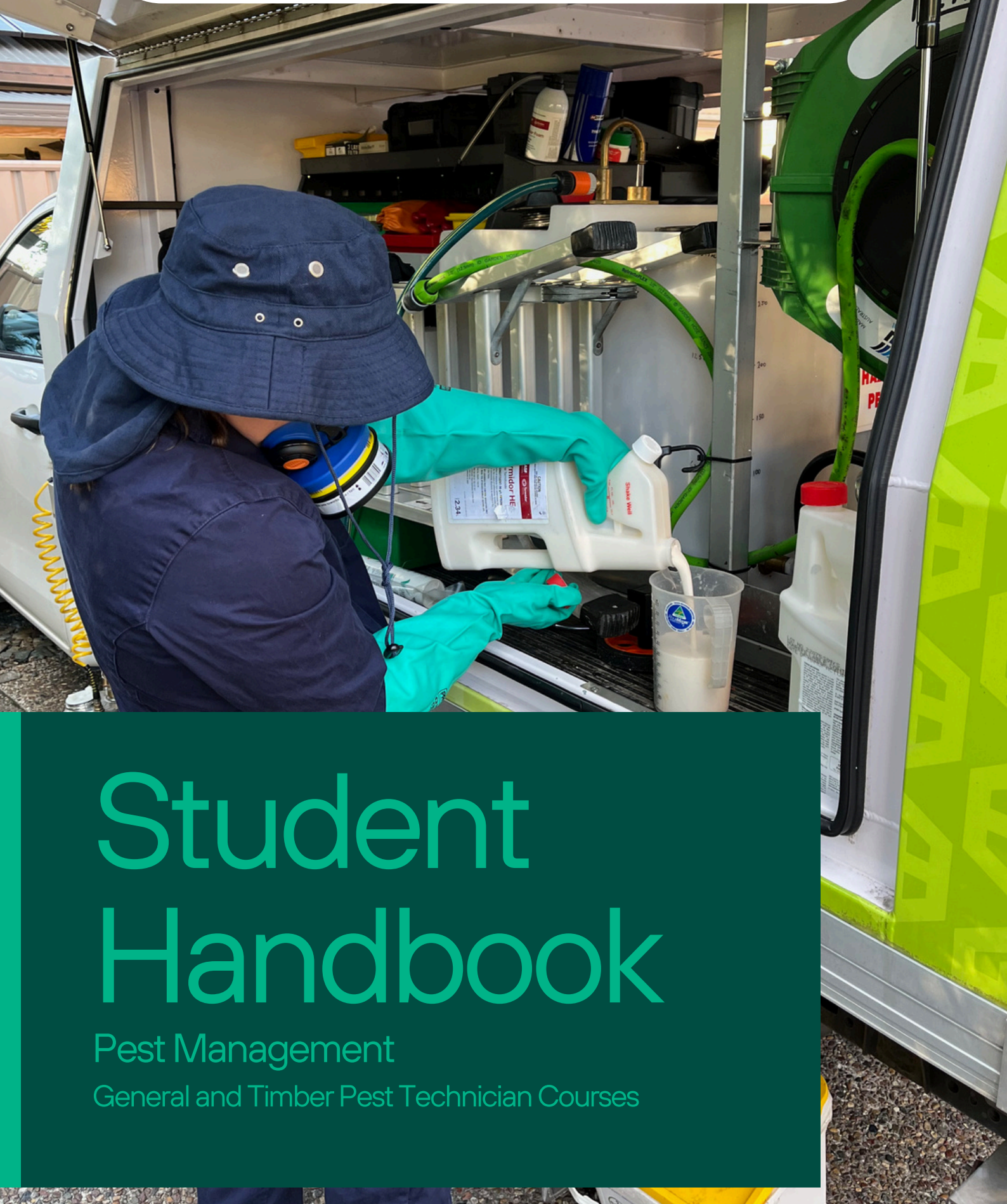


AdvanceYou



Student Handbook

Pest Management

General and Timber Pest Technician Courses

About Us

Welcome, we are thrilled to be training you. Here's a sneak peek of what to expect from us.

Real Industry Experience

- 40 years of active pest control operations (Bundilla Pest Control)
- Training designed by practicing professionals
- Real workplace photos and videos
- Practical, industry-focused learning

Become Work-Ready

- Training beyond basic requirements
- Real-world scenario assessments
- Confidence-building approach
- Skills immediately applicable to work

Flexible, Modern Learning

- Blend of online and on-job training
- Device-friendly assessment tools
- Learn at your own pace

Outstanding Support

- Full-time trainers available when needed
- Quick assessment turnaround (1-2 days)
- Personalised learning support





Nationally Recognised Training

As a Registered Training Organisation (RTO 46378), we deliver nationally accredited training that meets Australian Qualification Framework standards.

Upon successful completion, you'll receive a Statement of Attainment that supports your pest management license application in most Australian states and territories (excluding ACT and WA).

General Pest Technician Course

Course Delivery

Blended: Online & work-based training and practicum

Units of Competency

CPPUPM3005: Manage pests without applying pesticides

CPPUPM3006: Manage pests by applying pesticides

CPPUPM3018: Maintain equipment and pesticide storage area in pest management vehicles

Nominal Hours

(Roughly how long the course will take to complete)

195 nominal hours

Roughly 4-8 weeks full time (with appropriate supports from your employer). You have 12 weeks to complete before you need to apply for an extension.

Pre-Requisites

(What is required before enrolment is accepted)

Be employed with a pest company

Be over **18 years** of age

LLND assessment

Unique Student Identification

Hold a valid full drivers license

Access to required resources





General Pest Technician Course

Module 1 CPPUPM3005

Manage pest without applying pesticides

- **Topic 1:** Introduction to the Course
- **Topic 2:** Introduction to the Pest Control Industry
- **Topic 3:** Introduction to Invertebrate Pests (biology, ecology, taxonomy, general anatomy of insects)
- **Topic 4:** Cockroaches (Habits, harbourage, lifecycle of six major species in Australia)
- **Topic 5:** Ants (Habits, harbourage, lifecycle of eleven major species in Australia)
- **Topic 6:** Spiders (Habits, harbourage, lifecycle of twelve families in Australia)
- **Topic 7:** Biting pests (Habits, harbourage, lifecycle of mites, fleas and bed bugs)
- **Topic 8:** Flying pests (Habits, harbourage, lifecycle of flies, midges, bees and wasps)
- **Topic 9:** Fabric and paper pests (Habits, harbourage, lifecycle of major fabric and paper pests in Australia)
- **Topic 10:** Stored goods pests (Habits, harbourage, lifecycle of major pest weevils, beetles and moths)
- **Topic 11:** Occasional invaders (Habits, harbourage, lifecycle of millipedes, centipedes, amphipods, springtails and thrips)
- **Topic 12:** Introduction to Vertebrate Pests (Habits, harbourage, lifecycle of major rodent and bird pests)
- **Topic 13:** Work health and safety (WHS Act, hazard identification and hierarchy of control, working from heights, ladder safety, working in restricted and confined spaces, PPE)
- **Topic 14:** Inspecting for pests
- **Topic 15:** Integrated pest management





General Pest Technician Course

Module 2

CPPUPM3006

Manage pest by applying pesticides

- **Topic 16:** Introduction to pesticides (history, environmental impact, human health impact, mode of action)
- **Topic 17:** Pesticide formulations
- **Topic 18:** Pesticide safety (labels, SDS, chemical registers and manifest)
- **Topic 19:** Integrated pest management plans (for all pests covered in module 1)
- **Topic 20:** Application of pesticides (delivery systems, nozzles and spray patterns, substrates, area calculations, calibration, mixing products, maintaining and cleaning equipment)
- **Topic 21:** Emergency procedures (spill management, public safety, emergency preparedness, first aid)
- **Topic 22:** Notifications, reporting and record keeping

Module 3

CPPUPM3018

Maintain equipment and pesticide storage in pest management vehicles

- **Topic 23:** Pest management vehicle requirements
- **Topic 24:** Cleaning and maintaining pest control vehicles





General Pest Technician Course

Assessments

Online: Multiple choice and short answer questions

Digital Logbook: Complete 7 integrated pest management treatments on general pests at real worksites. Validated by your workplace supervisor.

Digital Portfolio: Complete 3 integrated pest management treatments at real worksites (can be friends or family). Video footage of process from start to finish.

Supervisor's Checklist: Your workplace supervisor will check of your knowledge on how to stock and maintain a pest vehicle.

Validated Workplace Supervisor

A **validated workplace supervisor** will work with you to complete your workplace assessments and enhance your training. This person **must hold the license** you are seeking to obtain. You must work within **sight and sound** of your supervisor.

You will have **weekly debriefs** with your supervisor and trainer and assessor to keep you on track.





Timber Pest Technician Course

Course Delivery

Blended: Online & work-based training and practicum

Units of Competency

CPPUPM3008: Inspect for and report on timber pests

CPPUPM3010: Control timber pests

Nominal Hours

(Roughly how long the course will take to complete)

90 nominal hours

Roughly 3-6 weeks full time (with appropriate supports from your employer). Varies widely as assessment requirements require subterranean termite treatments to be available. You have 12 weeks to complete before you need to apply for an extension.

Pre-Requisites

(What is required before enrolment is accepted)

Be employed with a pest company

Hold a **general pest license**

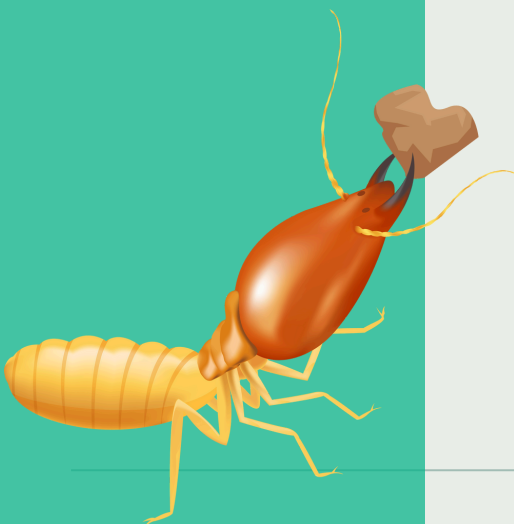
Be over **18 years** of age

LLND assessment

Unique Student Identification

Hold a valid full drivers license

Access to required resources





Timber Pest Technician Course

Module 1

CPPUPM3008

Inspect for and report on timber pests

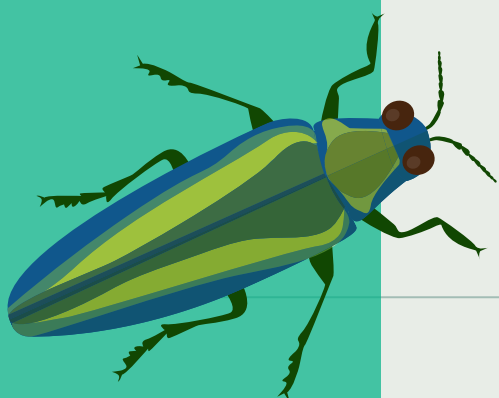
- **Topic 1:** Introduction to regulations
- **Topic 2:** Introduction to timber
- **Topic 3:** Borers
- **Topic 4:** Wood decay
- **Topic 5:** Termites
- **Topic 6:** Preparing for an inspection
- **Topic 7:** Building construction
- **Topic 8:** Conducting the inspection
- **Topic 9:** Writing the report

Module 2

CPPUPM3010

Control timber pests

- **Topic 10:** Invasive inspections and termite treatment
- **Topic 11:** Termite management systems
- **Topic 12:** Completing services





Timber Pest Technician Course

Assessments

Online: Multiple choice and short answer questions

Digital Logbook (Inspect): Complete 7 timber pest inspections at real worksites. Validated by your workplace supervisor.

Digital Portfolio (Inspect): Complete 3 timber pest inspections at real worksites (can be friends or family). Video footage of process from start to finish.

Digital Logbook (Control): Complete 7 integrated pest management treatments/controls for timber pests at real worksites. Validated by your workplace supervisor.

Digital Portfolio (Control): Complete 3 integrated pest management treatments for timber pests at real worksites (can be friends or family). Video footage of process from start to finish.

Validated Workplace Supervisor

A **validated workplace supervisor** will work with you to complete your workplace assessments and enhance your training. This person **must hold the license** you are seeking to obtain. You must work within **sight and sound** of your supervisor.

You will have **weekly debriefs** with your supervisor and trainer and assessor to keep you on track.



Licensing Information



Overview

Licensing requirements differ per state and territory, however there are some common rules.

- Be over the age of 18 years
- Obtain the units of competency required for the license you wish to hold
- Be declared “fit and proper” or “sound of mind”

Most licensing departments recognise licenses from other states and territories. Mutual recognition often requires informing the licensing department of your intention to work within their area.

General Pest Licensing

You must obtain:

- **CPPUPM3005**
- **CPPUPM3006**
- **CPPUPM3018**

Timber Pest Licensing

You must obtain

- **CPPUPM3008**
- **CPPUPM3010**

In **Western Australia** you must gain a Certificate III in Urban Pest Management.

In **ACT**, the right to apply pesticides is done through permit applications authorised by the Environmental Protection Authority (ACT).

Queensland

Unless you are prescribed as an approved person under Section 54 of the Medicines and Poisons (Pest Management) Regulation 2021, you must hold a pest management license.

Apply to Queensland health: Environmental Hazard Unit. Trainee licensing is not a requirement.

[Guidelines](#)
[Application](#)

Victoria

Trainee pest management technicians must hold a trainee license. You must be enrolled in or undertaking training with a registered training organisation. You must work in sight and sound of your supervisor under this license.

Trainee skills declaration forms can be submitted to the licensing department once your supervisor deems you competent. You will **not** have full autonomy of a licensed pest manager until you have your statement of attainment.

Apply to Victoria Department of Health.

[Guidelines](#)

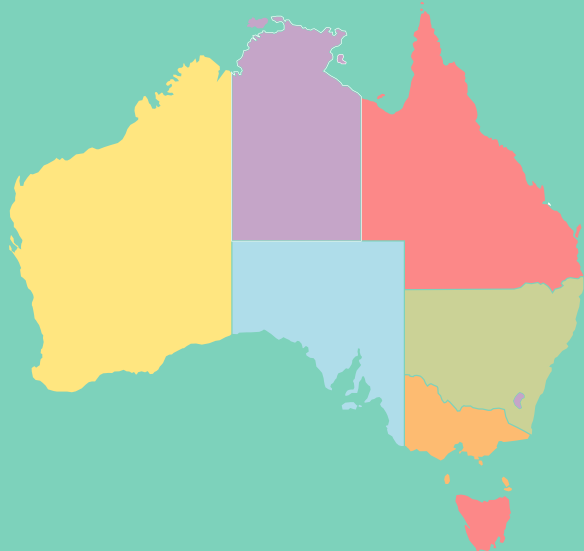
South Australia

As a trainee, you need to apply for a limited pest controllers license. This enables you to work under sight and sound of your supervisor. Once you have your statement of attainment, you can progress to a full license.

Apply through the Department of Health and Wellbeing.

[Guidelines](#)

Licensing Information



New South Wales

Trainee pest management technicians are required to hold a training permit. You must show you are enrolled into a pest management course with a Registered Training Organisation. We can assist in this process.

Apply to NSW Environmental Protection Authority.

[Guidelines](#)

[Application](#)

Northern Territory

To apply for a license, you must be a NT resident with a fixed address.

Apply through the NT Department of Health.

[Guidelines](#)

Tasmania

Licensing requirements are similar to Queensland. No trainee license is required.

Apply to the Department of Natural Resources and Environment Tasmania.

[Guidelines](#)

Unique Student Identifier



USI

A USI is your lifelong education number required for all nationally recognised training in Australia. It's a 10-character code that you only need to create once.

Why You Need It:

- Required by law since January 2015
- Allows access to your complete training history
- Needed before we can issue your qualification

Your USI lets you:

- Access your training records
- Share results with training providers
- Update your details

Need Help?

- Already have a USI but can't find it?
- Call 1300 857 536 (Mon-Fri, 8:30am-6:30pm AEDT)
- Or visit [here](#)

Need to create a USI?

- Visit [here](#)
- Or contact us for assistance

Important:

We must verify your USI before training can commence - this is a legal requirement.

LLND Assessment



What is LLND Assessment?

Before starting your training, we assess your language, literacy, numeracy, and digital (LLND) skills - not to pass or fail you, but to understand how we can best support your learning journey. Pest management requires strong communication and numeracy skills for tasks like measuring chemicals, writing proposals, and discussing treatments with clients.

Our quick assessment helps us create the right support plan for you. While we recommend certain skill levels, don't worry - we usually support most students through one-on-one tutoring. If needed, we can also suggest additional courses to boost your skills.

Our Services



We don't just provide training and assessment, we provide a safe inclusive learning environment where you feel valued and supported. How do we do this?

Credit Transfer

What Are Credit Transfers?

Nationally recognised qualifications and units of competency are valid across Australia. This means your previous training may count towards your pest management qualification.

Types of Transfers:

- Direct transfers for identical units
- Partial credit for similar units
- Gap training for outdated qualifications

What We Need From You:

- Your USI (for training after 2015)
- Certified copies of earlier qualifications
- Additional evidence if required

Cost:

- Fees apply for assessment and gap training
- Individual quote provided before starting

The Process:

1. We review your previous training
2. Identify any knowledge gaps
3. Create a personalised training plan if needed
4. Issue relevant credits once competent

Note: We'll guide you through the process and ensure you only complete the training you actually need.

Recognition of Prior Learning

What is RPL?

RPL recognises the skills and knowledge you've gained through work experience and previous training. It's a way to get credit for what you already know, potentially reducing your training time.

Types of Learning We Consider:

- Formal learning (certificates, diplomas)
- Work experience
- Industry training
- Conferences and workshops
- On-the-job training

Benefits for You:

- Save time - don't repeat what you already know
- Fast-track your education attainment
- Advance your career opportunities
- Meet licensing requirements

The RPL Process:

1. Complete self-assessment
2. Interview with our assessor
3. Receive personalised quote
4. Submit evidence
5. Complete practical assessment
6. Receive SOA (if competent)



Wellbeing Support

Stress and Learning

Stress can significantly impact your ability to learn, retain information, and perform tasks – that's why we create a supportive environment where you can feel comfortable asking for help when needed.

We offer:

- Confidential consultations with our registered nurse
- Professional support for physical and mental health wellbeing
- Evidence-based referrals to specialist free community based services
- No-cost support connections

Your wellbeing matters. Speak confidentially with our Registered Nurse for support and guidance.

Technican Support

Need help with the online learning system?

- Check our self-help guides in the student portal
- Contact our support team for personalised assistance

Resonable Adjustment

What is Reasonable Adjustment?

We believe everyone deserves a fair chance to succeed. Our trainers are here to support you with:

- Respect
- Understanding
- Flexibility
- Personal attention

Reasonable adjustment is a process of reviewing your personal circumstances and finding ways to reduce barriers – without compromising assessment rules.

Facing Challenges? We Can Help

Let us know if you're dealing with:

- Work commitments
- Family responsibilities
- Learning difficulties
- Language barriers
- Financial concerns
- Location constraints
- Disability needs
- Time management

Just Talk to Us

Contact your trainer directly – we'll create a personalised plan to help you succeed while maintaining course standards.

Remember: The sooner you tell us about any challenges, the better we can support you – because life throws curve balls.

Education Support

Have not studied before?

- Our full time trainer and assessor is available to provide you 1:1 tutorship and support.
- Training material is at your pace – no more long days in a stuffy classroom.
- We work with your supervisor to ensure you are well supported in your workplace learning.
- We can also develop individualised learning plans using SMART goals to focus on areas you are struggling with e.g. reading labels or pesticide calculations.

Your Rights and Responsibilities

Student Rights

Learning Environment

- Safe, supportive study environment
- Freedom from discrimination and intimidation
- Protection of personal property and work
- Right to express ideas and ask questions

Access and Information

- Clear course and career pathway details
- Access to personal records
- Updates about training changes
- Control over use of personal image/testimonials
- Information about course structure, duration, and requirements

Student Responsibilities

Administrative

- Provide USI and photo ID
- Consent to verification checks
- Pay course fees
- Complete within timeframe or apply for an extension

Learning Conduct

- Participate positively
- Be honest and respectful
- Provide authentic assessment evidence
- **Do not plagiarise** work
- Arrange supervision for assessments
- Report issues promptly
- Ensure access to required equipment

Our Rights and Responsibilities

Our Responsibilities

Support and Service

- Streamlined enrolment process
- Accessible learning portal
- On-demand training support
- Prompt assessment feedback
- Fair appeals process

Quality Assurance

- Current, evidence-based content
- Fair and valid assessments
- Direct delivery (no third-party providers)
- Industry updates
- Professional conduct
- Timely certification

Commitments

- Respect student rights
- Maintain quality standards
- Provide learning support
- Issue qualifications
- Protect student privacy



Advance You Policy

All our policies are readily available to students. Please ask for specific policies if needed. Here's a summary of our main policies:



Privacy Policy and Data Access

We protect your information:

- Secure Australian-based servers
- Regular data backups
- 24/7 security monitoring
- Password encryption
- Controlled access systems

Your data is protected by:

- Privacy Act 1988 requirements
- National Privacy Principles
- Industry-leading security measures
- ISO Certified hosting

Your Role:

- Keep your password secure
- Don't share login details
- Report any security concerns

Academic Cheating: Plagiarism

We Take Cheating Seriously

- All work must be your own
- Plagiarism will require reassessment
- Serious cases may lead to program removal

Why Cheating Puts You at Risk:

- It's illegal
- Exposes you to identity theft and blackmail
- Compromises safety in pest control work
- Undermines your professional development

Better Options:

- Talk to us if you're struggling
- Ask for extra support
- Value your own learning journey
- Be proud of your achievements

Remember:

- Zero tolerance for academic cheating
- Your safety knowledge matters
- We're here to help you succeed
- Your authentic work builds real skills



Need Help?

Contact your trainer - we are here to support you and answer your questions.



Transition of Training Products

When course requirements change:

- We'll email you directly
- Explain what's changing
- Support your transition
- Update the course structure within 12 months to remain compliant

Our commitment:

- We'll help you complete your training with current industry standards.
- We do not use third party providers to deliver training or assess your work.

Course Extension of Withdrawal

Extensions

- Must request 10 days before expiry
- Email RTO manager with clear reason
- Standard course length: 3 months
- Extensions not guaranteed

Withdrawals

You can withdraw:

- At any time
- Must be in writing
- Include reason and date
- No refund will be given

We may withdraw students for:

- Misconduct
- Sharing login details resulting in financial losses
- Missing course deadlines
- Non-payment of fees

Complaints and Appeals

Complaints Process:

- Try resolving directly first
- Lodge complaint through student portal
- Receive confirmation email
- Meet with RTO manager (support person welcome)
- Investigation conducted (no longer than 60 days)
- Written resolution provided

Your Rights:

- Free complaint lodgement
- Confidential handling
- Fair investigation
- Written outcome
- Third-party review option
- Support person at meetings

Not Satisfied? External review options available (may incur costs)

Assessment Appeals:

- Submit through student portal
- Review within 2 working days
- Second assessor review (will take time)
- Written outcome provided

Our Commitment:

- Respond within 2 working days
- Fair investigation process
- Written resolutions
- Confidential handling
- No lodgement fees
- Quality improvement focus

Continuous Improvement

Your Feedback Matters

We're committed to quality education and want your learning experience to be positive.

Your input helps us improve our services.

How to Help:

- Tell us about any challenges
- Report concerns promptly
- Complete end-of-course survey
- Share your suggestions

Student Satisfaction Survey

- National training feedback tool
- Helps improve course quality
- Valued input for improvements to the whole VET sector

See something we could do better?

Let us know - your feedback shapes our future.



Payment

Government Funding

There are currently no subsidies available from the government for pest management skill sets.

Australia does not offer FEE-HELP for short courses

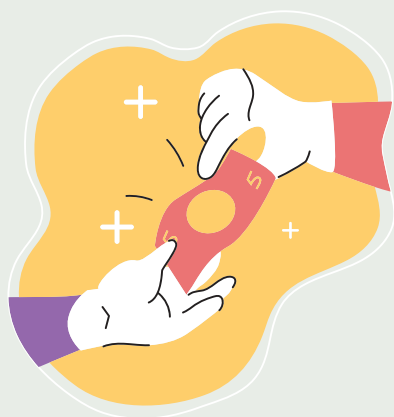
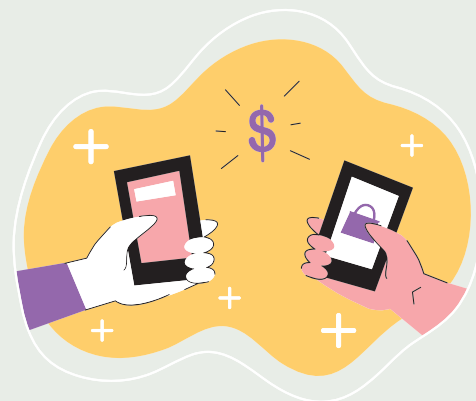
Payment Options

Your employer will be paying for your course fees. We invoice them directly. You may be asked to sign a training contract of which we have no involvement with. Payments can be made via:

- Direct Debit
- Credit Card
- Interest-free payment plan (EzyPay)

Important Notes:

- Course access may be suspended for missed payments
- Certification issued after full payment
- Employer approval needed for refunds



Refund Policy

Refund Policy

Full refund only if:

- LLND assessment shows we can't support your needs
- Before course commencement
- No refunds after course starts (except LLND related)

Need Help?

Contact our administration team to discuss payment options.

Anti-Discrimination

We welcome all students, regardless of:

- Gender and relationships
- Parental status
- Age and race
- Religious or political beliefs
- Physical abilities (unless your disability will impact licensing)
- Sexual orientation
- Family responsibilities
- Union membership

Need Support?

Our Registered Nurse can create a personalised support plan to help overcome any challenges.

Experience Discrimination?

Contact our RTO manager immediately - we take these matters seriously and act promptly.

Our Commitment:

We provide inclusive, fair education that supports all students' success, as guided by the Anti-Discrimination Act 1991.



Sexual Harassment

Zero Tolerance Statement

We have zero tolerance for sexual harassment in any form. All students and staff have the right to a safe, respectful environment.

What is Sexual Harassment?

Unwelcome behaviour that:

- Makes someone feel offended, humiliated, or intimidated
- Can be physical, verbal, or written
- May be one-off or repeated

Examples Include:

- Unwanted physical contact
- Inappropriate comments or jokes
- Personal questions or remarks
- Leering or staring
- Explicit messages
- Requests for sexual acts
- Criminal behaviour (assault, stalking)

Need Help?

- Contact our Registered Nurse immediately
- All reports treated confidentially
- Support services available

More Information?

Visit FairWork Ombudsman website

Remember: You have the right to feel safe. We take all reports seriously.



Work Health and Safety

Online Learning Safety

- Set up ergonomic workstation
- Take regular breaks
- Maintain good posture
- Stay active during study
- For more information [click here](#)

Key Safety Requirements:

- Valid WorkCover insurance
- Proper PPE use
- Follow chemical safety protocols
- Read all SDS and labels
- Safe manual handling
- Ladder safety protocols
- Heat stress prevention

Health Considerations:

- Stay hydrated
- Manage [stress levels](#)
- Follow biohazard protocols
- Report safety concerns

Support Available:

- Registered Nurse consultation
- Stress management resources
- Safety guidance in course materials



Workplace Safety

Your **employer and direct workplace supervisor** maintain full **legal responsibility for your health and safety** during all evidence gathering and assessment activities **at work**. Advance You provides training and assessment services only and has **no control over workplace safety systems** or procedures. As a trainee, **you must follow all workplace safety policies, complete required inductions, and report concerns to your supervisor**. Advance You cannot be held liable for workplace incidents or injuries as we do not manage or influence workplace safety practices.



AdvanceYou

Get in touch



07 2143 4222 - 8am-4pm



trainer@advanceyou.com.au



[Click here](#)



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