

PRMPM29B Plan and schedule pest management operations

Unit descriptor

This unit of competency covers the skills and knowledge required for all types of planning and scheduling of pest management operations. The unit covers assessing the workload implications of current work orders and then using this knowledge to schedule work in a logical and organised manner. The unit covers the issues that need to be addressed when scheduling the work orders initially, and how to respond when changed circumstances require the schedule to be altered.

The unit requires the ability to assess the amount and type of work required and the application of logical processes to scheduling the work. A comprehensive understanding of the pest management services and treatments being offered is required.

ELEMENT

1 Assess requirements of current work orders

PERFORMANCE CRITERIA

- 1.1 Identify the *work orders* within the specified *schedule period* in accordance with *company requirements*
- 1.2 Identify geographic locations of *work orders* in accordance with *company requirements*
- 1.3 Review *work orders* to assess the type(s) of pest management services being delivered in accordance with *company requirements*
- 1.4 Estimate time requirements for each *work order* through comparison with records of similar *work orders* and in accordance with *company requirements*

PRMPM29B Plan and schedule pest management operations

ELEMENT

PERFORMANCE CRITERIA

- | | |
|------------------------------------|---|
| 2 Prepare work schedules | 2.1 Prepare a <i>schedule</i> of all <i>work orders</i> to maximise company productivity, achieve business targets and to meet <i>client</i> expectations in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> |
| | 2.2 Prepare the <i>schedule</i> to minimise travel time, excess travel and staff downtime in accordance with <i>OHS</i> and <i>company requirements</i> |
| | 2.3 Plan treatment time to minimise disruption and discomfort to <i>clients</i> and <i>personnel</i> at the <i>work site</i> in accordance with <i>legislative, OHS</i> and <i>company requirements</i> |
| | 2.4 Provision is made in the <i>schedule</i> for weather and other variables when planning treatments in accordance with <i>company requirements</i> |
| | 2.5 Schedule all <i>work orders</i> taking into account the skills, preferences, staff capabilities and licences held and in accordance with <i>legislative</i> and <i>company requirements</i> |
| | 2.6 Schedule emergency and priority <i>work orders</i> in accordance with <i>company requirements</i> |
| 3 Monitor and adjust work schedule | 3.1 Advise <i>clients</i> promptly if adjustments to the <i>schedule</i> affect timing of their <i>work order</i> in accordance with <i>company requirements</i> |
| | 3.2 Record reasons for changes to <i>schedules</i> to assist future planning 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.

Clients may include:

- body corporate

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

PRMPM29B Plan and schedule pest management operations

- 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.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements

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

PRMPM29B Plan and schedule pest management operations

- 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.

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

PRMPM29B Plan and schedule pest management operations

- 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 material safety data sheets (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

Personnel may include:

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

Schedule periods may be:

- annual
- daily
- monthly
- weekly.

Schedules may include:

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

Work order information may include:

- access to work site including timing of access and access and egress points
- budget allocations
- completion times/dates

PRMPM29B Plan and schedule pest management operations

- 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 plan and schedule pest management operations. 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

- Allocating and scheduling work orders.
- Compliance with company and legislative/regulatory requirements.
- Customer service.

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 services offered.
- Knowledge of time requirements to perform each of the pest management services.
- Contingency factors.
- Local conditions and travel routes.
- Scheduling methods.
- Relevant software programs.
- Applicable regulations, codes of practice and industry advisory standards.
- OHS legislation and procedures.
- Work order specifications.
- Company management structure and reporting procedures.

PRMPM29B Plan and schedule pest management operations

Specific skills needed to achieve the performance criteria

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

- estimating
- time management
- **problem-solving** and contingency management
- numeracy to calculate work order times and travel times
- 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:

- PRMPM19B Organise and monitor pest management operations
- PRMCMN402A Facilitate effective client relationships.

Resources required to assess this unit

The following resources should be available:

- access to relevant databases and information sources, including industry and company time allocations
- 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 is best obtained by review of an actual work schedule prepared under normal industry operating conditions, or if this is not practicable, in a realistic 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.

PRMPM29B Plan and schedule pest management operations

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 planning and scheduling arrangements with staff.
How can information be collected, analysed and organised ?	2	Collect and analyse information in work orders about requirements in order to organise the scheduling of work.
How are activities planned and organised ?	2	Plan and organise the work orders into the schedule.
How can teamwork be applied?	2	Develop work group responses to managing OHS issues in the workplace.
How can the use of mathematical ideas and techniques be applied?	2	Calculate resources and time requirements of work orders.
How can problem-solving skills be applied?	2	Analyse resource requirements and allocate work orders within available resource constraints.
How can the use of technology be applied?	2	Use technology to record and access information from work orders and schedules.