

# ASTPES8

## Monitor pest control activities



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### Overview

This unit covers a Pest Control supervisor's overall responsibility for monitoring pest control activities. It covers controlling quality standards and ensuring that the programme is followed and kept on target. It also covers monitoring and controlling the way in which resources are used.

1. Element 8.1 covers the competence required to ensure that work meets the required standard. You will have to check work regularly, identifying any work that is not up to standard, and ensure it is rectified.
2. Element 8.2 covers the competence required to monitor the progress of the work. You will have to identify any work that does not meet contract requirements and recommend action to be taken.

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### Performance criteria

#### Control contract(s) against agreed quality standards

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*You must be able to:*

- P1 identify and interpret quality standards from available information and pass them to people responsible for their implementation, before they start work
- P2 specify, clearly and unambiguously, the responsibilities which individuals have for maintaining quality standards
- P3 set up systems for inspecting and controlling the quality of work and record the outcomes
- P4 check, regularly, that work conforms to the design requirements and the specified quality standards
- P5 identify work which fails to meet the requirements and specified quality standards and implement corrective action
- P6 ask for unacceptable quality standards to be corrected and notify decision makers if this is not done within a reasonable time
- P7 inform decision makers regularly about significant variations in quality standards, programme and safety implications, and suggest the decisions which they need to make and actions they need to take
- P8 identify specifications which conflict with statutory and legal requirements and refer them to decision makers for modification
- P9 identify improvements from feedback received and recommend them to decision makers
- P10 agree amendments to the contract quality requirements and specifications and record them accurately

#### Control contract progress against agreed programmes

*You must be able to:*

- P11 develop and implement systems to monitor and record the progress of the contract against the agreed programmes
- P12 collect information regularly and summarise it accurately
- P13 identify inadequately and inappropriately specified resources, inform decision makers and specify and obtain alternative resources
- P14 identify and quantify any deviations from planned progress which have occurred, or which may occur, and which could disrupt the programme
- P15 investigate the circumstances of any deviations thoroughly and agree and implement appropriate corrective action
- P16 recommend options which are most likely to minimise increases in cost and time and help the contract progress, and pass these on to relevant people
- P17 regularly inform relevant people about progress, changes to the operational programme, resource needs, and suggest the decisions and actions that need to be taken
- P18 identify improvements from feedback received and recommend them to relevant people

### Knowledge and

#### Quality standards

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### understanding

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*You need to know and understand:*

- K1 how to interpret quality standards
- K2 what to identify as quality standards
- K3 how to ask for unacceptable quality standards to be corrected and notify decision makers if quality standards are not corrected within a reasonable time
- K4 how to inform decision makers about significant variations in quality standards, programme and safety implications
- K5 how and why to suggest the decisions which decision makers need to make about significant variations in quality standards and actions they need to take
- K6 how and why to specify the responsibilities which individuals have for maintaining quality standards
- K7 how to pass quality standards on to people responsible for implementing them before they start work on the contract
- K8 what to identify as improvements from feedback received
- K9 how and why to recommend improvements to decision makers
- K10 how and why to specify the responsibilities which individuals have for maintaining quality standards
- K11 what to identify as work which fails to meet the requirements and specified quality standards
- K12 how to check that work conforms to the design requirements and the specified quality standard
- K13 how to implement corrective action where work fails to meet the requirements and specified quality standards

### **Regulations**

- K14 what to identify as specifications which conflict with statutory and legal requirements
- K15 how to refer specifications which conflict with statutory and legal requirements to decision makers

### **Contracts**

- K16 how to record amendments to the contract quality requirements and specifications
- K17 how and why to agree amendments to the contract quality requirements and specifications

### **Monitoring**

- K18 how and why to set up systems for inspecting and controlling the quality of work and recording the outcomes
- K19 how to implement systems to monitor and record the progress of the

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contract against the agreed programmes, and collect and summarise information

K20 how and why to develop systems to monitor and record the progress of the contract against the agreed programmes

### Resources

K21 what to identify as inadequately and inappropriately specified resources

K22 how to inform relevant people about inadequately and inappropriately specified resources, and obtain alternative resources

K23 how and why to specify alternative resources

### Deviations

K24 what to identify as any deviations from planned progress which have occurred, or which may occur, and which could disrupt the programme

K25 how and why to quantify any deviations from planned progress

K26 how and why to investigate the circumstances of any deviations

K27 what to identify as improvements from feedback received

K28 how to implement corrective action

K29 how and why to recommend options which are most likely to minimise increases in cost and time and help the contract progress

K30 how and why to agree corrective action in circumstances of any deviations

K31 how to pass options which are most likely to minimise increases in cost and time and help the contract progress to relevant people and regularly inform relevant people about progress, changes to the operational programme, and resource needs

K32 how and why to suggest the decisions and actions that need to be taken

K33 how and why to recommend improvements to relevant people

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### Additional Information

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#### Scope/range related to performance criteria

#### Control contract(s) against agreed quality standards

1. Quality standards:
  - 1.1. statutory requirements
  - 1.2. project specifications
  - 1.3. British Standards
  - 1.4. International Standards
  - 1.5. Codes of Practice
  - 1.6. organisation standards
  - 1.7. trade advisory guidance and best practice
  - 1.8. benchmarks
  
2. People responsible:
  - 2.1. the client
  - 2.2. contractors
  - 2.3. consultants
  - 2.4. sub-contractors
  - 2.5. suppliers
  - 2.6. workforce
  
3. Systems:
  - 3.1. visual inspection
  - 3.2. comparison with design requirements
  - 3.3. comparison with standard documentation
  - 3.4. checking manufacturers documentation
  - 3.5. checking delivery notes
  - 3.6. sampling and mock-ups
  - 3.7. testing
  - 3.8. site inspection reports
  - 3.9. contractors reports
  - 3.10. site meetings
  
4. Work:
  - 4.1. materials and components and their use

#### Control contract progress against agreed programmes

5. Systems:
  - 5.1. visual inspection
  - 5.2. resource records
  - 5.3. site inspection reports
  - 5.4. contractors' reports
  - 5.5. certified payments
  
  - 5.6. written, graphical and electronic records of actual work against

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- programmed work
  - 5.7. site meetings
  - 5.8. organisational procedures
  - 5.9. management reports
  - 5.10. benchmarks
  - 5.11. comparison with project requirements
  - 6. Programmes:
    - 6.1. bar charts
    - 6.2. network analysis
    - 6.3. critical path
    - 6.4. line of balance
    - 6.5. action lists
    - 6.6. method statements
    - 6.7. project expenditure forecasts
  - 7. Resources:
    - 7.1. people
    - 7.2. plant and equipment
    - 7.3. materials and components
    - 7.4. finance
    - 7.5. time
    - 7.6. specialist services
    - 7.7. public utility services
    - 7.8. information
  - 8. Quantifying:
    - 8.1. method study
    - 8.2. work study
    - 8.3. production analysis
  - 9. Deviations:
    - 9.1. resource shortages
    - 9.2. design problems and constraints
    - 9.3. industrial disputes
    - 9.4. lack of essential construction information
    - 9.5. construction errors
    - 9.6. inclement weather
    - 9.7. physical (site) constraints
    - 9.8. legal
    - 9.9. social
    - 9.10. environmental
  - 10. Corrective action:

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10.1. restore progress in accordance with agreed programme(s)

10.2. agree new completion dates

10.3. initiate contract claim

10.4. securing additional resources

10.5. altering planned work

11. Relevant people:

11.1. the client

11.2. contractors

11.3. consultants

11.4. suppliers

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