
LEVEL 3 AWARD IN PEST MANAGEMENT

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

Date

Paper No. Specimen

IMPORTANT

READ THE FOLLOWING INSTRUCTIONS CAREFULLY

- 1. Candidates should enter their candidate number in the space provided on the cover of the answer book. No signature or name should appear on the answer book.**
- 2. You should write all of your answers in the answer book provided.**
- 3. You are allowed TWO hours and thirty minutes to complete the paper.**
- 4. The exam paper consists of TEN questions**
- 5. You MUST answer the question in Section One and SEVEN questions from Section Two**
- 6. The Pass mark for this examination is 50%**
- 7. You are advised to spend no more than FORTY FIVE minutes on Section One**
- 8. This paper and your answer book must be left on your desk at the conclusion of the test.**

Section ONE

The question in this section MUST be answered

Scenario

The attached plan shows a railway terminus. As well as railway offices, booking offices, information offices etc the buildings are divided up and let to a number of tenants, these include a 3 storey hotel, tavern, fast food restaurant, several sandwich shops and coffee shops, an 'up market' restaurant. There are also a number of shops – newsagent, pharmacy, clothes shop etc. There is a labyrinth of 'lower ground floors' and cellars which house kitchens, storerooms etc. To the right of the station is a 2 level 'piazza' which houses many of the shops. Immediately outside the station, at the end of the platforms there is a road bridge across the railway, beyond which there are carriage sheds, maintenance sheds and track huts. Just beyond this, 1km beyond the station the railway crosses a river. On the banks of the river and adjacent to the railway there is a local authority waste disposal area where waste is collected, stored and loaded on to barges for transporting for final disposal.

The station has come in for severe criticism from the local Environmental Health Department. Rats have been seen from the platforms running along the rail lines. Mice are a persistent problem in the hotel and in the shops and catering units; and cockroaches have been found in the cellars and in the various bars and kitchens.

- a What are the legal obligations of:
- i) Railway station management 3 mks
 - ii) Tenants of the shops, restaurants and offices 3 mks
- with respect to the scenario above?
- b Identify **THREE** pieces of legislation that can be used to deal with the pest problems identified, giving a reason for each. 6 mks
- c
- i) Identify **THREE** hazards that pest controllers may be exposed to during any treatment for pests on this site, and **THREE** hazards that the public may be exposed to as a result of the treatments. 3 mks
 - ii) Suggest possible control measures for each of the hazards that you have identified. 3 mks
- d Outline how good customer relations can be maintained during the course of any pest control treatments at this site for each of the following groups:
- i) The general public 2 mks
 - ii) Tenants of the shops, restaurants and offices 2 mks
 - iii) Railway station management. 2 mks
- e The railway station management are very aware of environmental issues. Outline how the environmental impact of any pest management on this site can be minimised. Your answer should include reference to all of the pests mentioned in the scenario. 6 mks

PLEASE TURN OVER

Section TWO

SEVEN questions in this section MUST be answered

2. a) Outline the powers that enforcement officers have with regard to the control of public health pests. 5 marks
- b) An enforcement office finds that a pest controller has not complied with the requirements of an industry code of practice in the treatment of pests. Explain, with reasons for your answer, what action the enforcement officer can take against the pest controller. 5 marks
3. For **EACH** of the following pieces of legislation, state the main requirements of the legislation with regard to pest control.
- a) Health and Safety at Work etc Act 1974 4 marks
- b) Protection of Animals Act 1911-1927 3 marks
- c) Animals Cruel Poisons Act 1962. 3 marks
4. a) Outline **THREE** ways by which pesticides can enter the body of a pest controller if suitable precautions are not taken. For each route of entry give an example of a pesticide which could possibly enter the body by this method. 6 marks
- b) Describe **FOUR** procedures or methods that would reduce the risk of a pest controller being exposed to pesticides. 4 marks
5. Pest control staff have to carry out a baiting procedure on a series of drains. Some of these drains are on the edge of, or actually on, roads that are close to a primary school (pupils aged 5-11) and a senior school (pupils aged 11-18) and so experience high levels of traffic. Construct:
- a) A risk assessment 5 marks
- b) A safe system of work 5 marks

for this scenario.

6. Your company is about to recruit a new pest control technician. State, with a reason for each, the qualities that would be expected in the applicants. 10 marks
7. a) Outline the main points that would be covered by a customer care policy 6 marks
- b) Explain how the effectiveness of this policy could be monitored. 4 marks
8. 'The role of a pest controller is to reduce the economic effect of pest activity, not to protect public health'. 10 marks
- Outline arguments for and against this statement.
9. Sites of special scientific interest (SSSIs) may present particular problems to pest controllers who carry out the majority of their work in the countryside. Outline **TWO** problems that an SSSI may present to a pest controller, and suggest ways that the pest controller might overcome them. 10 marks
10. a) Pest controllers sometimes have to demonstrate high levels of tact and diplomacy in dealing with the public. Give **THREE** examples of when such tact and diplomacy might be required. 6 marks
- b) Outline the importance of continuing professional development (CPD) to the pest control industry. 4 marks

END OF PAPER