

Apprenticeship Standard for General Pest Control Technician

Overview of the role

Pest control refers to the regulation or management of a species known as a pest and which can be perceived to be detrimental to a person's health, the environment or the economy. A Pest Control Technician works within a wide range of industrial, commercial and domestic environments. Examples include, but are not limited to, manufacturing / warehouse sites, office buildings, retail premises, hotels / restaurants, hospitals schools and residential properties. Within these environments, they deal with problems caused either by:

- Stored product pests which infest and damage a wide variety of materials such as dried foodstuffs, animal products and fabric; and
- Pests which are of significant public health importance and which need to be controlled to halt the spread of disease and / or allergies.

Pest species are classified into two main groups: vertebrates and invertebrates. The main difference is that vertebrates (such as birds, mice, rats, foxes etc) have a backbone or spinal column whereas invertebrates (such as insects, beetles and moths) do not.

The Pest Control Technician will need to use their knowledge of pest biology and behaviour to survey sites, identify levels of pest infestations, determine appropriate actions to eradicate pests and prevent re-infestation, ensuring at all times that current legislation is adhered to.

Work typically includes routine proactive visits and one off reactive visits to solve immediate pest issues. They may work within a team or alone. They must operate in a safe manner, particularly when handling traps and chemicals and they should communicate with all types of customer to ensure that they are fully briefed about treatment programmes and any associated risks relating to treatment. Pest Control Technicians must continue to keep their pest control knowledge up to date and maintain professional standards and accurate records at all times.

Duration of Apprenticeship must be a minimum of 12 months to complete, typically 18 months.

Entry requirements - determined by individual employers. Subject to Disclosure and Barring Service (DBS) checks. Typically apprentices will have a minimum of 4 GCSEs, grade C or above, (or equivalent) including Maths and English. Apprentices recruited without the minimum will be required to have achieved Level 1 English and Maths and take the test for level 2 prior to taking their end-point assessment.

Knowledge and Understanding of:	
Organisational	<ul style="list-style-type: none"> • Organisational policies and procedures and how your role within the organisation impacts on others • Your organisation's different customer types (commercial, public sector, domestic etc)
Environmental impact	<ul style="list-style-type: none"> • The impact of chemical pest control activity on the environment including air, water, plants, soil and wildlife
Health and Safety	<ul style="list-style-type: none"> • Personal responsibilities to yourself and others from pest control activity • Requirements for working at height or in confined spaces, drains or under loading platforms • Risks and types of disease and treatment
Food safety	<ul style="list-style-type: none"> • The impacts of pest control on food safety

Legislation	<ul style="list-style-type: none"> The confines of relevant regulation and legislation and the requirement of product labels and data sheets to ensure the safety of yourself, those around you and the environment
Customer Service	<ul style="list-style-type: none"> How to communicate effectively to all customer types, including senior management and operational staff within commercial businesses as well as residential homeowners The different needs and priorities of customers to ensure a positive customer experience
Communication	<ul style="list-style-type: none"> Different methods of effective and professional communication Understand how to engage with customers (internal and external)
Technology	<ul style="list-style-type: none"> The equipment and technology relevant to the job role including (but not limited to) digital devices (phones and tablets), basic safety kit, personal protection equipment (PPE), traps, sprayers, baiting boxes, torches and dusters. The application processes, monitoring and control procedures and communication requirements of all equipment and digital devices.
Pest Management and Control	<ul style="list-style-type: none"> Integrated Pest Management and Control - a preventative, long-term, low toxicity means of controlling pests. Implementation of this strategy will require a bespoke solution dependent for each location. Reasons vertebrate and invertebrate (see overview section) pests need to be controlled Target vertebrate and invertebrate pests and non-target species biology, behaviour, habitats, impacts and evidence Life cycle of pests Carry out an effective site survey / inspection When and how to produce and use site and environmental Risk and COSHH assessments Different types and effectiveness of non-chemical and chemical controls for different vertebrate and invertebrate pest species Safe and effective courses of action for controlling current infestations Measures for maintaining pest free conditions including proofing and hygiene Segregation and disposal of waste generated as a result of pest control practices including humane despatch and disposal of carcasses Customer facing and internal documentation required in line with current legislation, best practice and internal company requirements

Skills requirements	
Interpersonal	<ul style="list-style-type: none"> Communicate effectively at all levels Be able to deal with customer conflict and challenge Be able to work as part of a team Ensure equality at all times – treat all customers as equals Prioritise your workload and manage customer expectations
Pest Management	<ul style="list-style-type: none"> Correctly identify target pests and non-target species Complete site surveys / inspections to include identifying pests present, entry points and other factors that could attract or sustain pests at the location. Select and use monitoring and control measures most appropriate for a site, adhering to the risk hierarchy when using rodenticides

	<ul style="list-style-type: none"> • Calculate volumes and areas for specific treatment types and comply with label and personal protection equipment requirements • Use chemical and physical pest control devices and tools safely and effectively • Abide by regulations and legislation requirements • Make and explain appropriate recommendations and risks to customers to aid control and prevent re-infestation – including post treatment procedures • Maintain and calibrate application and control equipment • Maintain accurate documentation to assist customers with the audit processes and to maintain a log of activity for future reference. • Dispose of pest control waste and carcasses adhering to legislation and / or regulation guidelines
Self-Management	<ul style="list-style-type: none"> • Be punctual • Maintain an appropriate personal appearance • Ensure work activity is prioritised and completed correctly • Take ownership for keeping your service and product knowledge up to date.
Decision making	<ul style="list-style-type: none"> • Decide on best methods of infestation control and be accountable for decisions made • Make decisions in accordance with legislation, codes of practice and company policies • Solve problems safely, efficiently and timely • Know when and how to seek help

Behavioural requirements	
Professionalism	<ul style="list-style-type: none"> • Understand your organisation. • Understand your organisation's systems and resources • Demonstrate professional pride in the job through appropriate dress and positive and confident language • Be able to organise yourself, prioritise your own workload and work to meet deadlines • Demonstrate the company and industry values at all times • Operate fairly, respectfully and with integrity • Ensure equality by treating all customers as equals • Achieve good product and service knowledge • Think clearly and remain calm at all times • Be conscious of peoples' views and sensitivities regarding animals and pest control

Professional Recognition and Career Progression

This standard is recognised by the British Pest Control Association (BPCA). The completion of this apprenticeship will lead to eligibility to become a BPCA registered Pest Control Technician.

Level: This apprenticeship standard is a level 2

Standard review date: This standard will be reviewed after a maximum of 3 years.