

Overview

This unit covers the safe and effective elimination of infestations caused by the following pest groups:

1. Commensal rodents
 2. Public health invertebrate pests
 3. Urban birds
 4. Wildlife
 5. Stored product invertebrate pests
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1. Element 5.1 covers the competence required to identify the nature of the infestation and appropriate treatment. Measures recommended will involve reviewing available data and the risks from the infestation.
 2. Element 5.2 covers the competence required to carry out a treatment programme and the additional activities this requires. You must maintain any required equipment, keep the customer informed and update appropriate records.
 3. Element 5.3 covers the competence required to ensure environmental management is maintained at the site in order to prevent a re-infestation. You will need to assess the site and make recommendations as to appropriate action the customer(s) may take, informing them of monitoring procedures.
 4. Element 5.4 covers the competence required to complete the treatment programme. You must ensure all waste is removed from the site keeping the customer informed of any follow-up action, including any equipment that is to remain on site to continue the treatment.
 5. Element 5.5 covers the competence required to monitor the site and review the success of the treatment. You will need to produce a monitoring plan using available information, and explain to the customer the need for any follow-up action.

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Performance criteria

Assess and report on nature of infestation

You must be able to:

- P1 review and verify data from assessments on the reported extent and severity of the infestation
- P2 correctly identify and assess all signs of pest activity on the site
- P3 accurately identify factors which contribute to the infestation
- P4 identify constraints relating to the application of elimination measures
- P5 assess risks associated with continuing infestation
- P6 in accordance with organisational procedures, prepare and propose to the customer an effective strategy which takes account of all relevant data
- P7 in accordance with organisational procedures, record assessment reports, treatments and monitor arrangements

Apply treatments or management measures

You must be able to:

- P8 select treatments or management techniques which are the most effective for the site, type and level of infestation; and which minimise risk to self, others, non-target species and the environment
- P9 select control or management techniques which reflect known aspects of the biology, life cycle and behaviour of the target species, known site factors and any previous history of infestation
- P10 select materials, tools and equipment which are fit for purpose and sufficient for planned treatment
- P11 ensure, during the course of treatment, that appropriate health and safety measures are taken to protect self and others, non-target species and the environment
- P12 carry out treatments or management techniques correctly, in accordance with manufacturer's instructions, industry Codes of Practice and organisational procedures
- P13 release non-target species in accordance with industry Codes of Practice and organisational procedures
- P14 carry out the disposal of waste in accordance with industry codes of practice and organisational procedures
- P15 ensure the customer and relevant authorities are aware of the type of treatment being carried out, the location of equipment and materials placed on site and that they understand any associated risks
- P16 re-visit the site with sufficient frequency to meet the monitoring requirements for the type of treatment or management technique selected and make necessary and appropriate adjustments to control measures
- P17 carry out follow-up treatments to take full account of the type and success of earlier control measures
- P18 maintain accurate and complete records of the treatment carried out, the

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Manage location against pests

- You must be able to:*
- P19 assess accurately environmental factors, structural defects and hygiene problems on the site, taking full account of available assessment and monitoring data and previous history of infestation and treatments
 - P20 ensure that effective action on proofing, hygiene, environmental management and deterrent devices is recommended, specified clearly and agreed
 - P21 ensure that effective works on proofing, hygiene and environmental management within the capability of the technician, are recommended and agreed clearly with the customer
 - P22 where the assessment indicates the need for specialist contractors, make recommendations to the customer, in accordance with organisational policies and procedures
 - P23 ensure that materials, tools and equipment (including for access) selected are fit for purpose and sufficient for proofing, hygiene and environmental management measures being introduced
 - P24 take appropriate safety measures to protect self and others, non-target species and the environment, during the course of placing devices, proofing and improving hygiene
 - P25 carry out placing deterrent devices, proofing and hygiene measures safely, thoroughly and systematically, in accordance with manufacturers instructions, industry Codes of Practice and organisational procedures
 - P26 re-visit the site at agreed intervals to monitor the effectiveness of environmental management techniques, proofing devices, hygiene measures introduced and assess and agree with the customer any additional action to be taken
 - P27 maintain accurate and complete records of site assessments, proofing, hygiene and environmental control measures in place, and of periodic site monitoring

Re-instate location on completion of treatment

- You must be able to:*
- P28 remove safely from the site and account for all materials, tools, equipment and waste, in accordance with organisational procedures
 - P29 clearly advise customer of location of materials and equipment left on site for continuing treatment and monitoring purposes and any relevant handling and safety instructions
 - P30 ensure that any follow up action to be undertaken by customer and others is fully understood, agreed and confirmed in writing, in accordance with organisational procedures

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Monitor and report on treatment or management measures

You must be able to:

- P31 agree with the customer a periodic monitoring plan, which is appropriate to the characteristics and history of the infestation and elimination methods used on the site and the potential risks of re-infestation
- P32 carry out monitoring using appropriate equipment thoroughly and systematically, in accordance with customer agreement and organisational procedures
- P33 ensure that assessment of monitoring data takes full account of supplementary information from the customer and other relevant sources
- P34 prepare complete and accurate monitoring reports, in accordance with organisational procedures
- P35 justify and clearly explain to the customer all necessary follow up actions, in accordance with organisational procedures

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Knowledge and understanding

You need to know and understand:

Health and safety

- K1 current, relevant Health and Safety legislation
- K2 other relevant legislation
- K3 site specific hazards and risks
- K4 hazards presented by pests in relation to disease, structural damage, human reaction, damage and contamination of food and environment
- K5 relevant licence requirements

Identification of pests

- K6 species identification, biology and behaviour
- K7 signs left by target and non-target species

Site investigation

- K8 how to investigate building service systems
- K9 how to investigate underground services systems
- K10 how to carry out a risk assessment
- K11 how to collect data and develop an effective and safe elimination strategy
- K12 how to report findings
- K13 how to undertake a safe survey
- K14 how to question customers effectively
- K15 how to collate data and develop an effective and safe management strategy
- K16 how to show sensitivity to public opinion
- K17 how to complete accurate reports
- K18 whether a problem is endemic or supply related
- K19 the influence of environmental conditions and importance of hygiene methods and procedures

Treatments for infestation or nuisance

- K20 pesticide formulations and application methods – advantages and disadvantages
- K21 application equipment
- K22 how to pre-bait, site and secure traps
- K23 how to handle pesticides, tools and equipment
- K24 how to prevent access to treatments by non-target species
- K25 how to apply physical methods of control
- K26 reasons for treatment failure
- K27 recording procedures
- K28 how to use PPE correctly

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- K29 the frequency of site visits
- K30 how to safely handle, store and transport weapons
- K31 how to handle and dispatch pests humanely and dispose of carcasses
- K32 how to carry out post inspection checks
- K33 how to reinstate installation failures
- K34 how to release non-target species
- K35 how to handle and use access equipment safely and comply with regulations
- K36 when and why to consider adverse weather conditions

Proofing against pests

- K37 target and non-target species behaviour, sources of food, harbourage and likely access points
- K38 proofing devices and their application
- K39 the constraints imposed by activities and processes on sites
- K40 how to remove food / water sources
- K41 proofing harbourage
- K42 how to prevent pest access
- K43 environmental control measures, their effectiveness and application
- K44 building regulations
- K45 control/change habitat

Site reinstatement

- K46 methods of re-instating sites
- K47 how to account for returns of materials, tools and equipment
- K48 how to advise on cleaning contaminated areas
- K49 where applicable, methods of product storage (pre-processing and finished)

Waste disposal

- K50 the risks of contamination
- K51 legal requirements for biological and chemical waste
- K52 safe methods of handling, cleaning and disposal of biological and chemical waste
- K53 safe methods of storing, labelling and transporting materials

Monitoring sites

- K54 how to assess risks of pest re-infestation
- K55 how to prepare a monitoring plan
- K56 how to select and place monitoring devices
- K57 monitoring control methods

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- K58 appropriate frequency of checks
- K59 record keeping and reporting procedures
- K60 possible reasons for failure of control methods
- K61 how to adapt control methods to increase effectiveness
- K62 monitoring methods

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Additional Information

Scope/range related to performance criteria

Assess and report on nature of infestation

1. **verify the situation by means of:**
 - 1.1. discussion with surveyor, customer / customer's representative
 - 1.2. visual inspection
 - 1.3. monitor data

2. **attend the following sites:**
 - 2.1. domestic
 - 2.2. commercial
 - 2.3. indoors
 - 2.4. outdoors
 - 2.5. rural
 - 2.6. urban

3. **take into account the following factors, for example:**
 - 3.1. food/water sources
 - 3.2. harbourage
 - 3.3. hygiene
 - 3.4. adjacent sites
 - 3.5. building and drainage systems
 - 3.6. season
 - 3.7. activity patterns of target species
 - 3.8. habitat

4. **work within constraints:**
 - 4.1. presence of non-target species
 - 4.2. environmental impact
 - 4.3. site factors (eg. access, manufacturing processes)
 - 4.4. other health and safety factors, for example:
 - 4.4.1. resources
 - 4.4.2. weather conditions
 - 4.4.3. legislation
 - 4.4.4. public opinion

5. **be aware of potential impacts on:**
 - 5.1. health
 - 5.2. legal liability
 - 5.3. consequential loss and damage
 - 5.4. product contamination

6. **communicate with customers:**
 - 6.1. domestic
 - 6.2. commercial

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Apply treatments or management measures

7. attend the following sites:

- 7.1. domestic
- 7.2. commercial
- 7.3. indoors
- 7.4. outdoors
- 7.5. rural
- 7.6. urban

8. use suitable treatments:

- 8.1. deterrents
- 8.2. stupefying
- 8.3. shooting
- 8.4. fogging or ULV
- 8.5. pesticides and biocides
- 8.6. environmental
- 8.7. traps
- 8.8. gas

9. take into account the following factors:

- 9.1. food sources
- 9.2. harbourage
- 9.3. hygiene
- 9.4. adjacent sites
- 9.5. building and drainage systems
- 9.6. endemic or supply source
- 9.7. specific process knowledge, infestation or location

10. use suitable equipment:

- 10.1. equipment for application
- 10.2. safety equipment
- 10.3. monitoring equipment
- 10.4. weapons
- 10.5. traps/nets
- 10.6. access equipment
- 10.7. working animals

11. carrying out treatments effectively, for example:

- 11.1. safely
- 11.2. humanely
- 11.3. thoroughly
- 11.4. systematically
- 11.5. taking account of the sensitivities of others

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11.6. in accordance with the site specification

Manage location against pests

12. **attend the following** sites, for example:

- 12.1. domestic
- 12.2. commercial
- 12.3. indoors
- 12.4. outdoors
- 12.5. rural
- 12.6. **urban**

13. **use suitable** proofing devices, for example:

- 13.1. kick plates
- 13.2. fillers / wire wool
- 13.3. bristle strips
- 13.4. screens and excluders

14. **communicate with** customers:

- 14.1. domestic
- 14.2. commercial

15. **take** hygiene measures

16. **use suitable** equipment, for example:

- 16.1. equipment for proofing
- 16.2. equipment for hygiene
- 16.3. safety equipment and PPE
- 16.4. working animals
- 16.5. access equipment
- 16.6. electronic fly killers
- 16.7. equipment for environmental control
- 16.8. weapons
- 16.9. equipment for deterrent devices

17. **utilise** deterrent devices, for example:

- 17.1. gels
- 17.2. spikes
- 17.3. wires
- 17.4. netting
- 17.5. scaring devices (biological, acoustic, visual)

18. **use** environmental management measures:

- 18.1. fencing
- 18.2. habitat control

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- 18.3. exclusion techniques
- 18.4. neuter and release
- 18.5. deny harbourage
- 18.6. deny access to food

19. **employ** physical controls:

- 19.1. inspecting incoming goods
- 19.2. quarantine procedures
- 19.3. inspection procedures of machinery / structure
- 19.4. physical and mechanical hygiene procedures

Re-instate location on completion of treatment

20. **attend the following** sites:

- 20.1. domestic
- 20.2. commercial
- 20.3. indoors
- 20.4. outdoors
- 20.5. rural
- 20.6. urban

21. **communicate with** customers:

- 21.1. domestic
- 21.2. commercial

22. **use suitable** equipment, for example:

- 22.1. equipment for proofing
- 22.2. equipment for hygiene
- 22.3. PPE
- 22.4. public safety equipment
- 22.5. equipment for environmental control:
 - 22.5.1. proofing devices
 - 22.5.2. access equipment
 - 22.5.3. equipment for cleaning
 - 22.5.4. deterrent devices

23. **take suitable** follow-up action, for example:

- 23.1. hygiene measures
- 23.2. environmental measures
- 23.3. treatment measures
- 23.4. proofing measures
- 23.5. health and safety review
- 23.6. monitoring
- 23.7. biological and chemical waste disposal
- 23.8. wildlife management measures

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Monitor and report on treatment or management

24. attend the following sites:

- 24.1. domestic
- 24.2. commercial
- 24.3. indoors
- 24.4. outdoors
- 24.5. rural
- 24.6. urban

25. avoid potential risks:

- 25.1. consequential loss and damage
- 25.2. legal liability
- 25.3. health
- 25.4. product contamination

26. take into account other relevant sources, for example:

- 26.1. adjacent sites
- 26.2. similar sites
- 26.3. similar types of infestation
- 26.4. commodity type
- 26.5. pheromone trap records
- 26.6. customer complaints

27. produce a monitoring report (to cover), for example:

- 27.1. site details (including history of infestation and current/past control methods)
- 27.2. procedures used
- 27.3. degree, extent, species and probable source of infestation
- 27.4. significance of infestation
- 27.5. recommendations for follow up actions
- 27.6. aspects of findings which may require further investigation

28. take suitable follow up actions, for example:

- 28.1. changes to / adaptation of control methods
- 28.2. changes to monitoring frequency
- 28.3. improvements to housekeeping
- 28.4. improve / introduce proofing

29. use suitable equipment, for example:

- 29.1. pheromone traps
- 29.2. crawling insect traps
- 29.3. traps for flying insects

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