



مجلس أبوظبي للجودة والمطابقة
ABU DHABI QUALITY & CONFORMITY COUNCIL

ABU DHABI OCCUPATIONAL TERMS

PUBLIC HEALTH PEST CONTROL TECHNICIAN



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Contents

Amendment Page	2
About the Abu Dhabi Quality & Conformity Council.....	3
Foreword.....	3
Acknowledgments.....	4
Occupational Terms	5
Terms and Definitions.....	6
Performance Criteria.....	7
Knowledge and understanding	10
Working as a Pest Control Technician:	10
Knowledge needed to achieve the performance criteria	10
Occupational health and safety * (OHS) requirements may relate to:.....	11
Legislation	Error! Bookmark not defined.
Other Skills	11
Writing Skills.....	11
Reading Skills.....	12
Listening & Speaking Skills	12
Key words:	12
References.....	12



Amendment Page

This amendment page is updated and issued with each set of revised and/or new pages of the document to help ensure that each copy of this Abu Dhabi Occupation Term (ADOT) contains a complete record of amendments.

This occupational term is a live document which can be amended when necessary. QCC operates an Occupational Standards Working Group (OSWG) that has prepared this document, and can review stakeholder comments in order to review and amend this document; ultimately resulting in an issuance of an updated version, if necessary.

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About the Abu Dhabi Quality & Conformity Council

The Abu Dhabi Quality and Conformity Council (QCC) was established by law No. 3 of 2009, issued by His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE. QCC is responsible for the development of Abu Dhabi Emirate's Quality Infrastructure, which enables industry and regulators to ensure that products, systems and personnel can be tested and certified to UAE and international standards.

Products and services certified by QCC receive the Abu Dhabi Trustmark. The trustmark is designed to communicate that a product or system conforms to various safety and performance standards that are set by Abu Dhabi regulators.

Foreword

The QCC pest control occupational terms working group was initiated in January 2017 in order to establish occupational terms for workers in the public/private pest control sector in Abu Dhabi in order to elevate the quality of services provided in the sector and to promote the safety and productivity of personnel.

The occupational terms are professional standards that specialist personnel must meet in order to perform the jobs they are assigned to, in order to produce quality outcomes. The Government of Abu Dhabi, under the leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE and Ruler of Abu Dhabi, and His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Abu Dhabi Executive Council, has invested heavily, and at high levels of professionalism and safety, in the infrastructure of Abu Dhabi. Therefore, it is crucial and obligatory to encourage the presence of skilled workmanship to maintain the quality infrastructure value in the Emirate of Abu Dhabi in particular and the United Arab Emirates in general.



Acknowledgments

The QCC would like to thank the members of the working group listed below:

Sr.	Name	Entity
1	Eng. Mohamed Mahmood Al Marzouqi (Chairman)	The Center of Waste Management – Abu Dhabi
2	Eng. Moawia Ahmed Osman	The Center of Waste Management – Abu Dhabi
3	Eng. Vava Gani Ismail	The Center of Waste Management – Abu Dhabi
4	Dr. Udayan Banerji	The Center of Waste Management – Abu Dhabi
5	Khadija Ahmad	Abu Dhabi Center for Technical & Vocational Education & Training
6	Suzan Milly	Abu Dhabi Center for Technical & Vocational Education & Training
7	Eng. Ameera Ghazi Alkhatheeri	Abu Dhabi Vocational Education and Training Institute
8	Dr. Ahmad Abdalla	Department of Health
9	Dr. Jens Thomsen	Department of Health
10	Darren Joubert	Department of Health
11	Khawaja M. Hassan	Industrial Development Bureau – <u>Department of Economic Development</u>
12	Eng. Mutasim Kabashi	Industrial Development Bureau – <u>Department of Economic Development</u>
13	Eng. John Ewing	Abu Dhabi Occupational Safety and Health Center



Occupational Terms

No.	Field	Details												
1.	Occupation (Standard Unit)	Pest Control Technician (residential / commercial establishments)												
2.	Description	This standard specifies the qualifications and skills required to perform pest control operations (technician level) and manage customers of residential / commercial establishments in the Emirate of Abu Dhabi, understand customer complaints for pests, assess premise pests' infestation level, and provide appropriate service and follow-up.												
3.	Unit type	<input type="checkbox"/> Knowledge and Skills OR <input checked="" type="checkbox"/> Application												
4.	Elements	<table border="1"> <thead> <tr> <th>No.</th> <th>Element</th> </tr> </thead> <tbody> <tr> <td>E1</td> <td><i>Examine the nature of pest infestation or nuisance in work place</i></td> </tr> <tr> <td>E2</td> <td><i>Apply integrated pest management approaches and techniques</i></td> </tr> <tr> <td>E3</td> <td><i>Carry out appropriate control measures against location pests</i></td> </tr> <tr> <td>E4</td> <td><i>Re-instate location on completion of treatment</i></td> </tr> <tr> <td>E5</td> <td><i>Apply Health and safety measures before, during and after treatment</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Examine the nature of pest infestation or nuisance in work place</i>	E2	<i>Apply integrated pest management approaches and techniques</i>	E3	<i>Carry out appropriate control measures against location pests</i>	E4	<i>Re-instate location on completion of treatment</i>	E5	<i>Apply Health and safety measures before, during and after treatment</i>
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5.	QF Emirates level	<input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10												
6.	Function	<input type="checkbox"/> Policy and strategy QF 9-10 <input type="checkbox"/> Managing QF 7-8 <input type="checkbox"/> Specifying QF 6-7 <input type="checkbox"/> Controlling QF 6 <input type="checkbox"/> Maintaining capability QF 4-6 <input checked="" type="checkbox"/> Performing/carry out QF 1-4												



No.	Field	Details	
7.	Entry qualification and pre-requisites	High School / Equivalent qualification certificate; Reading / Writing (Arabic or English) + Technical Training certification	
8.	Grading	Application unit: Certified Skilled Pest Control Technician <i>Competent/Not Yet Competent</i>	
9.	Industry sector	Public Health / Pest Control	
10.	Developed by	Government Entities	Abu Dhabi Quality & Conformity Council, Center of Waste Management, Abu Dhabi Department of Economic Development, Abu Dhabi Urban Planning Council, Abu Dhabi Municipality, EAD, OSHAD, Abu Dhabi Chamber, Department of Health Abu Dhabi, ACTVET and National Qualification Authority
		Private Sector	Approved entities for Certification Training Management
11.	Endorsement date	27 Nov' 2017	
12.	Frequency of review	Annually	
13.	Version No.	1	
14.	ISCO	ISCO-08 (7544)	

Terms and Definitions

Term	Description
Pest Control Industry	A private pest control company licensed and operating to provide pest control services for public and private residential premises and commercial establishments
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task



IPM	Integrated Pest Management
PPE	Personal Protective Equipment
Pest Control Services	A job undertaken using IPM approaches and practices to prevent, mitigate, control or eradicate public health pests, which may cause injury, disease, death or damage to properties or humans. This may include, but not be limited to nuisance, injuries, or illness caused by mosquitoes, flies, roaches, rodents, bed bugs, ants, ticks, fleas, flying and crawling insects, and venomous pests.

Performance Criteria

Element	<i>1. Examine the nature of pests' infestation or nuisance in work place</i> You must be able to:
PC 1.1	Greet and interact with the customer
PC 1.2	Apply listening skills to the customers to obtain information from the customer on pests' issues/disease/nuisance/damages complaints
PC 1.3	Follow working methods and practices maintain health and safety, and are consistent with relevant legislation and codes of practice (OSHAD-SF)
PC 1.4	Correctly identify the presence of pests, infestation and damages by survey or direct observation using appropriate tools
PC 1.5	Correctly identify the presence of any biological controls in use to save beneficial insects if any.
PC 1.6	Establish the extent of the pest infestation, nuisance, bites and damage.
PC 1.7	Promptly report the presence and extent of pests, infestation and damage to the supervisor
PC 1.8	Inform the premise owner/responsible person to evacuate or remove food /drinks/raw food storages and utensils from treatment proposed room or site for pests
PC 1.9	Inform the owner of the premise about the need to send people outside before, during and after the treatment, and not to allow re-entering the premises as advised after the application to ensure health and safety.
PC 1.10	Inform nearby rooms/flats about the nature of treatment to be undertaken for the pest through the team supervisor/team leader

Element	<i>2. Apply integrated pest management approaches and techniques</i> You must be able to:
PC 2.1	Undertake all work in line with the requirements of local safety and health legislation (OSHAD-SF)
PC 2.2	Ensure that the correct PPE is available and worn as per training and manufacturer's instructions
PC 2.3	Use the correct preparation procedures in accordance with label instructions and be in possession of material safety data sheet (MSDS) for all pesticides used.



PC 2.4	Read and follow the product labels and other information such as e.g. user manuals
PC 2.5	Use all equipment correctly in accordance with manufacturer's instructions and have the tools to correct in case of need.
PC 2.6	Apply the pesticide in accordance with the manufacturer's instructions and label recommendations to achieve the best possible result by appropriate application
PC 2.7	Apply the pesticide in a way which minimizes and prevents risks to non-target species, humans, and the environment
PC 2.8	Take the appropriate action without delay when problems arise during the work and request the supervisor's assistance for clarification if needed.
PC 2.9	Know the Do's and Don'ts of the work place methods and treatment standard operation procedures (SOPs)
PC 2.10	Ensure that a spillage control kit is available and timely used in case of spillage and ensure appropriate de-contamination of the contaminated site

Element	3. Carry out appropriate control measures against location pests You must be able to:
PC 3.1	Ensure in all work the use of safe operating practices in accordance with manufacturers' specifications and environmental, OHS and company legislations, policies and requirements
PC 3.2	Confirm the control methods to be used with the appropriate person
PC 3.3	Identify hazards and control risks at the work site in accordance with legislative, occupational health and safety (OHS), public health and safety and company requirements. Prepare and use the necessary equipment safely and correctly throughout handling, mixing and application
PC 3.4	Handle all materials carefully, safely and efficiently in accordance with instructions and organizational policy
PC 3.5	Apply control methods in a way which minimizes the risks to non-target places, species and the environment
PC 3.6	Report any problems that arise due to pest infestation and damage control to the supervisor without delay
PC 3.7	Identify pesticide application activities in line with team's work plan and brief team members on public health pesticide application activities
PC 3.8	Select and use suitable personal protective equipment (PPE) in accordance with manufacturers' specifications and OHS and company requirements.
PC 3.9	Make sure hazard signage and barriers signage to be used during treatment to maximize public health and safety.



Element	4. Re-instate location on completion of treatment You must be able to:
PC 4.1	Maintain clear communication with colleagues (by all means including face-to-face, telephone, as well as in writing) for the effective delivery of services.
PC 4.2	Ensure to collect and remove all used equipment, pesticides and waste in accordance with work order and environmental, legislative, OHS and company requirements
PC 4.3	If necessary, clearly inform the customer about location of materials and equipment left on site for continuing treatment and monitoring purposes and any relevant handling and safety instructions. Give emergency phone number of the company for attending any immediate customer services.
PC 4.4	Remove, and dispose of any waste arising from accidental spillages or contamination in accordance with manufacturers' specifications and environmental, legislative, OHS and company requirements
PC 4.5	Eliminate hazards prior to handover in accordance with environmental, legislative, OHS and company requirements
PC 4.6	Clean and decontaminate equipment and PPE in accordance with manufacturers' specifications and environmental, OHS and company requirements
PC 4.7	Safety-check equipment and PPE and record any maintenance required in accordance with manufacturers' specifications and OHS and company requirements
PC 4.8	Dispose of all collected waste in accordance with work order and manufacturers' specifications and environmental, legislative, OHS and company requirements
PC 4.9	Treat exposed skin to remove any contamination in accordance with manufacturers' specifications and OHS and company requirements. Report to supervisor and seek medical advice as and when required in case of inhalation exposure to contaminated environment

Element	5. Apply health and safety measures before, during and after treatment You must be able to:
PC 5.1	Comply with the UAE Labor Law and Abu Dhabi Emirate's Occupational Safety and Health System Framework requirements (OSHAD-SF)
PC 5.2	Identify hazards and control risks at the work site in accordance with the legislative, occupational health and safety (OHS), public health and safety and company requirements.
PC 5.3	Respond to emergency situations using emergency response procedures in accordance with manufacturers' specifications as described in material safety data sheet (MSDS), environmental, legislative, OHS and company requirements



PC 5.4	Make sure appropriate hazard signage and barriers signage to be used during treatment to maximize public health and safety during treatment operation.
PC 5.5	Report to the supervisor to comply with OSHAD-SF CoP 5.0 Occupational Health Screening and Medical Surveillance Code of Practice, which has specific requirements for health surveillance of pesticide technicians using organophosphate pesticides.
PC 5.6	Report to supervisor any identified hazards and or breaches in health, safety, and security policies and procedures
PC 5.7	Select and use suitable personal protective equipment (PPE) in accordance with manufacturers' specifications and OHS and company requirements
PC 5.8	For all work use safe operating practices in accordance with manufacturers' specifications and environmental, legislative, OHS and company requirements and complete all health and safety records and documentation
PC 5.9	Comply with the UAE Ministry of Climate Change and Environment Decree (30) of 2016, regarding the banned and restricted use of pesticides in the United Arab Emirates.

Knowledge and understanding

Working as a Pest Control Technician:

You need to know and understand:

- K1 How to identify the hazards of working as a pest control technician
- K2 How to assess special risks associated with working as a pest control technician
- K3 Identify extra demands on a pest control technician, such as e.g. on physical or mental condition
- K4 Illnesses and diseases that can be contracted by, or are associated with working as a pest control technician, and when to suspect them
- K5 Accurate identification of the hazards and risks associated with pest management
- K6 Accurate identification of the type of pest and pest activity
- K7 Company and legislative/regulatory requirements
- K8 The biology of at least one vertebrate and one non-vertebrate pest
- K9 Emergency response procedures and hierarchy of hazard control
- K10 Outcomes achieved in relation to work order
- K11 Safe pesticide application methods and selection of appropriate equipment and pesticides

Knowledge needed to achieve the performance criteria

- K12 Pesticides - group, formulation, application method and hazard controls.
- K13 Types of pests relevant to the area and their life cycles, habits and harbourages and pest ecology as related to pest management operations.
- K14 Treatment application control associated with managing pests in a range of environments and conditions



- K15 Product knowledge including manufacturers' specifications for equipment and relevant information on the label of products being used
- K16 OHS legislation and procedures and Safe work practices with equipment and PPE
- K17 Company management structure and reporting procedures
- K18 Injury, dangerous occurrence and incident reporting procedure
- K19 Routes of entry and potential symptoms of exposure to chemicals
- K20 Work order specifications
- K21 Follow-up maintenance and servicing procedures

Occupational health and safety (OHS) requirements related to:

- K22 use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- K23 use of chemicals in accordance with MSDS
- K24 dermal contact control, allergic reactions (contact dermatitis, etc.) and prevention measures
- K25 emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- K26 hazard identification and risk assessment mechanisms
- K27 animal management/control procedures
- K28 communication devices for remote and isolated locations e.g. mobile phone, etc.
- K29 information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health, primary industry
- K30 routes of entry and potential symptoms of exposure from chemicals

Other Skills

Writing Skills

- **The technician must be able to:**
 1. Record and document the basic details of treatment performed on various pests' infestation
 2. Record all observations done by supervisor as per the checklist provided
 3. Write in at least one language (English/Arabic)
 4. Complete written work with attention to detail



Reading Skills

➤ **The technician must be able to:**

1. Read the basic information about pesticides and treatment carried out and follow-ups
2. Read visit plan, instructions etc. related to the job mentioned on the job card
3. Read the before during and after treatment precautions to be followed by the customer and recommendation given by the supervisor with respect to the overall process to service, proofing and hygiene
4. Read any specific safety related guideline

Listening & Speaking Skills

➤ **The technician must be able to:**

1. Clearly communicate workplace information and ideas with colleagues (verbal and non- verbal)
2. Communicate with colleagues and customers to handle verbal enquiries, such as clarifying treatment (English/Arabic)
3. Communicate to the supervisor, the report of the performed work
4. Interact with the customer through Service supervisor on safety measures

Relevant occupations: Public Health Pest Control Technician

Key words: infestation; review; treatment; integrated pest management (IPM) practices; environment; prevent assess; monitor; waste; follow-up; OSHAD-SF Code of Practice (CoP), personal protective equipment, material safety data sheet (MSDS); REI Re-entering Interval.

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www.ukstandards.org.uk/PublishedNos/ASTPC05.pdf



National Occupational Standard: [Control pests;](#)
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National Occupational Standard: [Assess a site](#)
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