

PRMPM19B Organise and monitor pest management operations

Unit descriptor

This unit of competency covers the skills and knowledge required to organise and monitor major pest management contracts, including the allocation of work to personnel, training needs analysis and resultant professional development. This unit is applicable where supervision of a small work team is required.

This unit of competency covers the skills and knowledge required to assess the work requirements, allocate and monitor the work and to provide the appropriate equipment and materials to perform the pest management operations. This unit also requires the identification of opportunities for the use of training and assessment to build and recognise staff skills. A comprehensive understanding of the pest management services being offered and treatments is required to perform this task efficiently.

ELEMENT

PERFORMANCE CRITERIA

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| 1 Identify work requirements | 1.1 Review <i>work orders</i> to identify requirements including site characteristics and specific requests in accordance with <i>company requirements</i> |
| | 1.2 Identify <i>clients'</i> needs and expectations accurately in accordance with <i>work order</i> and <i>company requirements</i> |
| | 1.3 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> |
| 2 Organise equipment and materials | 2.1 Estimate <i>equipment, personal protective equipment (PPE)</i> and <i>materials</i> requirements in line with past usage and current <i>work order(s)</i> in accordance with <i>company requirements</i> |
| | 2.2 Access <i>equipment, materials</i> and suitable <i>PPE</i> required for the <i>work order</i> in accordance with <i>company requirements</i> |
| | 2.3 Check operational effectiveness of application and access <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> |
| | 2.4 Select and use suitable <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i> |

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ELEMENT

PERFORMANCE CRITERIA

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| 3 | Allocate work orders | 3.1 | Develop a <i>schedule</i> of <i>work orders</i> to be completed within the specified time and budget in accordance with <i>client</i> , <i>legislative</i> , <i>OHS</i> and <i>company requirements</i> |
| | | 3.2 | Allocate <i>work orders</i> taking into account available staff skills, preferences, capabilities and licences held in accordance with <i>legislative</i> and <i>company requirements</i> |
| | | 3.3 | Communicate <i>schedule</i> and <i>work orders</i> and associated instructions to staff in accordance with <i>company requirements</i> |
| | | 3.4 | Confirm receipt and understanding of <i>schedule</i> and <i>work order</i> instructions in accordance with <i>company requirements</i> |
| 4 | Provide training and assessment opportunities | 4.1 | Identify skill gaps of staff in accordance with <i>company requirements</i> |
| | | 4.2 | Encourage staff to seek clarification and feedback on work performance and <i>training</i> needs and opportunities in accordance with <i>company requirements</i> |
| | | 4.3 | Provide relevant <i>training</i> opportunities to meet identified skills gaps and to provide for continuous improvement in accordance with <i>company requirements</i> |
| | | 4.4 | Arrange assessment opportunities to enable staff to gain formal recognition of skills in accordance with <i>company requirements</i> |
| 5 | Monitor performance | 5.1 | Monitor performance of <i>work orders</i> systematically to ensure meeting of <i>client</i> expectations, <i>environmental</i> , <i>legislative</i> and <i>company requirements</i> |
| | | 5.2 | Identify performance issues and follow up promptly in accordance with <i>company requirements</i> |
| | | 5.3 | Reallocate work as required to meet <i>client</i> and <i>company requirements</i> |

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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.

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.

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)

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- 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.

Equipment may include:

- broom
- 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
- 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

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

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- work in isolated/remote environments.

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
- use of chemicals in accordance with MSDS
- use of residual current devices

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- 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
- 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.

Schedules may include:

- charts and wall-mounted planning boards

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- computerised or paper-based
- to-do lists
- work diary.

Training may include:

- attendance at a formal training session
- demonstration
- on-the-job instruction
- self-paced learning packages
- structured feedback.

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.

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm ability to use appropriate skills and knowledge to organise and monitor pest management operations efficiently and effectively. 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 work requirements.
- Clear communication of work requirements.
- Compliance with company and legislative/regulatory requirements.
- Appropriate allocation of work and staff.
- Provision of appropriate equipment and material supplies.

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- Provision of suitable training, development and assessment opportunities.

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.

- Estimating workloads.
- Budgeting.
- Product knowledge including manufacturers' specifications for products being used.
- Safe pesticide application techniques.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting requirements.
- Work order specifications.
- Company policies and procedures.
- 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 communication
- team leadership
- planning and organising work
- monitoring
- negotiation
- contingency management
- reading and comprehending work orders and documenting the allocation of work orders
- performing the mathematical calculations required for estimating the time to complete work orders and to allocate the work orders evenly amongst staff
- 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
- sourcing, organising and recording information
- customer service.

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Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM07B Implement a pest management plan
- PRMPM29B Plan and schedule pest management operations.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and pesticides
- 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
- 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 a demonstration of a service that involves the allocation of labour and materials 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.

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.

National Pest Management Competencies



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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?	2	Communicate with management and client to ensure all information gathered is appropriate to work order outcomes.
How can information be collected, analysed and organised?	2	Gather and analyse all information to ensure activities to be conducted meet all legislation and work order requirements.
How are activities planned and organised ?	2	Plan and organise all work tasks in accordance with regulatory, legislative and company policy.
How can teamwork be applied?	2	Provide support and constructive feedback to team members on performance within work order.
How can the use of mathematical ideas and techniques be applied?	1	Calculate equipment and materials usage to meet scheduled work order requirements.
How can problem-solving skills be applied?	2	Assess and analyse work order resource requirements and plan to overcome unnecessary duplication of demand for similar resources.
How can the use of technology be applied?	1	Record information about equipment and manufacturers' specifications for future use.