

PRMPM43A Prepare and present a pest management submission including quotation

Unit descriptor

This unit of competency covers the skills and knowledge required to prepare and present a pest management submission to a client, detailing the pest management plan and a quotation for the cost of the proposed services. 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 work with the results of a pest management assessment, confirm the client's requirements, analyse the requirements of the pest management plan, calculate the costs of the service options and provide the client with a submission detailing proposed service and benefits, its cost and conditions. A comprehensive knowledge of the company's policies and procedures for developing management plans submissions and costing of services is essential to perform this task.

ELEMENT

1 Review client information

PERFORMANCE CRITERIA

- 1.1 Review *work order* for *client* requirements and access *client records* referring to any *assessment documentation* of *pest management method options* and proposed *pest management plan* in accordance with *company requirements*
- 1.2 Confirm *pest management plan* meets current *client* requirements in accordance with *company requirements*

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ELEMENT	PERFORMANCE CRITERIA
2 Prepare pest management plan budget	<p>2.1 Source, select and interpret product and costing information necessary for the <i>pest management plan</i> in accordance with <i>company requirements</i></p> <p>2.2 Calculate costs of <i>equipment</i> and <i>materials</i> necessary for the implementation of the <i>pest management plan</i> in accordance with <i>company requirements</i></p> <p>2.3 Access and use relevant <i>labour rates and conditions</i> to prepare labour costs in accordance with <i>legislative</i> and <i>company requirements</i></p> <p>2.4 Develop a <i>pest management plan</i> budget using the <i>equipment, materials</i> and labour costings and including taxes and profit margin in accordance with <i>company requirements</i></p> <p>2.5 Check all calculations and keep legible records of method of calculations in accordance with <i>company requirements</i></p> <p>2.6 Incorporate principles of integrated pest management into the <i>pest management plan</i> in accordance with <i>company requirements</i></p> <p>2.7 Ensure the <i>pest management plan</i> meets <i>environmental, legislative, OHS</i> and <i>company requirements</i></p>
3 Prepare client submission	<p>3.1 Prepare <i>submission</i> in company format in accordance with <i>legislative</i> and <i>company requirements</i></p> <p>3.2 Provide an accurate <i>quotation</i> based on the <i>pest management plan</i> budget as part of the <i>submission</i> in accordance with <i>company requirements</i></p> <p>3.3 Include relevant <i>supporting information</i> in the <i>submission</i> in accordance with <i>company requirements</i></p>

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ELEMENT

4 Present submission to client and initiate follow-up actions

PERFORMANCE CRITERIA

- 4.1 Obtain *client* direction on their preferred *presentation method* for receiving the *submission* in accordance with *company requirements*
- 4.2 Use appropriate *interpersonal skills and communication techniques* if meeting the client when presenting the *submission* in accordance with *company requirements*
- 4.3 Allow *client* time to review the *submission* and offer opportunities for the *client* to seek further information in accordance with *company requirements*
- 4.4 Negotiate any issues concerning the *submission, quotation* and *pest management plan* with the *client* in accordance with *company requirements*
- 4.5 Revise *submission* including *quotation* and *pest management plan* after *client* negotiations in accordance with *company requirements*
- 4.6 Confirm acceptance of the *submission* including *quotation* in writing in accordance with *company requirements*
- 4.7 Update *client records* with a copy of the *submission* in accordance with *company guidelines*

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.

Assessment documentation may include:

- company activity records
- detailed submissions or quotation
- photographs
- written reports.

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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.

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

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- 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.

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

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- ladders
- magnifying glass
- measuring jug
- mirrors
- probes
- 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.

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, pictures)
- using appropriate body language.

Labour rates and conditions are established under the provisions of industrial relations legislation and may be found in:

- enterprise agreements
- industry awards and agreements.

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.

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

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- 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 material safety data sheet (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

Pest management method options may include:

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

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

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- follow up pest management advice, monitoring and call-back schedule
- pest management method options
- types and quantities of chemicals to be used.

Presentation methods may include:

- a formal meeting involving a structured presentation of the submission to an individual or group
- a formal meeting to discuss the submission
- an informal meeting to deliver the submission with a limited likelihood of detailed discussion on submission content
- posting, faxing or emailing the submission to the client.

Quotations are written and may include:

- acceptance of offer provisions
- company identification information
- costs
- description of the pest problem
- liability terms and conditions
- limitations of treatment
- proposed management method
- results of inspection
- terms of trade
- warranty/guarantee.

Submissions may be prepared by a consultant, manager, small business owner or supervisor and include:

- benefits and rationale of selected methods
- conditions and limitations
- description of client requirements
- evidence of pest activity and location
- maintenance programs
- pest management methods
- pest management plan
- proposals
- quotation on cost of service(s)
- tenders
- warranties/guarantees.

Supporting information may include:

- accounting procedures

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- auditing procedures
- formal assessment documents
- impact statements
- inspection reports
- insurances
- licences (held by staff and company)
- pest management methods used
- product/chemical data sheets
- professional indemnity
- public liability
- quality assurance certification
- reference sites
- reporting systems
- training systems
- vehicle
- workers compensation.

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 sufficient ability to use appropriate skills and knowledge to prepare and present a pest management submission including a quotation for the cost of the proposed service(s). 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 a pest management plan.
- Calculating costs of service provision.
- Compliance with company and legislative/regulatory requirements.
- Outcomes achieved in relation to company requirements.
- Preparation and presentation of a pest management submission.
- Preparation of an accurate quotation.

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.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- Company policies and procedures in relation to preparing and documenting pest management plans, submissions and quotations.
- Company costing and pricing procedures.
- OHS legislation and procedures.
- Emergency response procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Consumer and contract law.
- 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
- interpersonal skills
- presentation skills
- negotiation skills
- 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 determining costs
- preparation of business correspondence
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback

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- 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
- PRMPM07B Implement a pest management plan
- PRMPM09B Advise client on pest management options
- PRMPM11B Conduct fumigation.

Resources required to assess this unit

The following resources should be available:

- access to a suitable venue
- access to plain English version of relevant statutes and procedures
- access to company policy documents and procedures for preparing and documenting quotations
- 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 demonstrated in the field by reviewing the outcome of the preparation and presentation of at least one complete pest management submission under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

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.

- | | | |
|------------------------------|---|---|
| 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	Assist client's decision-making process re the type and level of service required by providing timely and relevant information concerning pest management.
How can information be collected, analysed and organised ?	2	Collect and analyse information about the client's needs and services expectations and prepare a submission that addresses these needs and expectations.
How are activities planned and organised ?	2	Plan and organise work order in accordance with client brief and company requirements.
How can teamwork be applied?	2	Communicate to team members information contained within work order to be carried out in accordance with company requirements.
How can the use of mathematical ideas and techniques be applied?	2	Calculate site area, equipment and materials to be included in client submission and quotation figures.
How can problem-solving skills be applied?	2	Communicate with management and client to identify and control potential risks or problems which may arise.
How can the use of technology be applied?	2	Record data such as submission, quotation, potential incident/hazard and other documentation for future use.