

<b>Title</b>	<b>Demonstrate knowledge of communication, reporting and recording in the urban pest management industry</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	<p>The purpose of this standard is to provide the urban pest management (UPM) industry with technicians who know the purpose of clear communication and accurate reporting and recording for health and safety, legislative, and organisational requirements.</p> <p>This standard outlines the learning outcomes, assessment evidence and the performance standard required to show a trainee communicates, reports and records clearly and accurately in the UPM industry.</p> <p>Technicians will connect the purpose of communicating, and reporting and recording information clearly and accurately with meeting health and safety standards, legislative requirements and organisational requirements.</p>
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<b>Classification</b>	Pest Management > Urban Pest Management
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<b>Available grade</b>	Achieved
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### Guidance Information

- Competence demonstrated during assessment against this unit standard must comply with the requirements of:
  - Animal Welfare Act 1999;
  - Arms Act 1983;
  - Biosecurity Act 1993;
  - Consumer Guarantees Act 1993;
  - Contract and Commercial Law Act 2017;
  - Food Act 2014;
  - Hazardous Substances and New Organisms Act 1996 (HSNO Act);
  - Health and Safety at Work Act 2015 (HSWA);
  - Resource Management Act 1991.
  - Applicable Australia/New Zealand standards. (Standards on various health and safety aspects have been developed by joint technical committees in Australia and New Zealand. Standards are not statutory unless referred to by an Act or Regulation, however they are industry good practice guidelines which should be followed and implemented where applicable.) AS/NZS standards are available at: [www.standards.govt.nz](http://www.standards.govt.nz);
  - Applicable territorial and local authority bylaws.

Any legislation or guideline superseding any of the above will apply for assessment purposes.

## 2 Definitions

*Industry good practice* refers to approved/recognised Codes of Practice and Good Practice guides. These may include but are not limited to:

- A Code of Practice for Pest Management in the Food Industry in Australia & New Zealand 2014; and
- A Code of Practice for the Control of Bed Bug Infestations in Australia, both available at [www.aepma.com.au/Codes-of-Practice](http://www.aepma.com.au/Codes-of-Practice); and
- A Code of Practice for Control and Safe Use of Fumigants, Pest Management Association of New Zealand 2008 (HSNOCOP 31-1), available at [www.pmanz.nz](http://www.pmanz.nz).

*Organisational requirements* refer to instructions to staff on policy procedures and methods relating to urban pest management operations (including health and safety) and the application of any written procedures which are documented in a system and are available in the workplace.

*Pest management services* refer to any procedures undertaken during the provision of pest management and include any pre/post-service procedures.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of the purpose of clear communication in the UPM industry.

#### Performance criteria

- 1.1 The purpose of clear communication in terms of health and safety, legislation, organisational requirements and industry good practice is explained.
- 1.2 Appropriate communication practices and procedures are identified, explained and relate to the specific pest management services in accordance with organisational requirements and industry good practice.

### Outcome 2

Demonstrate knowledge of the purpose of accurate reporting and recording in the UPM industry.

#### Performance criteria

- 2.1 The purpose of accurate reporting and recording in terms of health and safety, legislation, organisational requirements and industry good practice is explained.
- 2.2 Appropriate reporting and recording practices are identified and explained, and relate to the specific pest management services in accordance with organisational requirements and industry good practice.

<b>Replacement information</b>	This unit standard replaced unit standard 3256
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<b>Planned review date</b>	31 December 2020
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 April 2015	N/A
Revision	2	31 May 2018	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0024
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This CMR can be accessed at [www.nzqa.govt.nz/framework/search/index.do](http://www.nzqa.govt.nz/framework/search/index.do).

#### Comments on this unit standard

Please contact Careerforce [info@careerforce.org.nz](mailto:info@careerforce.org.nz) if you wish to suggest changes to the content of this unit standard.