



# Content of all PCITA Courses

## Info for: Health and Nuisance Pest Skills Course / Structural (12 CPD points)

<b>Course Title:</b>	Structural / Health and Nuisance Pest Skills Course (Also available on MS Teams and as a Distance Learning course NQF5)
<b>Course Duration:</b>	3 days
<b>Course Description:</b>	The aim of this programme is to build an understanding of the significant impact that pests have on public health; the specific needs pertaining to pest management operations in sensitive or special accounts; the processes and procedures applicable to the management of a range of health and nuisance pests in domestic, commercial and industrial sites; the pre-requisite nature of pest management in the HACCP programme of food establishments; and the control methods applied in food manufacturing, warehousing and retail food establishments
<b>Topics Covered:</b>	<p><b>Topics covered include:</b></p> <ul style="list-style-type: none"> <li>• Guidelines for Cleaning and Disinfecting Surfaces</li> <li>• Factors that influence a successful pest management operation</li> <li>• Pesticide labelling and classification</li> <li>• Pests and public health significance</li> <li>• Safety requirements in a workplace</li> <li>• Sensitive or special accounts</li> <li>• Control of health and nuisance pests (Includes: rodents, cockroaches, mosquitoes, flies, ticks, bedbugs, ants, birds, and bats)</li> <li>• Protective clothing</li> <li>• Food handling establishments</li> </ul>

## Info for: Weed and Invader Plant Skills Course (12 CPD Points)

<b>Course Title:</b>	Weed and Invader Plant Skills Course (also available on MS Teams and as a Distance Learning course NQF5)
<b>Course Duration:</b>	3 days
<b>Course Description:</b>	The aim of this programme is to build an understanding of the concepts and principles of weed and invader plant control; the classification and distribution of weeds; the identification characteristics of weeds and invasive plants; the classification of herbicides; and the management of weeds, woody plants, trees and stumps in various environments.
<b>Topics Covered:</b>	<p><b>Topics covered include:</b></p> <ul style="list-style-type: none"> <li>• Defining weeds and invader plants</li> </ul>

	<ul style="list-style-type: none"> <li>• Legislation relevant to weed and invader plant control</li> <li>• The classification of weeds; the distribution of weeds; and their identification characteristics</li> <li>• The classification of herbicides according to their general mode of action and usage</li> <li>• Weed and invader plant principles, problems and control methods</li> <li>• The methods applied for weed management in turfgrass; woody plant, tree and stump management; road, power line and rail reserve vegetation management; and aquatic weed management.</li> <li>• The types of herbicide application equipment and control systems, their general use and care, and the procedures for the calibration of sprayers</li> <li>• The impact of herbicides on health, safety, and the environment.</li> </ul>
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### Info for: Pre/Post construction Termiticide Application for Control of Termites (12 CPD Points)

<b>Course Title:</b>	Pre- and Post-construction Termiticide Application for Control of Termites (also available on MS Teams)
<b>Course Duration:</b>	2 days
<b>Target Audience</b>	This programme has been developed for the qualified Pest Control Operator (PCO) in possession of a valid P-Registration who wishes to include pre- and post-construction termite treatment in his/her service delivery offering.
<b>Course Description:</b>	The aim of this programme is to build an understanding of the classes of termiticides and the equipment used for the application thereof; the effective application of termiticides to building sites to protect buildings that are to be erected on the sites and to existing buildings (other than wooden structures in contact with the ground) against subterranean wood-destroying termites; the precautions to prevent contamination and the actions in the event of contamination or poisoning.
<b>Topics Covered:</b>	<p><b>Topics covered include:</b></p> <ul style="list-style-type: none"> <li>• The applicable Acts and SANS codes</li> <li>• Workplace hazards and safety precautions</li> <li>• Chemicals used for soil treatments</li> <li>• Termiticide application equipment</li> <li>• Pre-construction termiticide treatment</li> <li>• Treatment of existing buildings invaded by subterranean termites</li> </ul>

### Info for: Fumigation (12 CPD Points)

<b>Course Title:</b>	Fumigation (In-Class, MS Teams and Distance Learning) course NQF5
<b>Course Duration:</b>	3 days
<b>Course Description:</b>	The aim of this course is to build an understanding of the structural pest fumigation principles and applicable legislation; the biology, identification and damage patterns of structural pests; the physical and chemical effects of fumigants and fumigant dosages and concentrations; the safety and health precautions, toxicity of fumigants, symptoms of poisoning and first-aid treatment; the appropriate application equipment, personal protective equipment and gas monitoring and detection equipment; the procedures for fumigation inspection and structure measurement; the determination of volume and dosages; the preparation of the fumigation area; and the procedures for fumigation of residences, warehouses, containers and commodities in various storage modes.
<b>Topics Covered:</b>	<p><b>Topics covered include:</b></p> <ul style="list-style-type: none"> <li>• Structural pest fumigation principles and applicable legislation</li> <li>• Pests in structures</li> <li>• Stored agricultural product pests</li> <li>• Characteristics and effects of fumigants</li> </ul>

	<ul style="list-style-type: none"> <li>• Safety and health precautions</li> <li>• Application equipment and protective equipment</li> <li>• Chemicals used as fumigants</li> <li>• Fumigation planning, inspection, and measurement</li> <li>• General advance preparations</li> <li>• Conducting structural fumigations (inclusive of fumigation of residences, warehouses, containers, commodities stored in silo bins, grain and other bulk commodities in railway trucks, fumigation of stacks of packaged grain and other commodities, and vacuum fumigation of commodities)</li> <li>• ISPM15 Regulation of wood packaging material in International Trade</li> </ul>
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### Info for: Food Safety (HACCP) (8 CPD Points)

<b>Course Title:</b>	Food Safety (HACCP) – also Available on MS Teams and on-line, in your own time
<b>Course Duration:</b>	2 days
<b>Course Description:</b>	This programme will contribute to the full development of the learner within a food handling environment by providing recognition, further mobility and transportability within the mentioned sector. The skills, knowledge and understanding demonstrated within this unit standard are essential for social and economic transformation and contribute to the upliftment and economic growth within the food handling environment.
<b>Topics Covered:</b>	<p><b>1. Pest Control in a Food Handling Environment</b></p> <ul style="list-style-type: none"> <li>• The importance of pest control in a food handling environment</li> <li>• Pest categories</li> <li>• The impact of the relevant pest control method on the safety of the food product being handled</li> <li>• Preventative measures against contamination of food because of pest control methods</li> <li>• Pest control activities</li> </ul> <p><b>2. Waste Material</b></p> <ul style="list-style-type: none"> <li>• The importance of pest control waste materials</li> <li>• Waste material classification</li> <li>• Preventative methods against contamination of food products</li> <li>• Waste handling and disposal</li> <li>• Cleaning of waste removal equipment</li> <li>• Personal safety requirements</li> <li>• Problems during the handling of waste materials</li> </ul>

### Info for: Cleaning and Disinfecting Surfaces (5 CPD Points)

<b>Course Title:</b>	Standard Operating Procedures Cleaning and Disinfecting
<b>Course Duration:</b>	Online – In Your own time
<b>Course Description:</b>	Standard Operating Procedures for Cleaning and Disinfecting Surfaces
<b>Topics Covered:</b>	<ol style="list-style-type: none"> <li>1. Disinfecting Purpose and Scope</li> <li>2. Background</li> <li>3. Difference between Viruses and Bacteria</li> <li>4. Definitions: Antiseptics, Detergents, Disinfectants</li> </ol>

	<ol style="list-style-type: none"> <li>5. Difference between Cleaning, Disinfecting, Sanitizing</li> <li>6. Choosing the correct disinfectant</li> <li>7. Disinfecting procedures and Waste Management (Standard Operating Procedures)</li> <li>8. Personal Protective Equipment</li> <li>9. Donning and Doffing processes</li> <li>10. Risk Assessment</li> <li>11. Certificate of Occupation</li> <li>12. Work methodology</li> <li>13. Microbial fogging</li> </ol>
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**Info for: Basic Financial guidelines for a business (9 CPD Points)**

<b>Course Title:</b>	Basic Financial guidelines for a business
<b>Course Duration:</b>	Online - In Your own time
<b>Course Description:</b>	The aim of this programme is to build an understanding of the potential risks and challenges of starting a new business, and how to avoid them. During this programme you will receive guidance on: How to research your market; Elements of a business plan and the organisational structure; Define your financial requirements and identify your most likely sources of funding; Registering your business; and compiling your business plan.
<b>Learning Outcomes:</b>	<p>After successful completion of this programme learners should be able to:</p> <ul style="list-style-type: none"> <li>• Demonstrate understanding of the elements of a business plan</li> <li>• Compile an organisation structure for a business to determine how a business plan can best be integrated</li> <li>• Identify resources and information required to complete own business plan</li> <li>• Compile a business plan</li> </ul>
<b>Topics Covered:</b>	<p><b>Topics covered include:</b></p> <ol style="list-style-type: none"> <li>1. Elements of a Business Plan <ul style="list-style-type: none"> <li>• Types of business</li> <li>• Registrations and compliance</li> <li>• Compile a business plan</li> <li>• Code of ethics</li> <li>• Marketing plan</li> <li>• SWOT analysis</li> </ul> </li> <li>2. The Organisation Structures <ul style="list-style-type: none"> <li>• Write a vision statement</li> <li>• Core business activities</li> <li>• Benefits of creating an organogram</li> </ul> </li> <li>3. Resources and Information <ul style="list-style-type: none"> <li>• Coaches / Mentors</li> <li>• Resources</li> <li>• Choose your business type</li> <li>• Industry and legal requirements</li> <li>• Financial plan</li> </ul> </li> <li>4. Compile a Business Plan <ul style="list-style-type: none"> <li>• Business plan design</li> <li>• Business plan essentials</li> <li>• Human resource needs</li> </ul> </li> </ol>

## Info for: Managing Conflict in the workplace

<b>Course Title:</b>	Managing Conflict in the workplace
<b>Course Duration:</b>	Online – In Your own time
<b>Course Description:</b>	This course is essential for all people who must manage others – or those who must work effectively in a team – whether in the office or at a work site. Good management involves effective conflict resolution.
<b>Learning Outcomes:</b>	<ul style="list-style-type: none"> <li>• <i>A productive way to handle conflict is by calling on our emotional intelligence.</i> Emotional intelligence affects how we manage behavior, navigate social situations, and make decisions. The workplace is one of the environments in which people learn about behavior and emotions which take on a greater significance in organizational life.</li> </ul>
<b>Topics Covered:</b>	<p><b>Topics covered include:</b></p> <p><b>Section 1: Introduction to Emotional Intelligence</b></p> <ul style="list-style-type: none"> <li>• What is Emotional Intelligence (EQ)</li> <li>• Emotional Intelligence 4 Key Skill Domains and Competencies</li> <li>• Dealing with Stress</li> <li>• Relationships and Objectives</li> <li>• Effective Communication</li> <li>• Positions we Adopt (The “OK Diagram”)</li> </ul> <p><b>Section 2: Understanding the Essence of Conflict</b></p> <ul style="list-style-type: none"> <li>• How is Conflict Management a Competency of Emotional Intelligence?</li> <li>• Courses/Sources and Symptoms of Conflict</li> <li>• Characteristics of Conflict</li> <li>• How do You Respond to Conflict?</li> <li>• Factors that Build Capacity for Managing Conflict</li> </ul> <p><b>Section 3: Conflict Management Process and Techniques</b></p> <ul style="list-style-type: none"> <li>• Perceptions and Reality</li> <li>• Choices and Consequences</li> <li>• The 5 Conflict Styles (Strategies)</li> <li>• The Principles of Conflict Resolution</li> <li>• Use of Emotional Intelligence Skills in Conflict Management</li> <li>• Steps in the Conflict Management Process</li> <li>• Tips for Managing and Resolving Conflict</li> </ul>

## Info for: Occupational Health and Safety (7 CPD Points)

<b>Course Title:</b>	Occupational Health and Safety
<b>Course Duration:</b>	Online - In Your own time
<b>Course Description:</b>	This course has been developed to provide you with an understanding of the requirements of the Occupational Health and Safety Act and regulations thereto, and the consequences of non-compliance with these requirements.
<b>Learning Outcomes:</b>	<ul style="list-style-type: none"> <li>• This programme further provides you with an understanding of the duties and responsibilities of employers and employees to ensure health and safety in the workplace; the legislative and regulatory requirements to eliminate or reduce the health and safety hazards that Pest Control Operators (PCO's) and their workers are exposed to as well as the hazards people other than people at work could be exposed to arising out of or in connection with the activities at a worksite; the workplace occupational health and safety risk management process; and the regulatory and general health and safety standards and practices for PCO's and fumigators.</li> </ul>
<b>Topics Covered:</b>	<p><b>Topics covered include:</b></p> <p>The Occupational Health and Safety in the Pest Control Industry programme consists of two/2 sections, namely:</p> <p>Section 1: Introduction to Occupational Health and Safety</p> <p>Section 2: Pest Control Health and Safety Risk Management</p>

	<p>The programme content covers the following:</p> <ul style="list-style-type: none"> <li>• The requirements of the Occupational Health and Safety Act and regulations thereto, and the consequences of non-compliance.</li> <li>• The general duties and responsibilities of the employer to ensure that the work environment is safe and without risk to the health of his or her workers.</li> <li>• The general duties and responsibilities of employees to take the necessary precautions and reasonable care for their own health and safety and of other persons who may be affected by their acts or omissions</li> <li>• The health and safety hazards that Pest Control Operators (PCO's) and their workers are exposed to</li> <li>• Definition of a hazard and the identification of a workplace hazard</li> <li>• Definition of risk management and the steps involved in the risk assessment process</li> <li>• The hierarchy of risk control measures</li> <li>• The regulatory and general health and safety standards and practices for PCO's and fumigators</li> </ul>
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**Info for: Time Management**

<b>Course Title:</b>	<b>Time Management</b>
<b>Course Duration:</b>	Online – In Your own time
<b>Course Description:</b>	<p>This programme has been designed to provide you with time management strategies that will help you control your workload and focus on the tasks with the greatest impact to you and the organization. You will be given a skill set that includes personal motivation, delegation skills, organization tools, crisis management, and more.</p>
<b>Learning Outcomes:</b>	<p>Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars!</p>
<b>Topics Covered:</b>	<p>The Time Management programme consists of three/3 sections, namely.</p> <p>Section 1:       Prioritizing and Planning Your Time</p> <p>Section 2:       Procrastination, Crisis Management and Organizing Your Workspace</p> <p>Section 3:       Delegation and Meeting management</p> <p>In this Time Management programme we discuss the strategies and tools to:</p> <ul style="list-style-type: none"> <li>➤ Plan and prioritize each day's activities in a more efficient, productive manner</li> <li>➤ Overcome procrastination quickly and easily</li> <li>➤ Handle crises effectively and quickly</li> <li>➤ Organize your workspace and workflow to make better use of time</li> <li>➤ Delegate more efficiently</li> <li>➤ Use rituals to make your life run smoother</li> <li>➤ Plan meetings more appropriately and effectively</li> </ul>

### Info for Wood-Destroying Organisms and Termite Inspection (12 CPD Points)

<b>Course Title:</b>	Wood-Destroying Organisms and Termite Inspection NQF5 (also as a Distance Learning course)
<b>Course Duration:</b>	Theory + Practical components 3 Days Theory in-class. Portfolio and Practical Assessment determines competency
<b>Course Description:</b>	The aim of this programme is to build an understanding of the legal implications associated with the inspection and management of wood-destroying organisms and termites; the characteristics of timber and the timber used in building construction; the identification of wood-destroying organisms and termites; the preventive and corrective termite management processes; the treatment processes for other wood-destroying insects; the treatment processes for wood-damaging fungi; and the wood-destroying organism inspection principles and procedures.
<b>Topics Covered:</b>	<p><b>Topics covered include:</b></p> <ul style="list-style-type: none"> <li>• The applicable legislation</li> <li>• The characteristics of timber and timber used in buildings</li> <li>• Wood-destroying organism and termite identification</li> <li>• Preventive and corrective termite management</li> <li>• Treatments for other wood-destroying insects</li> <li>• Wood-destroying fungi treatment processes</li> <li>• WDO inspection principles and procedures</li> </ul>

### Info for Wood-Destroying Organisms Inspection Refresher Course (5 CPD Points)

<b>Course Title:</b>	Wood Destroying Organism Inspection Refresher Course
<b>Course Duration:</b>	MS Teams - 1 day
<b>Course Registration Requirements:</b>	Qualified WDO Inspectors with P-number Any employee who is actively involved in the WDO field e.g. admin staff, assistant staff working for WDO Inspector Estate Agents
<b>Course Description:</b>	This is an Elective course with the aim to lift the standard of WDO Inspections in the industry. On completion of the course, the participant will receive a certificate of Attendance
<b>Topics Covered:</b>	<p><b>Topics covered include:</b></p> <ul style="list-style-type: none"> <li>• Minimum Standards and requirements for visual inspections for presence of WDO</li> <li>• Purpose of a WDO Inspection / Beetle Clause in Deed of Sale</li> <li>• Evidence of the presence of WDO</li> <li>• The Standard WDO Inspection report and clearance Certificate</li> <li>• Identification of WDO</li> <li>• Subterranean Termites</li> <li>• Hylotrupes Bajulus</li> <li>• Anobium Punctatum</li> <li>• Oxypleuris Nodieri</li> <li>• Lyctus Brunneus</li> <li>• Cryptotermis Brevis</li> <li>• Fungal decay: Dry rot</li> <li>• WDO Treatment Recommendations</li> </ul>

**Info for: Stored Agricultural Product Pest Management (12 CPD Points)**

<b>Course Title:</b>	Stored Agricultural Product Pest Management NQF5
<b>Course Duration:</b>	Distance Learning
<b>Course Description:</b>	The aim of this programme is to build an understanding of the stored agricultural product pest management principles and applicable legislation; the biology, identification and damage patterns of stored agricultural product pests; the safety and health precautions; the appropriate application equipment, protective equipment and gas monitoring and detection equipment; the physical and chemical properties of fumigants; fumigation planning and preparations; and the procedures for the treatment / fumigation of grain and other edible commodities in various storage modes.
<b>Topics Covered:</b>	<p><b>Topics covered include:</b></p> <ul style="list-style-type: none"> <li>• Stored agricultural product pest management principles and relevant legislation</li> <li>• Stored agricultural product pests</li> <li>• Characteristics and effects of fumigants</li> <li>• Safety and health precautions</li> <li>• Application equipment and protective equipment</li> <li>• Chemicals used as fumigants</li> <li>• Fumigation planning and preparation</li> <li>• Stored agricultural product pest management procedures (inclusive of protectants and surface treatments; closed loop fumigation systems; fumigation of grain and other bulk commodities in railway trucks; fumigation of stacks; fumigation of containers; and ship fumigation)</li> </ul>

**Info for Occupational Certificate: Pest Management Officer (12 CPD Points)**

<b>Course Title:</b>	Pest Management NQF5
<b>Course Duration:</b>	Distance Learning
<b>Specialization Modules:</b>	<ul style="list-style-type: none"> <li>• Health and Nuisance Pest Management R5300</li> <li>• Weed and Invader Plant Management R5300</li> <li>• Weed Destroying Organisms Management R5300</li> <li>• Structural Fumigation Management R5300</li> <li>• Stored Agriculture Product Pest Management R5300</li> </ul>

**Info for: Pest Control Audit Course on all Commercial and Business Properties (7 CPD Points)**

<b>Course Title:</b>	Pest Control Audit Course on all Commercial and Business Properties
<b>Course Duration:</b>	MS Teams - 1 day
<b>Course Description:</b>	This course has been developed to provide those called upon to conduct pest control audits at establishments that process, handle prepare or serve food (e.g., retail food stores, restaurants, food storage and packaging facilities, hotels, hospitals etc) with the knowledge of food business audit requirements and procedures and the pest control standards and requirements



<b>Topics Covered:</b>	<b>Topics covered include:</b> <ul style="list-style-type: none"><li>• Food Safety Plan as a Legal Requirement</li><li>• Food Safety Training</li><li>• External Food Safety Audits</li><li>• What a Food Safety Audit looks for and how to prepare for the Audit</li><li>• Internal Audit Requirements</li><li>• Internal Food Safety Auditing Procedure</li><li>• Sample Food Safety Audit Checklist</li><li>• Internal Audit Non-conformance Corrective Action Report</li><li>• Internal Audit Report to Management</li><li>• Risk to public health due to activities of pests</li><li>• Pest awareness and staff training</li><li>• Site preparation for a Pest Control Audit</li><li>• Food Safety Hazards</li><li>• Common Pests in the Food Industry</li><li>• Pest Control as an Essential prerequisite Programme</li><li>• Food Legislation and Standards for Pest Control</li><li>• Pest Control Measures at Food Handling Premises</li><li>• Integrated Pest Management (IPM)</li><li>• Pest Control Internal Audit Checklist</li></ul>
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