

Level 3 Award in Pest Management

March 2022

Guided Learning Hours 15 hours

Total Qualification Time 76 hours

Ofqual Qualification Number 603/0758/4

Description

The objective of this qualification is to enable pest control technicians to progress within the industry by enabling successful candidates to demonstrate their advanced knowledge and expertise of pest management.

Candidates will have in-depth knowledge of the management of vertebrate and invertebrate pests, be able to identify a range of invertebrate pests and distinguish these from a range of invertebrate animals that are commonly found in association with them, and understand a range of factors that affect the delivery of pest management services such as legislation, health and safety and environmental issues.

Assessment is by written examination and the completion of assignments set by RSPH. Candidates will be expected to refer to successful pest management treatments that they have carried out when completing the assignments. As an alternative to some of the assignments, a professional discussion with an assessor can be used to obtain evidence of achievement.

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Unit PM3.1 Understanding factors that influence the provision of pest management services

Total Unit Time: 30 hours
Guided Learning: 9 hours
Unit Level: 3
Unit reference number: M/601/8037

Summary of Learning Outcomes:

To achieve this unit a candidate must:

1. **Know legislation relevant to the management of pests, by being able to meet the following assessment criteria:**
 - 1.1 Outline the roles and responsibilities, with respect to pest management, of individuals and organisations within the legal system
 - 1.2 Describe how the legal system operates
 - 1.3 Detail the main points of legislation relevant to pest management

2. **Understand health and safety at work requirements for pest management, by being able to meet the following assessment criteria:**
 - 2.1 Explain the importance of health and safety in pest management
 - 2.2 Explain the principles of risk assessment
 - 2.3 Review procedures for the control of substances hazardous to health

3. **Know how to maintain good customer relationships, by being able to meet the following assessment criteria:**
 - 3.1 Explain the importance of meeting customer requirements
 - 3.2 Outline the standards required for the conduct and appearance of pest control staff
 - 3.3 Explain the principles of good customer service

4. **Understand economic, environmental and industry issues that have an impact on pest management, by being able to meet the following assessment criteria:**
 - 4.1 Outline the economic consequences which may result from a lack of, or poor, pest management
 - 4.2 Describe environmental and animal welfare issues which have an impact on the pest control industry
 - 4.3 Explain industry issues which have an impact on pest management

Content:

1 Legislation Relevant to the Management of Pests

- 1.1 *Roles and responsibilities:* role and powers of enforcement officers such as environmental health practitioners, HSE inspectors and wildlife enforcement officers (Natural England, Northern Ireland Environment Agency, Scottish Natural Heritage and Countryside Council of Wales); legal powers and obligations of local authorities, owners and occupiers with regard to powers of entry, notification, inspection and rodent control under the Prevention of Damage by Pests Act 1949; definition of negligence; implications if pest controller or company found to be negligent.
- 1.2 *How the legal system operates:* reasons for legislation; requirement for work to be carried out legally; legal standing of Acts, Regulations, Approved Codes of Practice, Guidance Notes, Industry Codes of Practice, EC Directives; procedures for the serving of statutory notices.
- 1.3 *Legislation relevant to pest management:* general requirements of Food and Environment Protection Act 1985 Part 3, Control of Pesticides Regulations 1986 and Biocidal Product Regulation (BPR, Regulation (EU) 528/2012); general requirements of Public Health Act 1961 with respect to disconnection and sealing of disused drains and specified urban bird pests; general requirements of Public Health Act 1936 with regard to destruction or removal of vermin; Environmental Protection Act 1990 with regard to statutory nuisances; Clean Neighbourhood & Environment Act 2005 with regard to insects emanating from industrial, trade or business premises being prejudicial to health or a nuisance; Wildlife and Countryside Act 1981 with regard to protection of flora and fauna, excepted species in Part II Schedule II, permitted methods of control; Food Safety Act 1990 with regard to 'due diligence', closure and the sale of unfit food; Food Hygiene Regulations 2013 with regard to prevention of pest infestations and control of pests in food premises and equipment; appreciation of legislative requirements as listed in Pest Control Reference Manual with regard to pests and pest control; any superseding legislation or amendments to the above.

2 Health and Safety at Work Requirements for Pest Management

- 2.1 *Importance of health and safety:* employers' and employees' duties, responsibilities and obligations relating to Health and Safety at Work Act 1974; and Regulations that come under the Act; welfare provisions of 1974 Act; health and safety during site surveys; health and safety during implementation of pest control procedures; safe use of equipment; production and use of safe systems of work and method statements; legislation regarding use of equipment; measures for protecting the public such as restricting access or scheduling pest management activities to minimise risk; importance of permits to work and site safety inductions when pest controllers are visitors to sites; reporting and recording requirements.

- 2.2 *Principles of risk assessment:* risk assessment and hazard analysis; examples of hazards and risks such as those from moving vehicles, working at height, working in enclosed or confined spaces; hazards and risks to others caused by actions of the pest control technician; production of risk assessments; measures to minimise risks from identified hazards; reporting and recording requirements.
- 2.3 *Procedures for the Control of Substances Hazardous to Health:* Control of Substances Hazardous to Health (COSHH) Regulations 2002, any superseding legislation or amendments; how dusts, vapours, gases and chemicals enter the body; effect of dusts, vapours, gases and chemicals on the body; occupational exposure limits, maximum exposure limits and occupational exposure standards; proper storage and handling of chemicals; requirements of pesticide stores; safe storage of pesticides in vehicles; information on potential hazards; COSHH risk assessments; types, uses and suitability of personal protective equipment; problems associated with use of personal protective equipment; correct selection of personal protective equipment by risk assessment of work practices; reporting and recording requirements.

3 Maintain Good Customer Relationships

- 3.1 *Customer requirements:* importance of being able to meet customer requirements and specifications; need to advise clients of remedial action required with regard to infestations; need to suggest alternative remedies in event of objections to specific course of treatment; need for clear communication and appropriate responses in a range of situations and with regard to health and safety and legal constraints; understanding of customer requirements relating to external auditors and specifications; need for customers to comply with audit standards (eg BRC standards), principles of audits to ensure compliance with assurance schemes and role of auditors; reporting and recording requirements.
- 3.2 *Standards required for the conduct and appearance of pest control staff:* need for pest controllers to be competent and diligent; awareness of public relations and public image (such as in removing trapped or dead animals from premises); manner, appearance, behaviour and understanding (such as possible need for tact and confidentiality when dealing with public health pests in domestic situations).
- 3.3 *Customer service:* content and use of customer care policies; importance of a professional approach to clients; quality assurance; need to visit sites at times appropriate for clients; importance of being aware of client expectations; feedback to clients following treatments; provision of advice and guidance for preventing re-occurrences of pest problems.

4 Economic, Environmental and Industry Issues Relating to Pest Management

- 4.1 *Economic consequences which may result from a lack of, or poor, pest management:* damage caused by pests to foodstuffs and property; risk to health of humans and animals caused by pests; possible loss to companies and organisations of reputation and business; nuisance effect.
- 4.2 *Environmental and animal welfare:* S.S.S.Is and their significance to pest management and pest controllers; effect on the environment of pest management activities, methods for reducing these effects; the Wildlife Incident Investigation Scheme; using the environment to help control pests; need to ensure treatments used are humane; effect of treatments on non-target species; reducing exposure of non-target species to pesticides and other management methods; implications of the Animal Welfare Act 2006; campaign groups such as *Campaign for Responsible Rodenticide Use*; production and use of environmental assessments.
- 4.3 *Pest control industry:* importance of training; safe use of chemicals; need for media awareness; possible consequences to industry of malpractice and poor training such as withdrawal or restrictions on the use of pesticides; implications of the use of 'amateur' pest control products.

Assessment

The assessment for this unit consists of a two-part examination of two and a half hours duration. Part one consists of a compulsory structured question (30% of the total marks) candidates are advised to spend no more than 45 minutes on this section. Part two consists of seven questions from a choice of nine (70% of the total marks).

A candidate who is able to satisfy the learning outcomes for the unit will be awarded a score of at least 50% in the examination.

Unit PM3.10 Management and Control of Vertebrate Pests

Total Unit Time: 23 hours
Guided Learning: 3 hours
Unit Level: 3
Unit reference number: M/615/3454

Summary of Learning Outcomes:

To achieve this unit a candidate must:

1. **Understand the need for vertebrate pest management, by being able to meet the following assessment criteria:**
 - 1.1 Explain the effect of a range of vertebrate pests on public health
 - 1.2 Explain aspects of the biology and behaviour of a range of vertebrates with regard to their impact as pests.

2. **Know methods for assessing vertebrate pest activity, by being able to meet the following assessment criteria:**
 - 2.1 Identify a range of vertebrate public health pests
 - 2.2 Describe survey and monitoring techniques for a range of vertebrate pests, including interior and exterior pest activity
 - 2.3 Determine appropriate methods and equipment for controlling vertebrate pests by chemical and non-chemical means

3. **Know strategies and methods for the management of vertebrate pests, by being able to meet the following assessment criteria:**
 - 3.1 Describe non-chemical methods for the management of a range of vertebrate pests
 - 3.2 Describe chemical methods for the management of a range of vertebrate pests
 - 3.3 Explain the principles of site management when surveying for and treating vertebrate pests

Content:

1 Need for vertebrate pest management

- 1.1 *Effect of vertebrate pests on public health:* role of vertebrate pests as vectors of disease, cause of agricultural damage and contamination of food and food stores; structural damage to buildings; legislation relating to the management of vertebrate.
- 1.2 *Aspects of vertebrate pest biology and behaviour with regard to their impact as pests:* life cycles; habitat requirements; exploitation of habitats; physical abilities; breeding patterns and population growth; harbourage and breeding sites; infestation levels; diurnal activity patterns; mobility (territoriality and home ranges, transport and spread); neophobia; senses of touch, taste and smell of relevant pests.

2 Methods for assessing vertebrate pest activity

- 2.1 *Identification of vertebrate pests:* importance of correct identification of different vertebrate species; features which distinguish vertebrate pests from other vertebrates in the UK; classification of vertebrate pests.
- 2.2 *Surveying and monitoring techniques:* importance of surveying and monitoring before deciding on control options and during and after treatment; information that should be collected during surveying and monitoring; size and nature of an infestation; survey methods; inspection of drainage systems and identification of defects likely to provide access to properties by rodents; monitoring techniques; evidence of infestation; importance of client information, personal observation and past history of the site; source of pests; harbourage sites and distribution pathways; sources of food; pest access; evaluation of treatment used.
- 2.3 *Appropriate methods and equipment for controlling vertebrate pests:* interpretation of information collected during surveying and monitoring; selection and implementation of most appropriate course of action; treatment in the event of resistance developing; design, construction, maintenance and selection of equipment; need for correct application.

3 Strategies and methods for the management of vertebrate pests

- 3.1 *Non-chemical methods for vertebrate pest management:* methods for effective proofing of buildings and drainage systems against vertebrate pests; identification of access routes; importance of good hygiene standards for deterring vertebrate pests; use of physical control methods such as live and spring trapping and sticky boards, as applicable; use of environmental control methods such as removal of food, water and harbourage to assist other control measures; legislation relating to use of non-chemical control methods.

- 3.2 *Chemical methods for vertebrate pest management:* selection of appropriate pesticide and formulation; acute and chronic rodenticides; different mode of actions of rodenticides and other pesticides on target and non-target species; importance and limitations of LD50 data (or any superseding measure of toxicity) in relation to toxicity; selection and use of correct personal protective equipment when using equipment and chemicals; importance of following label instructions of any products used; distinction between brand names and common names of active ingredients; situation where use of chemicals is inappropriate; resistance to chemicals; legislation relating to use of chemical control methods.
- 3.3 *Principles of site management:* health and safety measures required during visits to and treatment on sites; risk assessments and COSHH; frequency of site visits required for monitoring of treatment and effective treatment; circumstances in which block treatment may be required and methods for carrying this out; actions to take if the source / cause of an infestation is on a neighbouring property or site; re-instatement of site and removal of chemicals and bait at end of treatment; minimising risk to non-target and protected species; secondary poisoning; methods for reducing likelihood of re-infestation by vertebrate pests; impact of chemicals on the environment, environmental risk assessments; need for accurate record keeping; safe and legal disposal of vertebrate pest bodies and chemicals.

Assessment

The assessment for this unit consists of two assignments supplied by RSPH.

Assignment 1: Chemical Management of Vertebrate Pests

Assignment 2: Non-Chemical Management of Vertebrate Pests

One of the assignments must concern the control of commensal rodents.

The assignments will be internally assessed by the centre. Assessment decisions will be subject to external verification by RSPH.

Assignments are graded as Pass / Fail. In order to obtain a Pass for the unit learners must demonstrate evidence of achievement for all of the learning outcomes and assessment criteria for the unit.

A professional discussion with an assessor can be used as an alternative to one of the assignments.

Unit PM3.11 Management and Control of Invertebrate Pests

Total Unit Time: 23 hours
Guided Learning: 3 hours
Unit Level: 3
Unit reference number: T/615/3455

Summary of Learning Outcomes:

To achieve this unit a candidate must:

- 1. Understand the need for invertebrate pest management, by being able to meet the following assessment criteria:**
 - 1.1 Explain the effect of a range of invertebrate pests on public health and stored products
 - 1.2 Explain aspects of the biology and behaviour of a range of invertebrates with regard to their impact as pests.

- 2. Know methods for assessing invertebrate pest activity, by being able to meet the following assessment criteria:**
 - 2.1 Identify a range of invertebrate public health and stored product pests
 - 2.2 Describe survey and monitoring techniques for a range of invertebrate pests, including interior and exterior pest activity
 - 2.3 Determine appropriate methods and equipment for controlling invertebrate pests by chemical and non-chemical means

- 3. Know strategies and methods for the management of invertebrate pests, by being able to meet the following assessment criteria:**
 - 3.1 Describe non-chemical methods for the management of a range of invertebrate pests
 - 3.2 Describe chemical methods for the management of a range of invertebrate pests
 - 3.3 Explain the principles of site management when surveying for and treating invertebrate pests

Content:

1 Need for invertebrate pest management

- 1.1 *Effect of invertebrate pests on public health:* role of invertebrate pests as vectors of disease, biting and stinging nuisances, cause of agricultural damage and contamination of food and food stores; structural damage to buildings; legislation relating to the management of invertebrate pests.
- 1.2 *Aspects of invertebrate pest biology and behaviour with regard to their impact as pests:* life cycles; habitat requirements; exploitation of habitats; physical abilities; breeding patterns and population growth; harbourage and breeding sites; infestation levels; diurnal activity patterns.

2 Methods for assessing invertebrate pest activity

- 2.1 *Identification of invertebrate pests:* importance of correct identification of different invertebrate species; classification of invertebrate pests; methods for identifying invertebrate pests such as use of hand lenses, keys and external expertise; sources of external expertise.
- 2.2 *Surveying and monitoring techniques:* importance of surveying and monitoring before deciding on control options and during and after treatment; information that should be collected during surveying and monitoring; size and nature of an infestation; survey methods; trapping and monitoring techniques to detect presence and movement of invertebrate pests; evidence of infestation; importance of client information, personal observation and past history of the site; source of pests; harbourage sites and distribution pathways; sources of food; pest access; evaluation of treatment used.
- 2.3 *Appropriate methods and equipment for controlling invertebrate pests:* interpretation of information collected during surveying and monitoring; selection and implementation of most appropriate course of action; treatment in the event of resistance developing; maintenance and selection of application equipment; need for correct application.

3 Strategies and methods for the management of invertebrate pests

- 3.1 *Non-chemical methods for invertebrate pest management:* methods for effective proofing of buildings against invertebrate pests; identification of access routes; importance of good hygiene standards for deterring invertebrate pests; use of physical control methods; use of environmental control methods such as removal of food, water and harbourage to assist other control measures; legislation relating to use of non-chemical control methods.
- 3.2 *Chemical methods for invertebrate pest management:* selection of appropriate pesticide and formulation; different mode of actions of pesticides on target and non-target species; importance and limitations of LD50 data (or any

superseding measure of toxicity) in relation to mammalian toxicity; correct preparation of pesticides; selection and use of correct personal protective equipment when using equipment and pesticides; distinction between brand names and common names of active ingredients; situation where pesticides are inappropriate; resistance to pesticides; legislation relating to use of chemical control methods.

- 3.3 *Principles of site management:* health and safety measures required during visits to and treatment on sites; risk assessments and COSHH; frequency of site visits required for monitoring of treatment and effective treatment; circumstances in which block treatment may be required and methods for carrying this out; actions to take if the source / cause of an infestation is on a neighbouring property or site; re-instatement of site at end of treatment; minimising risk to non-target and protected species; secondary poisoning; methods for reducing likelihood of re-infestation by invertebrate pests; impact of pesticides on the environment, environmental and pesticide risk assessments; need for accurate record keeping; safe and legal disposal of pesticides.

Assessment

The assessment for this unit consists of two assignments supplied by RSPH.

The assignments will be internally assessed by the centre. Assessment decisions will be subject to external verification by RSPH.

Assignments are graded as Pass / Fail. In order to obtain a Pass for the unit learners must demonstrate evidence of achievement for all of the learning outcomes and assessment criteria for the unit.

A professional discussion with an assessor can be used as an alternative to one of the assignments.

Guidance:

Progression:

Learners who achieve this qualification will have successfully demonstrated their higher level knowledge of pest management. This will enable them to progress to more demanding roles within the industry and to undertake more specialist qualifications such as those relating to field biologists.

Attainment of the Qualification:

In order to attain this qualification, learners must pass all of the units. The qualification is graded as Pass / Fail

Recommended Reading:

British Pest Management
CRRU UK Code of Best
Practice 2015
Killgerm, 2013
National Pest Advisory Panel

Meaney, P*

British Pest Management Manual
Best practice and guidance for rodent control and the
safe use of rodenticides
Killgerm Operating Manual
A range of publications produced by the National
Pest Advisory Panel are available at:
<http://www.urbanpestsbook.com>
Carpet beetles, Textile Moths and related insect
pests.
Pest Flies and their Control
Biting and stinging insects and ticks
Insect pests of stored food and preparation premises
Cockroaches and their control

* These books are available direct from the printers (Polstead Press 5a The Maltings
Business Centre, Stowupland Rd, Stowmarket IP14 5AG. Phone:01449 677444) or
from Killgerm.

Web-Sites

Barrettine Ltd
British Pest Control Association
*Health and Safety Executive
Killgerm Chemicals Ltd
National Pest Technician's
Association

A number of these web-sites contain copies of Codes
of Practice which can be downloaded for free.

www.barrettine.co.uk
www.bpca.org.uk
www.hse.gov.uk
www.killgerm.com
www.npta.org.uk

* Free Health and Safety leaflets relevant to pest control can be downloaded from this
site.

Pre-Requisite Qualifications:

Candidates wishing to register for this qualification must have attained the RSPH level 2 Award in Pest Management, or the Level 2 Certificate in Pest Management or a qualification in pest control that is equivalent to these.

Qualification Approval:

Centres wishing to offer this qualification should apply to the RSPH Qualifications Department using the Centre Approval Form if not already registered with RSPH as a centre or the Additional Qualification Form if already registered to deliver other qualifications. Both of these forms are available on the RSPH web-site (www.rsph.org.uk).

Special Assessment Needs:

Centres that have candidates with special assessment needs should consult The Society's Reasonable Adjustments and Special Consideration Policy, this is available from RSPH and the RSPH web site (www.rsph.org.uk).

Recommended Qualifications and Experience of Tutors:

The Society would expect that tutors have teaching experience and a qualification in a relevant subject area, but recognises that experienced teachers can often compensate for a lack of initial subject knowledge, or experienced practitioners for a lack of teaching experience. The Society recommends that centres employ a team of tutors with a range of expertise to deliver this qualification.

Suitable qualifications for the Level 3 Award in Pest Management include:

- a) Degree or Dip. HE in: Agronomy, Biology, Zoology or related subjects
Environmental Health
or a related discipline that contains modules in pest control
or a degree that contains elements of these specialisms.
- b) HNC/D in one of the above.
- c) RSPH Level 3 Diploma in Pest Management
- d) NVQ Level 3 in Pest Control.

Other Information:

All RSPH specifications are subject to review. Any changes to the assessment or learning outcomes will be notified to Centres in advance of their introduction. To check the currency of this version of the specification, please contact the Qualifications Department or consult the RSPH website.

Centres must be registered with RSPH.

Any enquiries about this qualification should be made to:

The Qualifications Department,
Royal Society for Public Health,
John Snow House,
59 Mansell Street,
London E1 8AN

Tel: 020 7265 7300

Fax: 020 7265 7301

Email: info@rsph.org.uk

Website: www.rsph.org.uk