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ISSUE 61 AUTUMN 2010

THE JOURNAL OF THE BRITISH PEST MANAGEMENT INDUSTRY



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EARLY DAYS

I've been struck by the friendliness and passion for professionalism of the people I've met so far in the job. MDs of distributors through to technicians with a few months of experience, they all want to see the industry improved. I've been improving my own knowledge too, having taken the BPCA five-day General Pest Control course in September. While this was intense and very hard work, I enjoyed every minute of it (well, maybe except for the exam). The lecturers' industry experience and technical knowledge was second-to-none and one of them, Clive Boase, has written the cover story for PPC – 'Doing Bedbugs Better'.

Clive's insight provides practical advice in an area creating significant additional income streams for pest controllers, but for which there are a number of control methods available.

I've now joined the PROMPT CPD scheme as an associate member and when I get my Level 2 results (on the assumption I've passed), I'll upgrade to full membership. If you are still asking yourself 'why bother with CPD?' then read the challenge thrown down in my open letter on pages 8-9.

I've only been in the industry for 100 days (well, nearly) but even I can see the need for a commitment to CPD is unquestionable – and everyone I've spoken to agrees. Registering on the PROMPT scheme is a no-brainer and it might even be free for you to join - see the News pages in this issue to check whether you qualify.

And if you really don't get round to it before, you can always join at PestEx 2011 - I look forward to seeing you all there, so save the date and read more about the show on pages 24-25.

Many businesses are still finding times hard. Terms such as 'double-dip recession' continue to be part of the headlines and the Comprehensive Spending Review (CSR) will be out by the time you're reading this. I've been pleased to see how well our sector has fared so far and, whilst cash flow and late payment are still very real problems, members are still extremely optimistic.

The feeling in the industry is that the CSR provides a significant opportunity, and BPCA Membership Manager Kevin Higgins considers what it may actually mean for the pest control sector (and the opportunities for your business) on pages 10-11.

While we're talking about business opportunities, the sea of red tape that

businesses have to swim in can often result in problems. One issue that recently caught out a BPCA member is 'cooling off' periods. If you're not sure what I mean, please read the article on pages 14-16 to help stay out of trouble.

When interviewed in the last issue of PPC, I spoke of the positive things that were in store for the Association and how I wanted to be a part of them. I am pleased to say that my first impression was spot on, and not only do I still want to be a part of them, I now know the industry wants to be part of them too.

Get involved with the industry at whatever level you can, whether through your Association, following BPCA on Twitter or attending an industry event or trade show and help us improve things for all.

It's still early days for the CSR, CPD - and me.

But over the coming months and years BPCA will be making sure our members are well placed to capitalise on any and all opportunities by making them trained, competent and efficient. That's the message we'll be going to your clients with, so join us, rise to the challenge, and help us deliver a sector of which we can all be proud.



Simon Forrester,
BPCA Chief Executive
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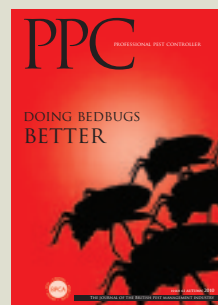
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If you've got a view, comment, reaction or question on anything you read in PPC then you can contact the editorial team (see details left) or BPCA on T: 01332 294288 or E: enquiry@bpca.org.uk



CPD for 2010: 2 points
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CEPA Europest event in November

Acknowledging the changes ahead for the European pest control industry, CEPA's General Assembly on November 30 in Brussels will also be a Europest event.

With EU keynote speakers, it is planned as a one-day event that will provide delegates with an opportunity to understand the EU view and future perspective in direct

relation to the pest management industry.

Organisers says speakers will be 'closely linked with Parliament or the Commission' and there will be a chance for informal discussion.

For more details visit the BPCA website www.bpca.org.uk or the CEPA website at www.cepa-europe.org.



BPCA clamps down on identity theft

Identity theft is becoming more common and it seems the BPCA logo is no exception.

And the more widely recognised the logo becomes as a symbol of quality, the more it becomes an asset for companies, which is why it is being misused by more and more companies that have never been BPCA members or have left membership.



BPCA membership officer Rachel Eyre said: "We have noticed an increase in the illegitimate use of the BPCA logo by companies who want the kudos of membership, but don't want to or can't meet the BPCA membership criteria, or of course don't want to pay for it!

"In future, BPCA will be taking a much tougher line including taking legal action where companies do not remove the logo upon request. Companies illegally using the logo will be given a deadline by which to remove the logo from their website, business stationery, literature and vans. Failure to do so could result in prosecution."

Any misuse or passing off of the logo by non members should be reported to BPCA via rachel@bpca.org.uk or by calling 01332 225112. All information will remain confidential.

Obituary - Dennis Papworth OBE

It was shortly after issue 60 of PPC went to print that BPCA learnt the sad news that Dennis Papworth OBE, M.Sc, FRSC, FIBIOL, FRSPH. FRSM had passed away, in July, six days after celebrating his 89th birthday.

Before his life in pest control, Dennis had an impressive record with the Royal Navy and Air Forces. He flew in the second wave of fighters to cover the beaches on the morning of D-Day and completed his naval service with the rank of Lieutenant Commander.

He was a graduate of Liverpool University and a fellow of the Royal Society of Chemistry, Royal Society of Medicine, Chartered Institute of Biology and Royal Society of Health, and was President and Director of the Radon Council until his death.

His impressive career in industry continued into his retirement when he became an independent consultant specialising in industrial pest control, environmental pollution and COSHH assessments.

His invaluable contribution to the BPCA and industry were recognised when he was made a life member of the BPCA.

Updated RRAG guideline advice

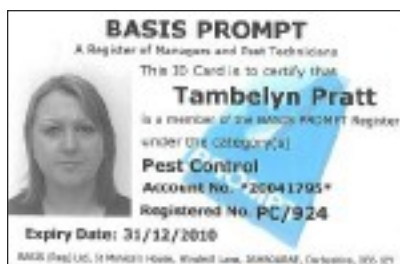
The Rodenticide Resistance Action Group plans a seminar on November 23 on anticoagulant resistance at the headquarters of the Chartered Institute of Environmental Health (CIEH) in London.

It aims to provide a chance for stakeholders from Government departments such as Defra, non-departmental public bodies like ACP, campaign groups, research agencies, local authorities, manufacturers and pest management companies to discuss the new RRAG Guideline and the issues it addresses. The guideline offers up-to-date advice and is based on new developments in DNA sequencing technology that have provided insights into the five significant anticoagulant resistance mutations present among rats in the UK. For more visit: www.bpca.org.uk/rrag/index.html.



You can follow BPCA on Twitter at www.twitter.com/britpestcontrol

Free PROMPT deal for new professionals



Did you know that if you have passed your Level 2 Award in Pest Management or Certificate in Pest Control this year, you will automatically

qualify for entry onto the PROMPT CPD register free of charge, and will not need to pay a membership fee for remainder of the subscription year?

Members of PROMPT are expected to collect 20 CPD points each year to remain eligible for the scheme and in your first year, your Level 2 qualification covers that.

There are many ways CPD points can be collected – technical advice, reading industry publications, attending trade shows, association meetings, in-house training, manufacturer or distributor seminars and updates. By subscribing to and reading PPC annually you can receive 2 CPD points.

For further information on PROMPT please visit www.basis-reg.com/pestcontrol/promptabout.aspx or call 01335 343945.

Guidance on the Animal Welfare Act 2006

Natural England has issued Technical Information Note TIN072 offering guidance on the sections of the Animal Welfare Act 2006 that may apply to wildlife and outlining offences. It is relevant in England and Wales.

It also defines who is responsible for an animal, saying 'a person is responsible where ... they have assumed responsibility for the animal's day-to-day care or for its care for a specific purpose'.

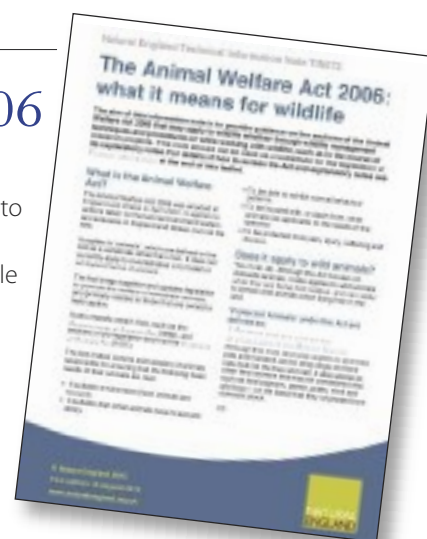
For a pest controller it means that if you hold an animal in a cage trap then you are responsible for that animal and need to consider and provide a suitable environment, diet

and protection from pain, suffering, injury and disease to avoid causing an offence.

The new guidance is available at:

www.naturalengland.org.uk.

If in doubt contact BPCA's Technical Manager Richard Moseley via richard@bpc.org.uk or the BPCA offices.



Pesticide poisoning pair sentenced to jail

Two qualified pest controllers who intentionally poisoned wildlife at an East London lake have been jailed for four months each after pleading guilty to two counts of misuse of pesticides and two counts of theft of pesticides.

Snaresbrook Crown Court heard they baited bread with undiluted Ficom 80% W and put it on the ground at Alexandra Lake. Their actions led to the deaths of 90 birds, including geese and ducks, as well as a pet dog.

Terrence Webb and Mark Page worked for Newham Council but have since been sacked.

The investigation was conducted by the Metropolitan Police's Wildlife Crime Unit working with Natural England's

Wildlife Management Team, including Paul Butt.

He said: "The lesson for the pest control industry is to remind people of the potential hazards of the material they use.

"The deliberate and reckless use of pesticides as occurred in this case is both illegal and irresponsible. The fact that this action was taken by trained professional pest controllers is of particular concern.

"The placing of toxic material in areas to which the public and animals have access poses a significant hazard to wildlife, domestic animals and could expose the public, particularly children, to the risks of being poisoned."

Figures show rise in UK wasps' nest treatments

There was an increase in the number of properties treated for wasps' nests across the UK in 2010 compared to the same period in 2009, according to recent Rentokil Pest Control figures. Edinburgh saw the biggest rise in wasp nest treatments this summer – 59% up on 2009, while Tunbridge Wells, Guildford and Oxford also showed significant increases.

Savvas Othon, Technical Director for Rentokil said: "Thanks to the hot weather spell we enjoyed earlier in the summer it's no surprise we have seen an increase in the number of wasps' nests we have been asked to treat this year."

THROWING DOWN THE GAUNTLET

Simon Forrester, BPCA's chief executive, delivers an open letter to the industry

Date: November 2010

Dear Pest Controller

I have a challenge for you. In your role as a professional pest controller, I want you to answer the following question.

HOW DO YOU DEMONSTRATE YOU CAN DO THE JOB PROPERLY?

It might seem an easy answer. There are lots of ways to indicate your work is of the right standard; previous client testimony (which should be all over your website), looking professional (a decent van, uniform, logo, letterhead etc.), and of course showing you are a member of a reputable trade association. But that's no longer enough. Clients are beginning to ask another question "can the guy on site do the job right first time?" If the answer is no, then it's goodbye. But also, if the answer is "yes - but I can't prove it" then you may also be shown the door.

My challenge to you is to prove you can do the job properly. We both know you can – otherwise you'd not be reading this letter. Instead you'd be out there busily overcharging someone for shoddy workmanship, and never responding when the complaints flood in. We've all seen those guys, either when up against them on a job, or seeing them destroyed on Watchdog.

Your challenge for the future is to demonstrate you can

deliver pest control solutions properly, competently, and safely. Too many customers still buy purely on price but the best way is to find out what your customer wants, demonstrate your competence, show them the value of it and then close the deal. When competence is shown up front, and how it benefits the customer, they start understanding the true value of the services they need. Every price is too high if the customer doesn't understand it!

One way of demonstrating competence is continuing professional development (CPD), also known as 'keeping your knowledge up to date'. The BPCA Executive Board is determined to make CPD work for the sector. And note; not just for BPCA, or the Board themselves, but for all.

Your role is to make sure you and the people around you can do the job right, but can also prove it. We in the trade associations need to make sure clients can see the cowboys are the wrong people to use. Simple as that. Clearly the pest control sector needs to work together to address the issue of professionalism. We want to work with sister trade associations like NPTA and UKPCO to improve the image of the sector, and with bodies like CIEH and RSPH to make sure pest control is seen as a professional industry. I have offered to meet with the NPTA President and Chief Executive, and I hope they will rise to the challenge.

I suppose there's a supplementary question for you to ask yourself – do you want to be a part of the change? My suggestion is that if you don't, you should look forward to less and less work, losing contracts to other companies,

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and not getting hired if you go for a new job. Pest control has avoided the worst of the recession (believe me I know – I just came from construction), but we're not immune to cultural changes. The rules can change so easily - Clients, Government, Europe, any of them can move the goalposts – look at what the industry has just been through with the amendments to the Biocidal Products Directive. And the next big thing will inevitably be regulation for the industry. You might not think it affects you – but it will one day. And why risk being turned down for work when it's so easy to demonstrate you are a professional pest controller?

So join us in leading the sector. Let's put the past aside. The industry is far too fragmented at the moment – that's why we want everyone to work together to show Pest Control is a professional industry, from the multi-national manufacturers, down the distribution chain right through to the qualified technician dealing with the public.

So, getting down off my soap box for a moment, what else is the Association doing, and what have I been up to? My article in the November issue of *Pest Control News* magazine sets out my four main priorities:

1. Understand the Industry

Being new to the sector is proving to be very useful, as I often look at things and ask the question 'why is it being done this way?' I can also bring to the table ideas that have worked in my previous roles in other trade associations such as my last one in specialist construction. While I don't know every aspect of pest control, I am definitely independent, working for the benefit of all BPCA members and I hope the wider industry.

2. Listen to the Membership

One thing we will be doing before long is asking your opinion. That's not just BPCA members, or a few people – it's everyone. All you need do is answer a few questions and we can build up a clear picture of what the industry needs. By the time you read this we'll probably be at PestTech, so come and see us on stand 49 and let us know what you think the industry (and BPCA) should be doing. If we don't meet there, I hope to see you at a BPCA members meeting.

3. Establish a Strategy

The BPCA Executive Board and staff team are working together to create a new strategic plan to take BPCA forward. We want the whole of industry to be a part of this strategy, because we know BPCA can't do this alone. By

early next year we will have the strategy in place, and will continue to lead the sector. If you're a BPCA member, why not help influence the debate by joining a committee or even the Board. It's open to all, so get involved.

4. Get a Common Voice for the Sector

BPCA membership covers the majority of manufacturers and distributors, and our servicing members employ over 7,500 technicians, making us the biggest association in the sector by a factor of ten. If we can get a single voice by working through the Pest Management Alliance or directly with other associations like NPTA and UKPCO, our voice will be heard loud and clear in Westminster.

We also want to work with others to make CPD a success, so we're putting our weight behind the PROMPT scheme. We want all of industry to support CPD, including those making the products we use, and those giving us the work. So if you're buying products from a manufacturer ask how they can help you get CPD points. If you attend a trade show, members meeting or even have a chat with the BPCA's technical advisers, you will be eligible for CPD points.



They are easy to get, and show clients you are a professional. PROMPT registration forms are available at www.tinyurl.com/BASISPrompt. Also, make sure if you are registered that you tell your clients. Next time they ask the question you'll be excluding some of your competition immediately.

So far the BPCA membership has been really supportive, and it's clear there are a lot of people very passionate about the sector – you're probably one of them.

Kind regards

Simon Forrester
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Known Unknowns

The Comprehensive Spending Review means cuts are coming – but what does this mean to the pest control industry? Kevin Higgins, BPCA Membership Manager, considers the ramifications



A couple of issues ago the cover of PPC had a crystal ball on it. While these are useful, it doesn't need one to see that the downturn has completely changed the Government's attitude to the economy. In June this year the Chancellor of the Exchequer announced details of the Government's next Spending Review.

The emergency budget was every bit as grim as everyone expected with Chancellor George Osborne detailing a combination of swingeing spending cuts and tax rises designed to bring the country's burgeoning budget deficit back under control within the lifetime of this parliament. For example, overall departmental spending must be slashed by 25% by 2015 if budget deficit reduction targets are to be met.

The detail will be outlined in the Comprehensive Spending Review (CSR), which sets out Government spending plans for the years 2011 to 2015 and was due to be published on October 20. As I write, the detail of the CSR is a closely guarded secret. We know it's going to be bad, but not exactly how bad (the 'known unknowns' of the title).

What we do know is that the spending reductions needed to allow recovery in the UK economy will be on a massive scale, and will go right through every area of the public sector. So cuts are coming; but what does this mean to the pest control industry?

Despite pest control being allegedly 'recession proof' the ramifications are serious.

First of all, anyone currently on a contract with a public sector body (or, indeed, sub-contracting to a third party for a public sector job) will almost certainly see those

contracts come under the spending microscope – assuming they haven't already.

Government needs to do slightly less with a lot less money, ie cut budgets while maintaining key services, and trimming non-essential ones. And to be frank, your all-singing, all-dancing pest control contract may not be seen as essential.

If you are the current service provider, the first thing to do is ensure your client can see the ongoing need for pest control. Sometimes this will be obvious, but it always pays to remind the client why your services are indispensable.

And if you are not currently working for the client, why not get in touch? Public sector bodies may think to re-tender or outsource pest control to other companies – so make sure you are on their radar.

Get in touch with the facilities manager at the local hospital trust, or the manager of the environmental services department at your local council. They may be able to tell you whether outsourcing is likely, and it does no harm to keep in contact with them anyway. What's important is to ensure the (potential) client is aware of the need for pest control, and the risks that are inherent in cutting back based solely on cost.

So how to go about this? Well, you know your business better than I do. You know your strengths, and where your business adds value.

While cost is, of course, a key factor, many clients will be looking for someone to do more for less, so look where you can add value at a low cost to yourself. Do you have the skills in-house to do some extra work like checking fire extinguishers, house clearances or hygiene services?

“IF YOU ARE THE CURRENT SERVICE PROVIDER, THE FIRST THING TO DO IS ENSURE YOUR CLIENT CAN SEE THE ONGOING NEED FOR PEST CONTROL”



It is important not to be seen as ‘lowest price’, but ‘best value’ - difficult I know.

Over the years, the market has shifted towards collaborative procurement with various commercial models available. Understanding these financial models should determine the level of savings that can be realistically achieved, and ensure the client sees you as a partner in achieving the savings, not just a contractor to be screwed down on price. You may be in a position to offer a guaranteed maximum price, which ensures delivery of a budget and allows for penalties if exceeded. Clients love this, as they have total control. But make sure the sums add up and be sure to check carefully the terminology being used to define costs.

You may also wish to discuss an incentive model if you think you can save them more money. Clients will be more inclined to work with companies prepared to be open about their costs and business model. Remember, adding value to clients includes removing uncertainty and nasty surprises, and helping them achieve cost savings elsewhere – so they’ll be less inclined to cut their pest control budget.

The Comprehensive Spending Review will set the way public services allocate funding for years to come. We are in for a prolonged period of austerity and only by working with clients will companies maintain their public sector contracts. Make sure you don’t fall by the wayside.

Kevin can be contacted via kevin@bpca.org.uk or contact the BPCA offices on 01332 294288, www.bpca.org.uk

FIVE TIPS FOR SUCCESS IN OUTSOURCING

1. Demonstrate you have the right calibre of commercially-aware employees, and can demonstrate some of the savings they have generated for other clients
2. Work collaboratively with the client to jointly identify savings and make sure they understand your cost structure – they may have unreasonable expectations based on bad information or preconceptions
3. Make sure the client is clear in their requirements and work them to define specifications – the best time to start this is during the survey process
4. Keep your client informed of any changes in your business requirements, or additional services you have introduced
5. Make sure you have a fairly watertight ‘service level agreement’ with the client – based on clear discussions and shared understanding, and allow for variations – things change.

Double trouble

The announcement by the Coalition Government that two pesticide-related quangos are to be re-constituted as committees of experts has left the industry wondering what happens next

Among the 900 public and statutory bodies reviewed by the Coalition Government as part of its spending review, there were two pesticide-related quangos whose work directly affects how the pest control industry is run.

The two are the Advisory Committee on Pesticides (ACP) and the Pesticides Residues Committee (PRC).

They are not going to be abolished, but will lose their status as Non-Departmental Public Bodies reporting to Defra and will, instead, be reconstituted as committees of experts.

The Advisory Committee on Pesticides (ACP) is a statutory body set up by Ministers under the Food and Environment Protection Act 1985 to advise on all matters relating to the control of pesticides.

The Committee provides ministers with advice on any matters relating to the control of pests.

Ministers are required by law to consult ACP on proposed regulations, potential approvals (and bans) of pesticides; and any conditions to which they contemplate making approvals subject.

The Pesticides Residues Committee (PRC) keeps an eye on pesticide residues entering the human food chain.

The monitoring of pesticides residues in food in the UK is not new and has, in fact, been undertaken since the 1950s. Surveillance was originally organised by the Working Party on Pesticide Residues (WPPR).

In 2000 the independent PRC was formed and each year publishes quarterly updates and an annual report.

Simon Forrester, BPCA Chief Executive says: "There is little point scrapping bodies if the money used to fund them is simply transferred to other department budgets in the public sector.

"The need for proper regulation in pest control has never been greater, and our industry will rise to the challenge if Government sees fit to ask our help in drawing up new bodies to ensure public safety."

Technical manager of BPCA Richard Moseley said that until more was known about how the new committees of experts will be drawn up and operate it was difficult to assess

what the impact will be on the pest management industry.

"The role of the ACP is to advise the Government and provide ministers with independent advice on the control and use of pesticides.

"Their importance is for the public because pesticide issues can be high profile and it is vital the Government is open to independent scrutiny.

"If groups such as the ACP disappear, then the question must be who scrutinises the Government and how do ministers get independent advice.

"THE NEED FOR PROPER REGULATION IN PEST CONTROL HAS NEVER BEEN GREATER"

"It is difficult to know what the impact will be for professional pest controllers. Links and contact between pest controllers and the ACP may not be as good as one would hope, but the removal of any source of independent advice to Government must be worrying.

"If the Government does not have an independent and robust source of information and guidance, can we be sure decisions are made with the best interest of our industry at heart – I don't know."

Roger Sharples, regulatory specialist manager, BASF added: "The ACP is established by statute under UK legislation and cannot therefore simply be closed down without a new act of Parliament."



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For more information visit: www.exosect.com



DOORSTEP DANGERS



Legal expert Stephen Woolley brings pest controllers up to speed with the 'consumer's right to cancel a contract made at the home or in the work place'

Stephen Woolley is Head of the Commercial Litigation and Dispute Resolution Department at Robinsons Solicitors. You can contact him by e-mail at stephen.woolley@robinsons-solicitors.co.uk or visit the company website: www.robinsons-solicitors.co.uk.



Since October 2008 the Regulations have been given sharper teeth – and they can and do bite! Trading Standards Departments, are taking greater interest in enforcing the Regulations; and the ready availability of information on the internet is acquainting the public with its rights (including the right (see below) not to pay you even if they have not cancelled and you have done your usual excellent job).

The Regulations primarily apply to contracts for the supply of goods and/or services made during a visit by a trader to a consumer's home or place of work. You are all 'traders' but note that 'consumer' also includes a person who is "acting for purposes outside his trade or profession", i.e. deals with the trader for goods or services outside his normal comfort zone.

It doesn't matter whether the visit to the home or place of work is solicited, or unsolicited. Even if a trader receives a telephone call inviting the trader to the consumer's home (as will often be the case) then the Regulations apply.

The trader must provide the consumer with a Written Notice of the consumer's Right to Cancel the contract. The Cancellation Period cannot be less than seven calendar days. This time does not start running until the consumer has received the written notice of right to cancel.

Notification of the Right to Cancel must also include a form (for the customer to use) of Cancellation Notice. Notice of the Right to Cancel must be prominently set out in a separate box and headed as such.

If the consumer serves a Cancellation Notice within

Let me introduce to you the Cancellation of Contracts made at a Consumer's Home or Place of Work Regulations 2008.

Have you heard of them? Perhaps.

Do they apply to you? You think 'probably not' and turn to the next page for a more interesting article.

If 'nothing to do with me' has been your instinctive response to the above questions then please think again. Not only do these Regulations apply to you but to ignore them can be a criminal offence punishable by fine and could prevent you being paid for the work you have carried out.

The Regulations were originally drafted to protect householders (often vulnerable and elderly) against 'doorstep selling' i.e. unannounced; uninvited calls to the house to sell goods or services.

“EVEN IF A TRADER RECEIVES A TELEPHONE CALL INVITING THE TRADER TO THE CONSUMER’S HOME ... THEN THE REGULATIONS APPLY”

the cancellation period of seven days, the contract comes to an end as if it had never been entered into.

Please note that although the trader must supply a form of Cancellation Notice, the consumer is not obliged to use that notice so long as the consumer cancels in writing (or even by email). Letters or emails of cancellation are deemed served (i.e. received by the trader) at the time they are posted or sent. This can cause problems. Even if the trader receives the notice of cancellation after the expiry of the seven days, the trader is bound by it.

If a contract is cancelled, any deposit paid must be returned in full.

The Notice of the Right to Cancel must contain certain information: It must be readable (i.e. no tiny print); be dated; set out the right to cancel within the Cancellation Period; identify the trader and trading name and address to which it should be sent; the contract to which it refers; specify how the consumer can cancel the contract; and that cancellation is deemed received so soon as it is posted or sent.

The practical effect of all of this is that work, even if urgently required (as it will often be the case for BPCA members) may not be started until the cooling off period has expired and no notice of cancellation given.

However, the law does (thankfully) recognise that in certain cases work is likely to be urgent and it may well be that the consumer wishes the trader to start the contract immediately even before the cancellation period has expired.

A trader can only proceed in those circumstances if the consumer has informed/instructed the trader in

writing to start the contract notwithstanding the cooling off period.

Even then, the consumer may subsequently cancel the contract within the cooling off period, but must then pay a reasonable sum for goods or services thus far provided.

I have mentioned that the penalties for non-observance of these rules can be serious.

A trader who is charged with a criminal offence can only avoid conviction if the trader can establish that the commission of the offence was due to the act or default of another (or incorrect information received); or that the trader took all reasonable precautions and exercised all due diligence to avoid committing an offence (including the commission of an offence by any person under the trader’s control i.e. an employee or subcontractor). A director or officer of a limited company can be prosecuted.

Even if no criminal prosecution is brought, there is an extremely important commercial reason why traders should be aware of, and observe, these rules. It is simply this: If no Notice of the Right to Cancel has been given, the trader will not thereafter be in a position to enforce payment for the work – even if the work has been fully completed and is in every way satisfactory. This means that a consumer who is wise to his/her rights can simply allow the trader to finish the job, and then, perfectly legally, refuse to pay even one penny.

I hope that this article has convinced all those reading it that the correct answers to the questions at the start of this piece should, respectively, have been “yes” and “yes”!

THE TRADING STANDARDS VIEW

Sylvia Rook, Principal Training Officer at the Trading Standards Institute, offers her take on the Cancellation of Contracts

The Cancellation of Contracts made at a Consumer's Home or Place of Work etc Regulations 2008 cover contracts (whether written or verbal) between a trader and a consumer which are entered into in the consumer's home, the home of someone else (e.g. a friend or relative), the consumer's place of work, or on an excursion organised by the trader away from his business premises.

There are a number of exceptions, but pest control services over the value of £35 are covered by the Regulations and you need to be familiar with them.

The Regulations apply only where there is face-to-face contact between the consumer and the trader (i.e. contracts made over the phone are not covered) and if the consumer has not agreed in writing for the work to commence within the cooling-off period, he will not have to pay for the work done.

If the consumer wishes to cancel the contract he must do so in writing. The contract is cancelled from the moment he posts (or e-mails) the cancellation, not from when the trader receives it.

Traders carrying out pest control services should ensure they comply with these Regulations when they carry out work at a consumer's home or in one of the other specified places.

This means traders must ensure that they give consumers the correct documentation at the time the contract is entered in to, including giving written notice that they have the right to cancel the contract within seven days.

Failure to give consumers their cancellation rights could lead to a fine of up to £5,000, and the contract will be unenforceable.



For more information pest managers can visit:

www.tradingstandards.gov.uk
(Click on the 'Help and Advice'; for more detailed advice contact your local Trading Standards Service - enter your postcode on the Trading Standards website - and you will be directed to the appropriate website)

www.businesslink.gov.uk
(The official government website for businesses of all sizes. It provides details of the legislation, plus sample cancellation forms and other information)

www.bis.gov.uk
(Visit the Department for Business Innovation and Skills website)

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THE PEST YEARS OF MY LIFE

In the first of a new series of 'At The Table With ...' articles, we kick off with BPCA Past President Peter Bateman, who looks back on almost half a century in pest control



Peter Bateman (right) on behalf of the BPCA receives the Sword of Excellence from the Institute of Public Relations in 1986

The first money I earned from pest control, was from catching cabbage white butterflies on Dad's Dig For Victory allotment. A dozen years later I was introduced to Inherent Vice, which is the marine insurance term for insect infestation in cargoes of raw materials destined for Unilever factories.

Fast forward to my recruitment to Rentokil by the company's Publicity Manager, who had the consideration to leave eighteen months later, leaving me in the hot seat. My baptism of fire came quickly. Rachel Carson's 'Silent Spring' had just been published in the UK and, at a Rentokil factory, an industrial accident released a quantity of 1081 (fluoracetamide) rat poison into the Kent countryside. The national media contacts who

assembled to cover the story might otherwise have taken me years to cultivate.

The same year saw the publication of the Animals Cruel Poisons Act, which effectively banned all rodenticides, except warfarin, despite the efforts of the then Industrial Pest Control Association.

Within a year I was in Hamelin, running a press conference announcing that town's first commercial rat control contract since the Pied Piper turned up in 1284. The contract ran for 10 years and, this time, we did insist on payment quarterly in advance. The story went a good way to persuading Local Authorities that commercial pest control had a place in their plans and their budgets.

Other memorable occasions included the BPCA Conferences and the planning meetings at the Pastoria Hotel (inevitably the Pestoria), at first presided over by Fraser McIntosh. Guernsey is one wonderful place for a conference, until the fog comes in. There's no getting away from it.

Sometimes we can make headlines: Sometimes they are made for us. "Rare Bug Eats Fergie's frocks" was unexpected but useful. "British Farmers Use Nazi Death Gas" was not helpful. The "lindane in chocolate" story was only true if a boy ate 1,500 bars of it every day of his life.

In 1984, the Government stated it would undertake no more research "beyond the farm gate" despite BPCA's objections. The political appointment by BPCA of Honorary Vice Presidents acknowledged the value of senior civil servants, such as the late Dennis Papworth and Baroness Trumpington ("I could have been Lady Six Mile Bottom"), who opened doors to Ministers of Health, Agriculture, and Health and Safety - a good idea while it

lasted and both Whitehall and Westminster remain two of this Association's most important publics.

It is, however, vital to remember the goodwill we all need to cultivate and maintain among the publics we can reach closer to home, including our own staff, suppliers and local communities, so long as we do nothing to jeopardise contracts.

The Chemical Industries Association, which nurtured BPCA in its infancy, has an excellent Speak Out and Listen panel of volunteer members who carry the benefits of chemicals, including pesticides, to groups in their areas. The availability of competent speakers, experts in their fields of knowledge, is as much appreciated by the Three Legged Cross Women's Institute as by local and national broadcasters and journalists.

Professionally, the public relations person needs to know more about the organisation for which he or she works than anyone else in it, with the possible exception

renowned premises from being closed by Environmental Health officers, never became known, that a proposed TV 'exposure' of an unfounded link between an illness and a woodworm killer, never reached our screens. I have helped the Monopolies and Mergers Commission accept that pest control has been conducted in the public interest, have sat with a Health Minister, explaining that rat control in sewers is necessary for a rat-free city.

My wife, Joan, has helped (unpaid) to make others feel welcome at conferences while sheltering cultures of cockroaches in our dining room and an infestation of journalists in our kitchen. I have explored premises from palaces to pig sties and have seen clients who once demanded, "send a plain van and park it around the corner" accept professional pest control as a vital part of their duty of care and quality control policies.

BPCA had the satisfaction of seeing Crown Immunity

“I HAVE EXPLORED PREMISES FROM PALACES TO PIG STIES”

of the chief executive. The problem in pest control is that the best stories we hear, we cannot possibly tell anybody. Discretion is essential, facts are sacred, so is the contract. Over my desk I kept the slogan "Trust But Verify". Be available to the media, at short notice if necessary. Most will respect you and you will generate goodwill and business.

I have had to report straight-faced that the advisor to the construction industry on diseases we can catch from birds is a Dr. Bill Parrott. I had to suppress the reason why aggressive mice were walking up to diners in a restaurant and playing in a Christmas window display, have had to ensure that the operations to save a world-

lifted from infested premises that could not have been prosecuted while it was in force. The 'Hospitals Can Damage Your Health' campaign also led to a standard contract for pest control for all National Health hospitals. I have seen CEPA arise from BPCA and share concerns on standardisation of pesticides and on training and certification of pest controllers.

"The Big R" was voted Britain's Most Admired Company in a Management Today survey. Not, of course, that I contributed to that. (Oh well, if you insist.) "But if I have seen further, it is because I stood on the shoulders of giants."

Keep up the good work, speak out and listen.

PETER BATEMAN

Peter Bateman is an honorary Life Member and Past President of BPCA. His connection started from its days as The Industrial Pest Control Association.

He is also a Fellow of the Chartered Institute of Public Relations and his previous fellowships have included the Society of Food Hygiene and Technology, the British Association of Industrial Editors and the Royal Entomological Society. His book, 'Household Pests' was published in 1979.

Educated at Whitgift School, he was medically discharged from National Service and spent eight years in the Unilever organisation, during which he acquired professional qualifications at Regent Street Polytechnic in public relations and advertising.

He then spent 33 years with Rentokil, the last 20 as Director of Public Relations. In retirement he has continued to write, lecture and occasionally broadcast on national history subjects.

Peter was President and a member of BPCA's legislation working party and joint consultative committee 1983/4, Chairman of its public relations and conference committee 1983 - 1993, Chairman of the Association's Mediation and Appeals tribunal 1996 - 2001. He received the Keith Cleverly Award for services to BPCA in 1991.

He has been happily married to Joan for 47 years and strives to keep up with their four married offspring and nine grandchildren.

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Talk, learn and adapt

Ten years after bedbugs were reported in PPC as being once again 'on the increase' (spring 2000), the problem has now become well and truly entrenched. Clive Boase offers advice on tackling this growing pest control problem

The number of bedbug infestations in some parts of the UK has increased by around 25% per year, with some pest control organisations finding this now their most important insect pest. However, although this has been a significant commercial opportunity for some, other private companies and even local authorities have reached the point where they have stopped taking on bedbug work, as they struggle to achieve satisfactory and cost-effective results.

Certainly, BPCA receives many enquiries from its membership on the 'best way' to control bedbugs, and sadly a few organisations have found themselves in dispute with their customers over the quality of bedbug control work.

So, looking forward, how can we confidently provide a cost-effective bedbug control service? What do we need to know, and how do we separate good advice and information, from the myths and hype?

DOING BEDBUGS BETTER

The importance of the bedbug problem internationally is such that it is now attracting much research attention. Our knowledge of the bugs themselves, and of what works and what doesn't, is changing rapidly. Numbers of new products and services have appeared, and as a result new treatment regimes have been developed, adopted, and then changed again.

LISTEN AND TALK

With such a fast-changing topic, it is really important to stay up to date, and attending meetings or training days on bedbug control can be very helpful. There are now a wide range of events, run by BPCA, distributors, manufacturers, independent groups, and others.

Even if there is a charge for attending, you should find that by putting into practice some of the tips you picked up at the meeting, you will soon recoup that cost. Don't be afraid to ask questions at the meeting, in fact before you go to the meeting make a list of the points that you need answered about bedbugs and their control.

If you don't feel able to ask a question in the main meeting, catch the speaker over coffee at a break - that is what the breaks are for. Most of them will be very pleased to discuss your particular issues with you. If you don't manage that, then email the speaker after the meeting, with your query.

Of course, the speakers are not the only people with experience of bedbug control. Try talking to other people attending the meeting, even if they are complete strangers. Like you they are probably there because they are really keen to find out more about bedbug control, and may be only too pleased to share experiences with you. One way or another, make sure you get your money's worth from the meeting.

DRAG AND DROP

For those who are more comfortable with the internet, there is of course an enormous number of websites covering various aspects of bedbugs and their control, many of them very useful. But beware, there is also a large amount of misleading information about bedbugs on the internet - if you want to see a round-up of bedbug mis-information, then visit: <http://e3.group.shef.ac.uk/2010/09/bugs-publicity-and-misinformation/>

So, as with anything else on the internet, on-line bedbug information should be viewed with a degree of scepticism. Pest controllers need to separate the

rant, from the plain wrong, the thinly-veiled sales pitch, and the independently produced guidance. Benjamin Franklin's suggestion that you should 'believe none of what you hear and half of what you see' is probably more relevant now than ever before. However, tucked away amongst all that on-line stuff, there are a number of very useful bedbug Guidelines, Handbooks, Fact-sheets, and Codes of Practice. These publications may differ in emphasis, may be directed at different audiences, and being from different countries will also differ in terms of national legislation, approved insecticides, and even in the detail of what temperatures washing machines operate at, but in general they tell a similar story. Of these publications, four contrasting ones from around the world have been selected below. For those that enjoy a good read, the Australian Code is the oldest and largest, while for those who want to cut to the punch line, the California document is very succinct. Here in the UK, the Greater London Pest Liaison Group guide is the most relevant.

SUCK IT AND SEE

Finding out what everyone else is doing, is essential preparation for developing a bedbug control system that works well for you. However it is certainly true that there is no one system that will fit all organisations and situations.

Bedbug control in a modern minimalist budget hotel will be very different from dealing with the same pest in bedsits in an ageing city centre property.

Even within similar types of properties, one company will have great results with a particular approach, while for another company a totally different approach will work well for them.

It is inevitable that each separate pest control organisation will develop its own way of tackling bedbugs, and this is a healthy situation, pest control is after all part science and part craft.

One way to establish what works for you is to actually go out and compare treatment options yourself. If you already have your standard approach, and are now considering a potential alternative, then compare the two and see which works best.

Treat say five properties with your standard regime, and another five comparable properties with the new approach, keep good records, and see which one works out best.

Be cautious, however, about making a snap judgement a couple of weeks after the treatment; any surviving bedbugs may not become apparent until a couple of months later.

“ONE WAY TO ESTABLISH WHAT WORKS FOR YOU IS TO ACTUALLY GO OUT AND COMPARE TREATMENT OPTIONS YOURSELF”



SO, SERIOUSLY, WHAT IS THE BEST WAY TO CONTROL BEDBUGS?

Bedbugs are controllable; your customers do not have to tolerate or live with bedbugs. However they are undoubtedly harder work to control than previously. This article is not going to attempt to set out a new UK bedbug protocol, but it does offer three tips:

- a) Actively seek out good advice, but learn to identify the urban myth and the sales pitch
- b) Carry out your bedbug work so you can measure it and learn from it – practical work is the best classroom
- c) Don't be afraid to change and adapt.

Good bedbug control has changed a lot since 2005, and for successful pest control organisations, it will have changed a lot more by 2015.

* Photos copyright Richard Naylor, Sheffield University

CLIVE BOASE

Clive Boase is a Fellow of the Royal Entomological Society, a Practising Member of the Academy of Experts, a consultant member of the British Pest Control Association and lectures on the BPCA's five-day General Pest Control course.

Clive is highly regarded for his lecturing, training and writing, is on the Executive Committee of the International Conference on Urban Pests, is Technical Consultant to International Pest Control journal, an examiner for the Royal Society for Public Health and the British Pest Control Association, Secretary to the United Kingdom Mosquito Association, and chaired the European Society of Vector Ecology meeting in Cambridge in 2008.

Clive was awarded Syngenta's Keith Cleverly award in 2007 for long-term contributions to the pest control industry, and was elected to the Pest Control News Hall of Fame in 2008 for contributions to the European Pest Management Industry.

The Pest Management Consultancy was established by Clive Boase in 1992, and was the first professional UK-based consultancy dedicated to urban pests. Contact Clive at www.pestmanagement.com.

DOCUMENT TITLE AND ORIGIN	WEBSITE ADDRESS
A Code of Practice for the Control of Bedbug Infestations in Australia. (Australia)	www.medent.usyd.edu.au/bedbug
Bedbug Good Practice Guides. (London)	www.londonpestgroup.com/publications.html
Bedbug Fact Sheets (Canada)	www.toronto.ca/health/bedbugs/factsheets.htm
Guidelines for the Control and Prevention of Bedbug Infestations in California (California)	www.cdph.ca.gov/pubsforms/Guidelines/Documents/CaliforniaBedBugGuidelines.pdf

Professional Pest Control - in a day

The focus of next year's PestEx show will be on improving industry knowledge through all levels of Pest Control businesses

PESTEX

2011

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When

April 6-7 2011

Information

www.pestex.org



BPCA President Martina Flynn at PestEx 2009

The ongoing drive to professionalise the pest control industry will be emphasised by BPCA at its biennial trade show PestEx, which runs at London's ExCeL venue from 6-7 April 2011.

A key theme of next year's event will be Continuing Professional Development (CPD), with a series of short learning sessions devoted to helping industry managers and practitioners improve their knowledge. These sessions will be provided by industry experts, and will include panel discussions, product launches, best practice, and short practical training sessions - all designed to give your company the edge over its competition. Each session will also give CPD points, allowing you to formally demonstrate your professionalism to clients.

CPD allows companies to demonstrate their ongoing commitment to professionalism, and is at the core of BPCA's drive to improve the standing of the pest control industry. Simon Forrester, BPCA chief executive, said: "BPCA is committed to showing clients, Government and Europe that the UK pest control industry is a professional one. But we need the support of the sector to clearly show they are behind this. We need industry to show a commitment to courtesy, honesty, and responsibility in one's dealings with customers, plus a level of excellence that goes over and above the standard commercial considerations and legal requirements. PestEx is specifically designed to help companies and individuals achieve this standard."



ExCel provides a modern, attractive venue for PestEx

One thing that is key to an industry that's built on contacts, is networking. And PestEx offers plenty of opportunities for this. During the day why not meet with new or existing contacts in the café, or head out for lunch or dinner at one of ExCel's many restaurants? You can see over 50 manufacturers and distributors under one roof, many of which are launching new and innovative products to the market.

During the two days there will be over 30 seminars and training sessions at which you or your colleagues can learn the latest techniques in pest control, hear how legislation is going to affect how you work in the future, brush up on your skills, and even hear from clients about what they look for in the ideal pest controller.

PestEx is the only UK show covering the full supply

chain of specialist pest control services, and as such places will be in demand. If you want to register, do so now at www.pestex.org

For more information visit: www.pestex.org.



Delegates and visitors can take advantage of the opportunities offered by PestEx to network informally or attend business and technical seminars

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Are you a member of BPCA? Yes No

Please indicate your current turnover by ticking the
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- Under £100,000
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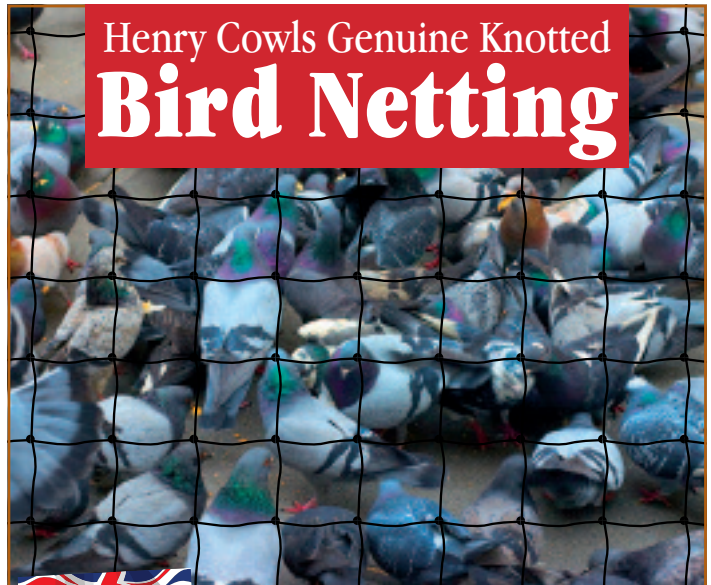
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NEW PRODUCTS

RAMPS UK ASSOCIATION – NEW SCHEME

With the implementation of the Sustainable Use Directive it will become necessary that the use of Metallic Phosphide for vertebrate and invertebrate control now receives a more comprehensive form of product stewardship. The Register of Aluminium Phosphide Schemes UK (RAMPS UK) was officially formed as a trade association on July 21 with an executive committee consisting of representatives from the three supplying companies Certis Plc, Connaught Plc, and Rentokil Plc. The aim of the association is to ensure the sustainable use of metallic phosphide products in all market sectors through the training and registration of stockists and end-users.

The association aims to regulate more effectively:

- The register of stockists
- The competency of end-users
- The accreditation of trainers
- The information network
- Compliance management

RAMPS UK is currently contacting regulatory bodies, distributors and other interested parties to take up membership of this new association to aid and support it in its activities.

More details will be announced at the main Pest Control News workshop being held at PestTech on November 3 in Birmingham where delegates will have the chance to hear details from the newly-formed RAMPS UK association.

BARRETTINE LAUNCHES 'MINT' SCHEME

Barrettine has launched a new Industry membership scheme for pest controllers. Free to join, the 'Mint' scheme entitles members to benefits that include a buy one get one free promotion off the entire catalogue in the month of joining, a free monthly electronic mint newsletter featuring exclusive news and offers, monthly prize draws, exclusive invitations to events and training days and other discounts. There is no registration fee or minimum spend required and new members receive a free welcome pack.

For more information and an application form visit: www.barrettine.co.uk/b1/ or call: 0117 967 2222.



MAXFORCE LN GEL BAIT STATION APPROVED

Bayer has been granted approval to use on lawns Maxforce LN, the new new granule gel bait station for black ant control.

Ready-to-use, the ant bait has been developed for the control of black ants. It comprises sugar, honey and the active ingredient imidacloprid which together form part of the special bait matrix which attracts the ants. They feed on it and take the bait back to the colony.

Colony eradication can be expected 7-14 days after treatment, depending on the infestation size. It is ideal for sensitive domestic and commercial premises.

For more details visit: www.pestcontrol-expert.com or call: 00800 1214 9451.

'CLEARLY' THE BEST CHOICE

Romax false floor is now available in clear plastic. The innovative design allows for insect and rodent monitoring quickly and cost effectively in one place and this new design means that technicians can immediately see if any larger pests have been trapped in the glue pad. Romax false floors are also available free with any order of mouse boxes placed until 30 November.

For more information, please visit: www.barrettine.co.uk/b1/ or call: 0117 967 2222.



DEAD FLIES ... DEAD QUICK

Quickbayt the paint on granular bait formulation for rapid control of flies from Bayer Environmental Science has now been granted approval for indoor use where waste is stored. This approval is in addition to the existing Quickbayt approval for use in animal units or agricultural buildings (e.g. broiler houses, livestock barns, caged layer houses and small animal husbandry e.g. kennels etc.) Quickbayt controls flies within minutes of contact and provides up to six weeks efficacy in the field. Quickbayt granules mixed with water form a paste that can be applied with a paint roller or brush in strips.

For more information visit: www.pestcontrol-expert.com or call: 00800 1214 9451



By appointment to
Her Majesty The Queen
Pest Control Services Rokill Limited
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Alec McQuin and Paul Temple founded Rokill in 1980 sharing one vision – create a significant pest control company that operates to the highest standards. This is summed up in the duo’s mission statement “To be the best you can be”.



HMS Invincible



Heat treatment in a food factory



Rokill bird proofing team

Rokill is proud to hold a Royal Warrant to Her Majesty The Queen, granted in 2000, and is one of only 850 companies to do so. Client relationships, attention to detail and delivering promises form the basis of Rokill’s business model.

Bird-proofing

This specialist division has undertaken projects involving historic monuments, retail developments and large-scale netting installation to the QE2 Terminal in Southampton.

Technical Support

This team provides customer support and training, promoting use of heat treatments as an environmentally friendly solution to stored-product pests in the food industry.

Developing people

As holders of Investors In People and a National Training Award, Rokill recognises people are key to the business. Keynote speakers such as Clive Boase feature regularly at service meetings and annual awards recognise outstanding individuals. Senior managers are all former pest control technicians or biologists.

Standards

The company has achieved Environmental ISO 14001, Health and Safety ISO 18001 and Quality Control ISO 9001 and also has seven RoSPA Gold Medal Awards for Occupational Health and Safety.

Commitment

Teams often work through the night to complete projects, an approach successfully applied across a range of sites from supermarkets, hospitals to HMS Invincible.

What next?

Director Chris Turner confirms Rokill is optimistic and ambitious about the future. “It’s about creating a culture where detail matters and the customer is number one. In a recent customer survey, 95% rated our service good or excellent. However, we are not complacent. We must continue to set high standards.”

ROKILL PEST CONTROL

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To help busy pest management service providers plan their diaries for the months ahead, our calendar highlights the major industry shows, exhibitions, workshops and meetings coming up.

17-19 NOVEMBER

PARASITEC 2010
Paris
www.parasitec.org/



25 NOVEMBER

BPCA Regional Training Forum ,
North East
Bookings via sofi@bpca.org.uk
or www.bpca.org.uk

18 NOVEMBER

SOFHT, Annual Luncheon & Awards 2010
www.sofht.co.uk/events/sofhtlecture2010.asp

30 NOVEMBER

Europest and CEPA General Assembly,
Brussels
www.cepa-europe.org

18 NOVEMBER

BPCA Regional Training Forum,
Doncaster Racecourse from 5-8pm
Bookings via sofi@bpca.org.uk or www.bpca.org.uk

23 NOVEMBER

RRAG Seminar
Anticoagulant Resistance in the UK - where are we now?
Invitation only - CIEH, London, SE1 8DJ
www.pesticides.gov.uk/rag_home.asp

2011

6-7 APRIL 2011

PestEx 2011,
ExCeL, London
<http://www.pestex.org>



BPCA Regional Training Forum

The recent Regional Training Forum hosted by BPCA membership manager Kevin Higgins took place at Crowne Plaza Hotel in Hangar Lane, London and was attended by members of BPCA and others working in the pest control industry.

New BPCA chief executive Simon Forrester attended and had the opportunity to introduce himself for the first time to many of those present.

The event was run in partnership with the health and safety provider HS Direct (www.hsdirect.co.uk).

The meeting began with a presentation by James Murphy of HS Direct, who conducted an Asbestos Awareness training course that also gave attendees the chance to gain certification and CPD points.

The training provided an insight for operators into meeting Regulation 10 of The Control of Asbestos Regulations 2006 which states it is a requirement that "an employer shall ensure that adequate information, instruction and training is given to those of his employees who are liable to be exposed to asbestos", it also covers those who supervise such employees.

The training included an overview on Face Fit testing, Risk Assessment and Safety First packages.

Higgins provided those attending with a reminder and explanation of the Continuing Professional Development (CPD) system and the ways in which points can be collected by technicians – including attending training events such as the regional training forum.

He explained how the CPD system aims to make technicians accountable for their work and set a professional standard for the pest control industry.

He also discussed the industry hot topic of anticoagulants, stating: "We have retained them, but we won't keep them without a struggle"

And he took time after the meeting to discuss with members the issues they felt were important to them.

Afterwards Higgins said how thrilled he was with the turnout at the meeting, adding: "It was really well attended and we are keen to hammer the message home that these forums are free to members – and sometimes available at special rates for non-members – and they are an excellent way of adding up CPD points.

"I would advise people to get booking in advance for the events to be sure they don't miss out. Especially our members for whom it is free. That event alone counted as four points toward CPD, so it was worth it."

TRAINING COURSES					
Course Title	PROMPT CPD Points	2010 Dates	Venue	Cost (exc. VAT) BPCA Members	Cost (exc. VAT) Non-Members
GENERAL PEST CONTROL					
General Pest Control Course	24	12/17 December	Warwick University, Coventry	£840* FULLY BOOKED	£995*
Insect Identification	10	15 December	Warwick University, Coventry	£160	£185
SPECIALIST SITUATIONS AND APPLICATIONS					
Urban Bird Control & Management	20	16-17 November	BPCA Offices, Derby	£295	£350

EXAMINATIONS				
Course Title	2010 Dates	Venue	Cost (exc. VAT) BPCA Members	Cost (exc. VAT) Non-Members
RSPH LEVEL 2 AWARD IN PEST MANAGEMENT (exams can be arranged to suit the requirements of organisations at the discretion of the BPCA, minimum of 6 candidates, there may be an additional cost)	26 November	Holiday Inn, Brentwood	£125 FULLY BOOKED	£140
	17 December	Warwick University Coventry	£125	£140

ONLINE LEARNING				
The flexible approach to pest control training - http://www.tasonline.org.uk/			Cost (exc. VAT) Members	Cost (exc. VAT) Non Members
Individual modules	Principles of pest control		£60 per module per year	£100 per module per year
	Birds			
	Insects			
	Mammals			
	Rodents			
All modules			£300/yr	£500/yr

**includes full-board accommodation and RSPH Level 2 Award in Pest Management exam fee*

For further information, or to make a booking please visit our website, www.bpct.org.uk, or alternatively contact **Tammy on 01332 225113** or tammy@bpca.org.uk

VAT will be charged on all courses and examinations. While every effort is made to ensure all training events run as planned the BPCA reserve the right to cancel courses/exams at the discretion of the Association. A full refund will be given to all delegates booked onto a course/exam that is removed from the training programme by BPCA.

BPCT's training schedule for 2011 is currently being finalised. Details, as they become available, will be published on: www.bpct.org.uk. See next issue of PPC for 2011 calendar.

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