

PRMPM09B Advise client on pest management options

Unit descriptor

This unit of competency covers the skills and knowledge required to provide information about pest activity to clients and to advise on pest management options. 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, an understanding of client requirements and the application of company information in order to perform the task.

ELEMENT	PERFORMANCE CRITERIA
1 Determine client's information requirements	<p>1.1 Review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i></p> <p>1.2 Confirm specific <i>information requirements</i> with <i>client</i> in accordance with the <i>work order</i> and <i>company requirements</i></p> <p>1.3 Conduct <i>assessment</i> of <i>work site</i> for <i>pests</i> and <i>pest</i> condition in accordance with <i>work order</i> and <i>environmental, legislative and occupational health and safety (OHS) requirements</i></p> <p>1.4 Determine <i>pest management method options</i> in accordance with <i>work order</i> and <i>company requirements</i></p>
2 Provide pest management information	<p>2.1 Provide accurate <i>information</i> on <i>pest management method options</i> based on established <i>evidence</i> of <i>pest</i> conditions or activity provided in accordance with <i>company requirements</i></p> <p>2.2 Demonstrate <i>evidence</i> of <i>pest</i> conditions or activity in accordance with <i>company requirements</i></p> <p>2.3 Provide practical <i>information</i> and advice to <i>client</i> about <i>pest management method options</i> using appropriate <i>interpersonal skills and communications techniques</i> in accordance with <i>company requirements</i></p> <p>2.4 Provide opportunities for <i>client</i> to confirm understanding and seek clarification about <i>pest management method options</i> in accordance with <i>company requirements</i></p>

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ELEMENT

PERFORMANCE CRITERIA

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| 3 | Assist client access additional information | 2.5 Inform <i>client</i> of relevant service exclusions and limitations in accordance with <i>legislative</i> and <i>company requirements</i> |
| | | 2.6 Document the <i>evidence</i> on <i>pest</i> activity or condition in accordance with <i>legislative</i> and <i>company requirements</i> |
| | | 3.1 Provide <i>client</i> with reliable documentation and publications on the <i>pest(s)</i> , <i>pest</i> condition or <i>pest management method options</i> suitable for ongoing reference in accordance with <i>company requirements</i> |
| | | 3.2 Provide advice on additional <i>sources of information</i> |
| | | 3.3 Provide <i>information</i> on company services in accordance with <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.

Assessment 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

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- 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.

Environmental requirements may include:

- company policies and guidelines
- environmental protection agency and government departments (e.g. agriculture and national parks and wildlife) regulations and guidelines
- local government regulations/bylaws.

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Evidence means providing actual evidence of pest conditions or activity and may include:

- chambers
- droppings
- evidence of feeding
- holes
- specimens
- tracks.

Information may include:

- conditions for infestation
- control and maintenance methods
- impacts on the environment and buildings of alternative pest management methods
- legislation and controls covering use of chemicals
- pest activity
- sources of infestation.

Information requirements may include:

- existence of pests
- follow on from pest management plan or inspection
- pre-construction advice.

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
- summarising and paraphrasing to check understanding of client's message
- use of effective presentation aids (audiovisual slides, diagrams, photos and 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

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- 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
- 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

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- 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

Pest management method options may include:

- biological controls
- chemical and physical barrier treatments
- cultural controls
- environmental controls
- management controls.

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, 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)

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- 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 provide advice on pest management options. 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 information requirements.
- Accurate identification of the hazards and risks associated with pest management.
- Accurate identification of the type of pest activity or condition.
- Communicating information and advice on pest management method options.
- Compliance with company and legislative/regulatory requirements.
- 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.
- Building structures and methods.
- Climate and geographic impact on pest activity.
- Legal implications of providing advice.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Sources of timber pest control information.
- Available government services.
- Routes of entry and potential symptoms of exposure from chemicals.
- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting requirements.
- Work order specifications.
- Company management structure and reporting procedures.

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

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Specific skills needed to achieve the performance criteria

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

- interpersonal communication
- customer service
- communicating clearly and concisely using written and verbal modes
- demonstrating, using and presenting information
- requesting advice or further information
- seeking and receiving feedback
- assessing client capacities
- hazard identification and risk control
- problem solving
- planning and organising work
- sourcing, organising and recording information.

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
- PRMPM07B Implement a pest management plan
- 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
- 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
- access to relevant databases and information.

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 advisory 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.

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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.

	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?		2	Communicate information about pest activity or conditions and pest management methods to the client.
How can information be collected, analysed and organised ?		2	Communicate with client to collect, analyse and organise all relevant information to ensure pest management method options are clarified.
How are activities planned and organised ?		2	Plan and organise activities in accordance with management method and all relevant legislation and work order.
How can teamwork be applied?	1		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 mathematical ideas and techniques be applied?	1		Calculate cost effectiveness of management method options.
How can problem-solving skills be applied?		2	Assess and analyse in conjunction with management and client possible problems which may arise.
How can the use of technology be applied?		2	Record data, such as incident/hazard reports or assessment documentation of client, for future quotation use.