



National Pest Technicians Association

STRICTLY CONFIDENTIAL

ACCREDITATION MANUAL



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The Manual

It must be made very clear that the particular key standards are :-

Current Insurance cover for Public Liability for a minimum of £2 million;

Employers Liability Insurance (where applicable);

Training to certain set standards for Pest Control Technicians and also the day to day manager of the business;

Availability of Product Safety Data Sheets;

A system showing the traceability of materials used whilst in store and in use;

Compliance with appropriate Codes of Practice and HSE/RDS Advice.

Application fees made payable to NPTA Ltd and must accompany the completed application form and will under no circumstances be returnable. Whilst certain administrative costs are common to any Accreditation application it has been decided that fees will be based upon a sliding scale based upon the average time taken to undertake an audit on site. Experience shows us that for a self employed business or sole trader this is usually for a minimum of 2 hours up to half a day visit and for larger businesses of two employees up to five employees this can extend up to a full days audit.



National Pest Technicians Association

PART I – OFFICE AUDIT

INSURANCE

Minimum cover for Public Liability of £2,000,000 (two million).

It should be noted that under the Employers' Liability (Compulsory Insurance) Regulations, 1998 there is a minimum Employers Liability Insurance cover required of £2,000,000 (two million).

The actual current Insurance Certificate must be available for inspection by the Auditor and if the Association does not already have a photostat copy of the current Insurance Certificate this must be made available.

It is more than likely that the Insurance applicable to a particular business will expire during the period of 12 months after the Accreditation is applied for. As Insurance is vitally important and must not lapse it will be the responsibility of the business to send a copy of the Insurance renewal document immediately it becomes available to the Association's office.

Accreditation will be withdrawn if Public Liability Insurance cover lapses at any time. In addition Accreditation will also be withdrawn should their Annual Membership lapse as stated within the Articles of Association.

Employers Liability Insurance and Product Liability (manufacturers only) will be expected to be seen. Whilst Car / Vehicle Insurance for all vehicles is not within the remit of the Association it is hoped that all vehicles used are in a roadworthy condition. In addition that they reflect a professional purpose and are in a reasonable clean and tidy condition.

PERSONAL HEALTH SURVEILLANCE

This forms an additional part of Section C and there is a need to ensure all employees are carefully made aware of the poisonous substances that they use. In addition, some employees may have particular allergies which need to be recorded within the individual staff record. However, it should always be accepted that with medical records of any type these are extremely confidential and personal to that person.

It is anticipated that some form of personal staff record will be held for each Pest Control Technician and trainee Technician. Within that record should be details of any medical examinations carried out as considered necessary for the jobs undertaken.

The carrying of a Leptospirosis card within an employee's wallet is very important as also the fact that the GP of each employee should have been asked to record their patient's occupation within his medical records. Leptospirosis cards are available from NPTA House.



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QUALIFICATIONS AND TRAINING

We would expect to have produced during the Auditor's official visit an original of at least one of the following Certificates for every Pest Control Technician employed by that business (in addition we would also expect to have a Photostat copy provided) in order that this may be taken away and eventually included in the accreditation records of that particular business.

Royal Society of Health Level 2 Certificate in Pest Control **OR**

British Pest Control Association Diploma Part 1 and/or Part 2 **OR**

An NVQ in Pest Control **OR**

NPTA Practical Pest Control Certificate **OR**

NPTA Advanced Diploma in Pest Management **OR**

The three ADAS units: Insects of Environmental Importance, Control of Rats and Mice, and Safety with Pesticides **OR**

The three Killgerm modules taken after 1st January 2000 (where a pass was obtained): Insect Module, Rodent Module, Safety & Legislation Module **OR**

An appropriate Degree or Higher Level Diploma in an allied subject, each will have to be carefully considered on their individual merits. The approval or otherwise of these Degree or Higher Level Diplomas in an allied subject will be done by the Accreditation Panel not the Auditor **OR**

A suitable Pest Control qualification from overseas, each will have to be carefully considered on their individual merits. The approval or otherwise of overseas qualifications will be done by the Accreditation Panel not the Auditor **OR**

An appropriate "in-house" training certificate/s may be produced but due to the different strengths and qualities of these certificates from a variety of businesses each will have to be carefully considered on their individual merits. It should be appreciated that many businesses do not allow their Pest Control Technicians to take their original Certificate with them when they leave and move on. In such cases it will be necessary for the person concerned to apply for a letter of confirmation from their past employer and also produce, as considered necessary, any appropriate correspondence or syllabi or other course and training records. The approval or otherwise of "in-house" certificates will be done by the Accreditation Panel not the Auditor.

We expect **all** the Pest Control Technicians in a business to be appropriately trained for the particular operations they carry out. In addition, the day to day manager of a Pest Control Business would be expected to be show evidence of similar training.

Untrained staff (trainee technicians or others) are not to work by themselves but under the constant supervision of an appropriately trained member of technical staff. This supervision must be conducted by an appropriately trained and experienced Pest Control Technician with at least three years of full experience since training.

A good recommendation to employers is that a Training File or Folder for each of their employees be created and thus all details are readily to hand. This also ties in with the recommended annual appraisal of staff so as to ensure their training needs for any changes taking place within the particular job.

In the build up to the launch of the NPTA Accreditation scheme we have had discussions with several major nationally known high street food retailers and a very valid point was made on several occasions about Food Hygiene matters. It was put forward as an important factor that any Pest Control Technician going into their premises whether a retail food shop, food warehouse or food factory should hold a Foundation or equivalent Food Hygiene Certificate. As an Association we believe that this is a very valuable and important point. Whilst it is not a compulsory requirement as far as achieving Accreditation is concerned it is an avenue that a pest control business with an eye to the future may wish to take.

Continuous Professional Development (CPD) is a term used to ensure that a person keeps him/herself up to date with developments within the industry. It would be anticipated that evidence would normally be expected to be produced which indicates such retraining or updating of knowledge.

This could take various forms, for example a special training day or updating training day with one of the major suppliers of Pest Control materials and/or equipment, where preferably there should be included some type of assessment at the conclusion of the day on the day's training. At least a Certificate of Attendance should be provided by the training company/organisation but it is a well known fact that this is often open to abuse.

An updating Seminar or Course or an Advanced Pest Control Course (e.g. RSPH Level 3 Certificate in Pest Control or NPTA Advanced Diploma in Pest Control) put on by an approved training centre would also be acceptable.

In addition attendance at a Pest Control Workshop provided by the Pest Control News Consortium or a special NPTA Seminar (similar to those held in Scotland) would be worthy of inclusion. They all indicate the wish of that particular Pest Control Technician to improve his/her knowledge.

DETAILS OF ANY LICENCES/PERMITS EXAMINED

A list to be made of the licences/permits examined, to include firearms licences where applicable.

WRITTEN SAFETY POLICY

Whenever five or more persons are employed it is a statutory requirement that a written safety policy has to be provided under the Health & Safety at Work etc. Act, 1974. It is a condition of Accreditation that a copy of the written safety policy should be attached to the Application Form. This will enable the Auditor to be aware of the standards aimed for and achieved by that business prior to the visit to the business. Any shortfalls considered to have become evident by the Auditor, having read the safety policy, should be the subject of discussion with the business. This may be a matter that requires a conditional approval to be issued and thus allowing the business a six month period to make any necessary adjustments.

EXAMINATION OF PRODUCT SAFETY DATA SHEETS

Product Safety Data Sheets must be provided by the suppliers of Pesticides and similar goods and if not must be acquired by the business. These must be available for inspection by the Auditor. All Product Safety Data Sheets should be available in three places. First in the place used as the office, second within the pesticide store/ mixing store used by that business and thirdly within the vehicle used to transport these products to and from jobs.

COSHH / RISK ASSESSMENT

Evidence must be produced that each and every situation has undergone a COSHH assessment under the Control of Substances Hazardous to Health Regulations 1994 as required by the Health & Safety at Work etc. Act 1974. In addition, the business must undertake a risk assessment (also known as a site risk assessment) before placing pesticides.

Applicants should have their attention drawn to good practice notes "Safe use of rodenticides on farms and holdings" as included within AIS 31 dated January 1999. Enquiries will be made by the Auditor as to how the business actually conducts risk assessments on site and whether or not the business has a standard site risk assessment proforma. If a standard site risk assessment form is available a copy should be sent in with each application form.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

All Personal Protective Equipment (PPE) will need to be examined by the Auditor during his visit and also where they are stored. Records of maintenance when certain parts of particular PPE's were changed, e.g. filters to face masks, will need to be examined.

RECORD KEEPING

Stock control sheets indicating goods ordered, placed into store, their issue and their return and safe disposal may be made available and examined. In other words applicants for Accreditation should have what is called an acceptable Traceability Chart for the materials they use. These are detailed on the Accreditation application form.

Several businesses have explained that they do not make out written orders for goods and materials they have ordered and certainly they do not keep delivery or consignment notes. It will not therefore be expected that changes take place with the current ordering system. However, what will be expected as a minimum is evidence of certain key matters which have been marked with an asterisk within the Accreditation Application Form. Namely, a record of goods received, stock control sheet, properly stored within store, where pesticides are used (job sheets/ records), where any waste materials are stored and proof of their safe disposal. Please note that it is considered that waste materials includes rodent carcasses. The supply of particular goods and materials can be ascertained by looking at Invoices received and paid, plus having a written record of each job undertaken.

Proof of safe disposal of waste pesticides including rodent carcasses is a very important step within a Traceability Chart and will be asked for. This will include seeing evidence of both a Trade Waste Disposal Agreement and an agreement dealing with Special Wastes.

A written Emergency Procedure, particularly applicable to the larger businesses, should be available informing all staff what to do with an emergency connected with a spillage, theft of materials or something similar. This procedure should not only be concerned with the pesticides and similar but also because of the Health & Safety at Work Act with personal safety of the staff themselves, particularly when they are lone workers. This is to include staff who go into confined spaces such as roof voids or underground rooms and tunnels as well as climbing to heights such as on ladders and scaffolds.



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PART 2 – STORE & VEHICLE AUDIT

Agriculture Information Sheet Number 16 (known as AIS16) dated May 1996 will be used in appropriate circumstances by the Auditor when assessing both a Pest Control Store, Mixing Room and the vehicles used to transport Pesticides to and from jobs.

GENERAL ADMINISTRATION MATTERS

ADMINISTRATION MATTERS

The office will make an appointment for a visit after consulting the auditor.

The Application Form fully completed must then be submitted along with a cheque for the fee required made payable to the National Pest Technician's Association. (Note: Under no circumstances will this fee be refundable so applicants must be sure that the key standards are fully covered before making an application).

An Accreditation Certificate will last for a maximum period of 3 years in the first instance with re-audits made approximately every 3 years.

The Certificate will be specially numbered and recorded both on the Certificate itself as well as in the Association's official registration records. Accredited members will receive publicity on the NPTA website and within the NPTA quarterly journal, Today's Technician.



National Pest Technicians Association

HOW YOUR ACCREDITATION APPLICATION WILL BE PROCESSED

When the completed application form is received the procedure shown below will be followed:

- ◆ Your Accreditation application form and cheque will be acknowledged in writing.
- ◆ An approved Consultant Auditor will be appointed to process your application. He/she will be provided with a copy of your application form. Upon receipt of this document he/she will contact you direct.
- ◆ The Consultant Auditor will arrange an appointment with you on your premises, at a day and time, at your convenience, to conduct an audit of your premises and vehicles. Accreditation requirements, particularly those relating to Insurance, Training and legislation and codes of practice will be examined to assess your business procedures.
- ◆ Once the Consultants report has been received action following one of the following three forms will take place:
 - ◆ 1. A Refusal to accept the business for Accreditation for certain reasons, which will be communicated to you in writing; **OR**
 - ◆ 2. A conditional acceptance, subject to certain corrective actions which, whilst not requiring a refusal, will need attention before a full acceptance. The period allowed for the corrective actions to be taken will normally be six months; **OR**
 - ◆ 3. Acceptance with no conditions.
- ◆ All reports received will be placed before the Accreditation Panel whose decision is final.
- ◆ This final decision will be communicated to the business without delay. If it is for Acceptance an Accreditation Certificate made out to that particular business will be sent as soon as possible.
- ◆ It should be noted that the number allocated on the Accreditation Certificate is unique to the business stated on the Application form.
- ◆ This acceptance will be included in the next edition of the NPTA Accredited Members Directory which will be distributed throughout the United Kingdom.
- ◆ THIS WHOLE PROCESS CAN TAKE UP TO 3 MONTHS FROM BEGINNING TO END.