

# Appraisal of Continuing Professional Development Activities in Urban and Commercial Pest Management in Australia

**Document Name:** Pest Management Industry CPD Appraisal Document  
**Version:** 8.1.0  
**Authorised by:** CPD Management Committee  
**Effective:** 1 December 2010

## 1) Background

The criteria and point allocation model for the appraisal of Continuing Professional Development Activities in Urban and Commercial Pest Management in Australia have been developed with significant input from many sectors of the pest management industry. The co-ordination and development roles played by the Centre for Entomological Research and Insecticide Technology (CERIT), UNSW is acknowledged.

In December 2003, the outcomes of the Australian Environmental Pest Managers Association Limited Working Party on Insurance and Professional Development were implemented with the release to the pest management industry of Criteria for the Appraisal of Continuing Professional Development (CPD) Activities, the model for allocation of CPD points, and the appointment of CERIT to undertake the initial appraisal of courses. The Working Party also agreed that further independent groups, who would be required to use the same criteria and points model, would be appointed to undertake appraisals of CPD activities.

During 2004, in excess of 80 presentations and events were appraised for CPD points by CERIT and three other appraisal bodies. In that period, pest management technicians, manufacturers, distributors, and training providers had experience with the processes and the opportunity to provide feedback on the planning, appraisal and conduct of the CPD events.

In February 2005, a specific committee, the PestCert CPD Management Committee (PCCMC) was established to manage the feedback process, to periodically review the appraisal criteria and points model and to make recommendations on possible amendments to the PestCert Board.

Key responsibilities of the PCCMC were determined as:

- Managing the criteria used and the allocation of Continuing Professional Development (CPD) points to training activities and events;
- Appointing appropriate groups to conduct the appraisal processes;
- Monitoring the effectiveness of the CPD program in delivering improved professionalism through skill and knowledge improvement.

Based on the pest management industry's experiences and on a number of submissions received by PestCert, the appraisal criteria were reviewed and the points model updated by the PCCMC. The revised criteria and model were distributed to industry for comment during April 2005, and then further considered by the PCCMC in May 2005. This revision marked the transfer of responsibility for the document from CERIT to PestCert.

Revision 6 of the criteria and model became effective on 1 June 2005 and remained in place until 6 April 2009. After a review of the CPD program conducted on 3 November 2008, the PestCert Board considered the matter on 18 November 2008 and adopted the following important changes:

- CPD points will be redefined as 'Pest Management Industry CPD Points';
- The concept of 'appraising all events' will be replaced by the concept of 'registering organisations as CPD providers and registrations will be updated annually;
- The term 'Presentation' will be replaced with 'Activity' where appropriate, on all documentation;

- Authors (designers) of activities will be responsible for appointing presenters of their activities, for ensuring that they have appropriate presentation skills and knowledge and that they fulfil all CPD requirements.
- The Author will be responsible for maintaining the currency of all material associated with the ‘Activity’
- The validity of activity appraisals will be for an unlimited period.

In addition, the PCCMC was re-named the Industry CPD Management Committee (ICMC). It was confirmed that the role of the ICMC is to make recommendations to the PestCert Board for acceptance or otherwise and it was further agreed that membership of ICMC would comprise of only financial members of either AEPMA or PestCert.

It was agreed to introduce an independent website, available free to all pest management technicians, to enable free access to retrieve CPD points records. Further it was agreed that in future, event organisers would collect data on CPD activities which would then be uploaded to the database on the website.

Version 7.3.1 of the CPD Appraisal Document reflected the changes agreed to by the PestCert Board.

Following the establishment of a CPD Website funded by both PestCert and AEPMA, it was agreed that a joint Management Committee comprising of two (2) representatives from the AEPMA and PestCert Boards respectively would form the PestCPD Management Committee, which would make recommendations on the operations of the program. Following a meeting of the committee on 27<sup>th</sup> August 2010 it was agreed that Version 7.3.1 would be updated to this version 8.1.0, to become effective from 1<sup>st</sup> December 2010.

## 2) Model for Allocation of Pest Management Industry CPD Points to Training Activity Categories

Training Activity category qualifying for CPD Points	Refer note	Who allocates CPD points to activity	How points are allocated	Fee Payable & Action required for activity to become eligible for points
Business Quality Management system in place and used by all staff	2	Reviewed against PestCert Quality Improvement criteria by ICMC	See PestCert documentation	No fee
Appraised CPD Activity	3	Independent Appraisal Bodies appointed by ICMC	8 points per hour if Quality Criteria are fulfilled. Points allocated in increments of 15 minutes	No Fee i) Required to register as a CPD Provider (covers <u>all</u> CPD activities for the year). ii) CPD Activities to be appraised by external Appraisal Body (Unlimited validity) Submit application forms available from website: <a href="http://www.pestcpd.com.au">www.pestcpd.com.au</a>
Achievement of ATQF Competency Unit in Pest Management of Achievement of other ATQF Competency Unit (not in pest management package)	4	Allocation of points by CPD website reviewed and allocated by ICMC (upon application) and then by ICMC	8 points per hour.	No fee Submit evidence of completion to ICMC
Other formal courses	5	Reviewed and allocated by ICMC (upon application)	8 points per hour	No fee Submit evidence of completion to ICMC.
Industry meetings	6	Automatic by notification	2 points per hour. Maximum of 12 points per person per year	No fee Allocated following submission of an annual notification on the appropriate form to the CPD Administrator.

### 3) Explanatory Notes:

#### Note 1            **General Requirements**

- a) As a general requirement to qualify for the allocation of Industry CPD points, **all training activities under the five (5) activity categories above**, must demonstrate all of the following:
- The activity is of benefit to urban and/or commercial pest management practices or to the business of pest management;
  - The activity results in a reduction of risk to the consumer, the pest management technician, the pest management business, or the environment.
- b) All applications for allocation of CPD points to a training activity must specify the activity category (from the table above) under which the allocation of points is to be evaluated. The person making the application has the prime responsibility for demonstrating that their application meets all of the requirements set out for the activity category applied for.
- c) Individual participants earn CPD points; CPD points are not acquired by businesses.
- d) Formal records of points earned by attendees for each activity will be required for recognition of CPD points. The PestCPD Administrator will provide a service for the ongoing monitoring of points for the pest management industry, without charge.
- e) Points may only be claimed once for attendance at a specific CPD activity.
- f) Consideration of training activities for allocation of CPD points will be determined by an independent appraisal body. The CPD appraisal is to be conducted by a third party not associated with the program or event being appraised excepting that for the purposes of appraisal, AEPMA shall be considered an independent third party appraisal body for industry events including those specifically run by AEPMA.
- g) Where review by ICMC is required, requests for allocation of CPD points for training activity categories should be lodged with the PestCPD Administrator who will ensure review by the Committee, either at a scheduled or special meeting or via electronic communication. Requests will need to take the form of a lodged submission, which clearly demonstrates ways in which the nominated training activity meets the CPD requirements. The ICMC will make a recommendation to the PestCPD Administrator for implementation and communication to the person submitting the request.
- h) The PestCPD Administrator reserves the right to audit any individual, appraisal body, training provider or business against the CPD criteria to ensure compliance as specified in CPD Appraisal Documents.
- i) CPD points shall have a maximum life of three years.

#### Note 2            **Quality Management**

- a) The implementation and consistent use of a Quality System within a pest management business can earn employees within the business up to 40 CPD points per year.
- b) In its simplest form, a business quality system is about analysing how and why things are done, documenting how things are done and recording the results to show it was done. A key component of a quality system is the formal implementation of processes for continuous improvement. A key requirement for recognition of a business quality system as CPD will be the extent to which:

- Risks are identified and analysed for likelihood and impact;
  - Actions are taken to minimise identified risk;
  - Process and procedures (which lead to more predictable outcomes) are incorporated into the culture of the business i.e. 'This is the way we do things around here';
  - The process is used to affect improvements in procedures.
- c) To be eligible for Industry CPD points, a business must be able to demonstrate the following requirements within their quality management system:
- The existence of a policy which makes a public commitment to quality and customer service;
  - Clear responsibility and authority at management level for the implementation of this policy. This will be evident through a nominated person within the business identifying problem areas and initiating actions to prevent the occurrence of any non conformity;
  - The existence of written procedures and a clearly defined method understood by business employees for the implementation of these procedures. This will also include the way in which written procedures are approved and issued, and the details of how changes or modifications are made;
  - A formal process for the review and recording of customer enquiries exists in order that all contractual obligations are understood and met;
  - The existence of a product / service identification and traceability process;
  - A documented process for identifying training needs and the provision of training for all personnel performing activities which impact business quality and customer service. Pest management technicians shall be qualified on the basis of appropriate education, training and experience. Training can be conducted externally, 'in house', or 'on the job'. Adequate training records must be kept. This will include agendas, discussion points, handouts, minutes, list of participants etc for all in-house training. For 'on the job' training an additional requirement will be an individual log book or record sheet where supervision and training events are recorded;
  - Conduct of internal audits approximately every 12 months and follow through with improvements or changes and correction of non conformances;
  - Appropriate records are kept in the effective operation of the business.
- d) The CPD Management Committee will establish an auditing requirement within the business quality system. Companies will be required to submit records of completed audits and be able to demonstrate actions taken to correct any non conformances identified.

**Note 3            Appraised Training Activities**

- a) In order to be eligible, training activities must comply with the Quality Criteria outlined in Appendix 1 and must be appraised against the criteria by an independent appraisal body appointed by the PestCPD Administrator and awarded CPD points. The CPD appraisal is to be conducted by a third party not associated with the program or event being appraised.
- b) In order to host CPD events, organisations (or individuals) must be registered as CPD Providers and appoint a CPD Manager.
- c) In order to offer CPD Points to attendees, CPD Events must include one or more Activity which has been appraised and awarded CPD Points.
- d) The duration of any activity (for appraisal purposes) will be a minimum of 30 minutes. For the allocation of CPD points, activities will be assessed in increments of 15 minutes rounded down.
- e) For any activity, the number of allocated CPD points will be rounded to the nearest whole number.

- f) Appraised training activities may also consist of distance learning and e-Learning activities.
- g) The term of appraisal validity will be infinite i.e. CPD providers may allocate CPD points to attendees of compliant activities for an unlimited period. Previous appraisals (training activities conducted under earlier versions of the criteria document) will also retain their CPD point allocation for an unlimited period.
- h) A person who **prepares** a compliant CPD activity (Author) is entitled to earn the CPD points appraised for the activity plus a bonus of 10 points (claimable once). It is expected that a person who prepares a CPD activity will need to spend considerable time collecting and reviewing available information, collating data, drawing conclusions and generally fulfilling the appraisal requirements. They will also spend time determining the most appropriate method to present the material, constructing the activity and writing the handout.
- i) A person who **delivers** a compliant CPD activity (Delegated Presenter) is entitled to earn the CPD points appraised for the activity plus a bonus of 7 points (claimable once). A person who delivers a CPD presentation is expected to spend time ensuring they know the material and are able to present in a professional manner. Points for delivery and preparation may not be added together.
- j) Activities which, through initial appraisal, are found not to comply, may be resubmitted for appraisal, with amendments, if time permits.
- k) Appraisal applications should be lodged minimum of two (2) weeks prior to the event. This allows the opportunity for any possible amendments required to achieve compliance. Requests for a 'fast track' appraisal based on particular needs will be considered, however may involve additional charges. In order to be eligible for CPD points, an activity must be appraised and approved prior to the event at which it is presented.
- l) The delegated presenter will be assessed by the attendees. Copies of these assessments will be made available to the presenter on request. Alternatively the CPD Manager may provide an independent appraisal of the presentation to the presenter to assist in improving his/her overall presentation skills.

**Note 4            Competency Units**

- a) A prime aim of CPD is to encourage pest management technicians to undertake ongoing training. For many, a practical way to achieve this is to undertake additional competency units.
- b) Successful completion of any competency units in Asset Maintenance Pest Management will earn 8 CPD points per hour per unit. This will include competency units leading to Certificate III. Thus a pest management technician who commits to obtaining Certificate III will be able to acquire CPD points whilst undertaking the training to achieve this level of competency.
- c) Units of competency not in the Asset Maintenance Pest Management package may earn CPD points, if judged appropriate by the ICMC.
- d) There is no limit to the maximum number of CPD points that can be claimed in any year from the successful completion of competency units. However unclaimed points can still be claimed from competency units for three years from the date of certification.

**Note 5            Other Formal Courses**

- a) Many formal training courses / events will be capable of earning CPD points provided that they are submitted for evaluation by the ICMC for possible point allocation.

- b) These formal training courses can be allocated CPD points, provided:
- Event is primarily concerned with pest management or the business of pest management;
  - They are conducted by a registered educational institution such as an RTO, TAFE, University, etc:
  - Successful completion of the course leads to a formal outcome statement, Certificate, Diploma or other recognised qualification.
- c) There is no limit to the number of CPD points that may be accrued by an individual in one day.
- d) Australian Pest Managers may acquire CPD points by attending overseas pest management CPD events but only if adequate information is provided for the ICMC to determine that an appropriate level of compliance with the quality criteria will be / was achieved.
- e) Some examples of other formal training courses which could attract CPD points after review by the ICMC are:
- (1) Computer training courses;
  - (2) Business management courses;
  - (3) Thermal imaging training courses.

**Note 6 Industry Meetings (includes in-house meetings)**

- a) Attendance at industry meetings, staff instruction or training, workshops, seminars, and trade displays which have not been appraised for CPD points, will earn a limited number of CPD points on the basis of information sharing between people. This often informal and one to one information flow can be a valuable source of information. Often it results in the realisation that the technician needs to follow through and obtain more detailed information directly from a particular source eg supplier, distributor, RTO.
- b) Participation at industry meetings will earn attendees 2 CPD points per hour, with a maximum of 12 CPD points per year.
- c) A meeting can be classified as an ‘industry meeting’ if it conforms to the following:
- (i) Meeting is primarily concerned with pest management or the business of pest management;
  - (ii) An Agenda or Activity Notification is provided to attendees;
  - (iii) The meeting is conducted for a minimum of one hour;
  - (iv) The meeting involves a minimum of two (2) people;
  - (v) Appropriate evidence of attendance is kept.

**4) Attendance and Outcome Statements**

With the co-operation of the training event organiser and permission of event participants, Event Organisers will issue attendance and outcome statements for appraised events. This will allow the PestCPD Administrator to maintain a confidential database of CPD points for individual pest managers. Similarly for non-appraised activities assigned CPD points and where the outcome statement is issued by the PestCPD Administrator, the information will be recorded on the CPD database.

**5) Definitions:**

- (1) **‘Appraisal’** means the evaluation of a CPD activity against the quality criteria specified in Appendix 1 of this document and on the appraisal application forms.
- (2) **‘Appraisal Body’** is a body appointed by the PestCPD Administrator, on the recommendation of the ICMC, to conduct appraisals of training activities for the allocation of Industry CPD Points. The appointment of the appraisal body will be based on the following criteria:
  - Perception of independence;

- Possession of a training and quality management background;
  - Basic knowledge of pest management;
  - Possession of commercial sensitivity;
  - Agreement to maintain all material submitted for appraisal as confidential, and that no such material is made available to other parties;
  - Agreement not to conduct appraisals where a conflict of interest may be involved.
- (3) **‘Comply’ or ‘compliant’** means meets all the requirements of the quality criteria specified in this document and on the appraisal application forms.
  - (4) **‘Pest Manager’** means any person licensed (or in training) to carry out pest control procedures whether acting in an executive, supervisory or technical capacity.
  - (5) **‘ICMC’** means the Industry CPD Management Committee.
  - (6) **‘Activity’** means any presentation or other activity such as a course module, lecture, instruction session, discussion or demonstration which forms part of a CPD event. The training activity can occur in public, in-house within a business or through external training providers.
  - (7) **‘Event’** means one or more activities (eg. conference, symposium, workshop, etc) where people meet together and undertake Continuing Professional Development.
  - (8) **‘CPD Manager’** means a person who has overall responsibility for all CPD events run by an organisation and for ensuring the CPD undertakings and requirements are fulfilled for all events.
  - (9) **‘Event Manager’** means a person nominated, trained and delegated by a CPD Manager to undertake responsibilities for running events.
  - (10) **‘Author’** means the person responsible for designing the activity and writing the handout.
  - (11) **‘Delegated Activity Presenter’** means a person nominated, trained and delegated by the Author to deliver the author’s activity.
  - (12) **‘Risk’** under the strictest definition of ‘risk’, the exposure of an activity to risk is merely its exposure to an uncertainty of outcome. However, the risks that pest managers are most interested in controlling are usually associated with events that cause harm or where there is a risk that some harmful event will occur.
  - (13) **‘Risk identification’** is the process of determining what can happen, why and how.
  - (14) **‘Risk analysis’** is the systematic use of available information to determine how often specified events may occur and the magnitude of their likely consequences.
  - (15) **‘Revision Task’** means a task intended to ensure that understanding of presented material has been achieved by attendees at a CPD training event.
  - (16) **‘Registered Chemical’** means a chemical registered by APVMA. Registration is accepted as prima facie evidence of compliance with scientific and technical data ensuring an appropriate level of efficacy and safety.
  - (17) **‘Unit’ or ‘Unit of Competency’** means a Unit from the ATQF Asset Maintenance Training Package – PRM04 – Pest Management Sector (or subsequent designation), with attainment certified by an ATQF accredited assessor.

- (18) **'Industry Meeting'** means a meeting which conforms to the requirements of Note 6 of this document, is not appraised but is primarily concerned with imparting information on pest management or the business of pest management.
- (19) **Feedback and Communication with the ICMC:**  
The ICMC welcomes feedback on the CPD Criteria, points allocation model and related matters. All ICMC members have agreed to forward feedback received to the PestCPD Administrator for inclusion in a formal register. The ICMC undertakes where practical, to consider all submissions at the general meeting following their receipt and to respond as soon as possible thereafter.

# Appendix I

## Quality Criteria for Appraisal of CPD Activities

**Note:** Clauses 1.1 to 1.6 relate to Form 2 – Appraise a CPD Activity

**1.1. Aims (See Form 2)**

The aims of any CPD activity must be clearly defined and explained to attendees.

**1.2. Presenters (see Form 2)**

Presenters must demonstrate appropriate:

- 1.2.1. Knowledge of topic(s) covered in their activities;
- 1.2.2. Presentation skills.

**1.3. Content (see Form 2)**

The content of activities must include wherever possible:

- 1.3.1. A balanced viewpoint of the topic;
- 1.3.2. A direct relationship to pest management;
- 1.3.3. The underlying principles and supporting data (scientific, management, financial, etc) which apply;
- 1.3.4. Specific case histories;
- 1.3.5. Up-to-date information;
- 1.3.6. For products, the following;
  - Sources of product information;
  - Mode of action information;
  - Label claims and directions;
  - Contra-indications;
  - Risk and safety information;
  - Significant scientific data to support all product claims.

**1.4. Question time (see Form 2)**

A reasonable allocation of time must be made during each activity for questions from attendees.

**1.5. Accompanying handout material (see form 2)**

Accompanying printed material must be provided for each activity and this material should:

- 1.5.1. Cover the major points of the activity;
- 1.5.2. Include the name and contact details of the presenter;
- 1.5.3. Include the name of the author and the date of authorship of the material;
- 1.5.4. Facilitate the review of the topic at a later date;
- 1.5.5. Include where possible, appropriate reference sources for further study.

**1.6. Revision of material with attendees (see Form 2)**

Attendees must undergo some form of review which challenges them to demonstrate:

- 1.6.1. That they have understood the material presented;
- 1.6.2. That they can reproduce critical information from the activity and/or notes.

**Note: Clauses 1.7 to 1.9.4 relate to Form 1 – Register an Organisation as a CPD Provider**

**1.7. Feedback and critique of presenters (see Form 1)**

All activities must include attendee assessment of appropriate aspects of the activities and presenters, executed without coercion.

**1.8. Venue Requirements (see Form 1)**

The venue for any activity must:

- 1.8.1. Be appropriate for carrying out all the elements of the activity;
- 1.8.2. Provide an adequate level of comfort, lighting and environmental factors to be conducive to learning;
- 1.8.3. Be fitted out with appropriate presentation facilities and appropriate backup facilities;
- 1.8.4. Be free of competing noise or interruption;
- 1.8.5. Be safe for the intended activities in conformity with appropriate OH&S regulations.

**1.9. Documentation of attendance and outcomes (see Form 1)**

- 1.9.1. Every attendee must receive documentation of their attendance and outcomes for each activity. Such documentation must include as a minimum:
  - 1.9.1.1. The title of the activity and its Appraisal Number;
  - 1.9.1.2. The aims of the activity;
  - 1.9.1.3. The date of the activity;
  - 1.9.1.4. The duration of the activity (including questions and reviews);
  - 1.9.1.5. The name and contact details of the presenter;
  - 1.9.1.6. If part of a course, the name of the course and the person(s) responsible for the course;
  - 1.9.1.7. The name of the attendee;
  - 1.9.1.8. That the attendee was present for the whole of the activity;
  - 1.9.1.9. That the attendee participated in a review where they demonstrated an understanding of the material presented;
  - 1.9.1.10. The compliance status of each activity, including the date of compliance and the name of the appraisal body;
  - 1.9.1.11. The CPD points allocation for each activity.
- 1.9.2. Documentation of attendance and outcomes must only be provided to those who have attended an entire activity (excluding those described in 1.9.5). For courses that have been allocated points through compliance, points should only be earned by those who participated diligently in the revision tasks and have been assessed as having demonstrated an understanding of the material.
- 1.9.3. Where a course consisted of more than one activity, a single documentation could be issued containing the details for more than one presentation.
- 1.9.4. Attendees who were candidates but did not fulfil the requirements for an activity must be advised in writing, the reasons why this was the case.
- 1.9.5. Approved distance learning and E-learning activities will be eligible for CPD points.