reports
- service logbooks
- site management reports
- site visit reports.

**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
- 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

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- 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
- 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
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- leaks, spill, splash and spray
- 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
- underfoot conditions e.g. slippery, uneven and rough surfaces
- work in isolated/remote environments.

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**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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**Materials** may include:

- building components
- chemicals
  - cleaning products
  - flammable products
  - pesticides
  - registered AGVET products
- physical barriers
- sealing components.

**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
- health surveillance and monitoring (e.g. regular blood testing)
- 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)
- 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.

\* Also known as workplace health and safety

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**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. 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.

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**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
- types and quantities of chemicals to be used.

**Schedules** may include:

- charts and wall-mounted planning boards
- computerised or paper-based
- to-do lists
- work diary.

**Work orders** 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 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 implement a pest management plan. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

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### **Critical aspects of competency**

- Accurate identification of the hazards and risks associated with pest management.
- Analysing the resource requirements of implementing a pest management plan.
- Compliance with company and legislative/regulatory requirements.
- Development and review of pest management plan documentation and reporting systems.
- Knowledge of hierarchy of hazard control.
- Outcomes achieved in relation to implementation of pest management plan.

### **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 and conditions.
- Product knowledge including manufacturers' specifications for products being used.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Routes of entry and potential symptoms of exposure from chemicals.
- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting requirements.
- Contractual requirements.
- 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:

- estimating workloads and resource implications
- interpersonal skills
- negotiation skills
- hazard identification and risk control
- applying correct manual handling
- 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 and the dilution and mixing of chemicals on product labels
- working safely at heights and in confined spaces

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- 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
- PRMPM05B Modify environment to manage pests
- PRMPM06B Apply pesticide to manage pests
- 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 relevant databases and information sources
- access to plain English version of relevant statutes and procedures
- access to company policy documents and procedures for establishing and monitoring pest management plans
- 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 and in the office and by reviewing the outcome of at least one complete 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 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>2</b>	Communicate with management and client rationale and benefits of management plan and negotiate relevant services.
How can <b>information be collected, analysed and organised</b> ?	<b>2</b>	Collect and analyse information to meet requirements of pest management plan.
How are <b>activities planned and organised</b> ?	<b>2</b>	Plan and organise outcomes of pest management plan to meet company requirements and client brief.
How can <b>teamwork</b> be applied?	<b>2</b>	Communicate to team members OHS, legislative and company policy in accordance with pest management plan.
How can the use of <b>mathematical ideas and techniques</b> be applied?	<b>1</b>	Calculate cost effectiveness of undertaking pest management plan.
How can <b>problem-solving skills</b> be applied?	<b>2</b>	Assess and analyse in conjunction with pest management plan and client possible 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 quotation use.