

PRMPM27B Manage pest management operations risk

Unit descriptor

This unit of competency covers the skills and knowledge required to manage the critical risks involved in conducting pest management operations. The unit applies to the assessment of risk and implementation of appropriate strategies for any type of pest management operation or activity within the company.

The unit requires the ability to access and utilise company risk management policies and procedures, identify risks, implement controls and monitor activities.

ELEMENT

PERFORMANCE CRITERIA

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|---|---|---|
| 1 | Develop a pest management operations risk management plan | 1.1 Identify relevant <i>legislative requirements</i> , industry advisory standards and codes of practice for pest management operations |
| | | 1.2 Identify and document risks for pest management operations in accordance with <i>company requirements</i> |
| | | 1.3 Seek expert advice on issues relating to pest management operations risk from <i>appropriate person(s)</i> in accordance with <i>company requirements</i> |
| | | 1.4 Assess organisational capability to reduce or control the risks in accordance with <i>company requirements</i> |
| | | 1.5 Develop and document a pest management operations risk management plan including policy and procedures in accordance with <i>environmental, legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> |
| 2 | Implement risk management plan strategies | 2.1 Eliminate unacceptable risks in accordance with <i>company requirements</i> |
| | | 2.2 Minimise likelihood of other identified risks in accordance with <i>company requirements</i> |
| | | 2.3 Conduct pest management operations in compliance with <i>legislative requirements</i> , industry advisory standards and codes of practice |
| | | 2.4 Provide training and/or further information to employees to support the risk management plan in accordance with <i>company requirements</i> |

PRMPM27B Manage pest management operations risk

ELEMENT	PERFORMANCE CRITERIA
3 Acquire and maintain insurance coverage	<p>3.1 Identify risks requiring insurance cover in accordance with <i>company requirements</i></p> <p>3.2 Seek expert advice on insurance options relating to pest management risk from <i>appropriate person(s)</i> in accordance with <i>company requirements</i></p> <p>3.3 Acquire and maintain insurance coverage appropriate for the type of pest management operations in accordance with <i>legislative</i> and <i>company requirements</i></p>
4 Monitor activities for changing risk profile	<p>4.1 Monitor continuously pest management operations to identify risk(s) in accordance with risk management plan, <i>legislative</i>, <i>OHS</i> and <i>company requirements</i></p> <p>4.2 Modify pest management operations as necessary to comply with risk management plan in accordance with <i>legislative</i>, <i>OHS</i> and <i>company requirements</i></p> <p>4.3 Analyse any incidents or events and revise risk management plan in accordance with <i>legislative</i>, <i>OHS</i> and <i>company requirements</i></p> <p>4.4 Assess impact of new equipment or service offerings for risks in accordance with the risk management plan, <i>manufacturers' specifications</i> and <i>legislative</i>, <i>OHS</i> and <i>company requirements</i></p> <p>4.5 Complete and maintain accurate <i>regulatory and company documentation</i> for all service provision to provide audit trail in accordance with <i>legislative</i> and <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.

Appropriate person(s) may include:

- colleagues
- consultants

PRMPM27B Manage pest management operations risk

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

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:

- 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.

PRMPM27B Manage pest management operations risk

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.

PRMPM27B Manage pest management operations risk

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

Regulatory and company documentation may include:

- accident and incident reports
- certificates and notices
- customer files and databases
- invoices
- job sheets

PRMPM27B Manage pest management operations risk

- logbooks
- OHS control procedures, forms and documentation
- receipts
- risk assessments
- work diaries.

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 manage pest management operations risk. 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 determination of the requirements of a pest management plan.
- Development of a pest management risk management plan, policies and procedures
- Analysis of emerging risk issues and periodic revision of pest management risk management plan.
- Compliance with company and legislative/regulatory requirements.

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.

- Legislation, regulations, codes of practice and industry advisory standards applicable to providing pest management services.
- Company management structure and reporting procedures.
- Sources of pest management industry and product information.
- OHS legislation and procedures.
- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting requirements.
- Licensing requirements for pest management control in accordance with relevant Commonwealth, state/territory legislation and local government regulations.

Specific skills needed to achieve the performance criteria

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

- researching analysing and interpreting relevant environmental, legislative, OHS, product and industry standards information
- forecasting to assess future scenarios
- consultation
- negotiation

PRMPM27B Manage pest management operations risk

- reading, analysing and interpreting existing company policy and procedural documentation
- preparation of complex written policy documents and procedural guidelines for communication to relevant staff, regulatory agencies and company clients
- communicating issues, policies and procedures to staff in meeting and training situations
- seeking and receiving feedback
- interpersonal skills and communication techniques
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMPM22B Develop and review company policies and procedures.

Resources required to assess this unit

The following resources should be available:

- access to relevant databases and information sources, including industry and product information
- access to relevant statutes, company policies, procedures and records
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit this competency may be demonstrated by citing policies and procedures developed for normal industry operating conditions, including evidence of process followed, implementation and review, or if this is not practicable, in a realistic simulated work environment.

Assessment of this unit may be conducted as part of an overall business planning and management assignment.

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.

PRMPM27B Manage pest management operations risk

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.

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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?	3	Communicate with colleagues and staff about the risk management plan to ensure understanding of and compliance with the plan.
How can information be collected, analysed and organised ?	3	Collect and analyse data on incidents and accidents incorporate research findings into risk management plan and company policies.
How are activities planned and organised ?	2	Plan and organise all work tasks in accordance with regulatory, legislative and company policy and procedures.
How can teamwork be applied?	2	Encourage team member to work together to develop effective procedures to manage risk policy.
How can the use of mathematical ideas and techniques be applied?	2	Calculate costs and the benefits associated with implementation and compliance with pest management plan.
How can problem-solving skills be applied?	3	Investigate risk issues to identify ways of eliminating or reducing the risk.
How can the use of technology be applied?	3	Record all information on incidents and accidents on to a database and monitor to see if any statistical trends occur.