



**KILLGERM TRAINING COURSES**  
DELIVERING HIGH QUALITY TRAINING

**Killgerm**<sup>®</sup>  
TRAINING

# The basis of good pest management is knowledge

How do you identify and assess existing pest activity? How do you forecast potential pest problems? How do you deal with these effectively?

**Killgerm® Training provides you with the knowledge to answer these questions.**

Dealing with such questions is dependent upon what we, as pest controllers, 'know'. Our ability to carry out suitable surveys, to identify correctly the type and significance of the pest species depends on sound knowledge. In addition, this knowledge is vital when assessing which control strategy will be the most effective. Moreover, with increasing legislation, we are all faced with a statutory 'duty of care' in respect of risk to the general public, operators and the environment.

Operators are required by law to be trained properly and to be competent in carrying out the duties required of them. Changes to the law, together with new developments in the methods of pest control, mean that initial training needs should be supplemented by on-going training.





We offer different types of courses for different levels of experience and knowledge.

The majority of our training courses attract CPD points:

### BASIC PRINCIPLES OF PEST CONTROL

The courses developed by Killgerm, working together with our customers, are designed to provide basic training in pest control and meet the requirements of the industry.

These Basic Principles courses are specifically designed for technicians new to the industry and those wanting to know the basics of pest management. They run at a number of regional locations.

### SPECIALIST COURSES

The Specialist Courses have been developed as a result of working together with our customers to provide specific training courses in response to industry demands. Many of the specialist courses now incorporate a valuable practical element.

### REFRESHER / UPDATE COURSE

This course is designed for established pest control technicians who wish to update their knowledge.

### WORKSHOPS

Intensive one day, workshop based, pest-specific courses. Intended for pest control operators with some years of experience. (Practical demonstrations included).

### PRACTICAL COURSES

Classroom and field-based courses, covering pest biology, legislation and control. Intended for pest control operators with some years of experience.

### RSPH QUALIFICATIONS - LEVEL 2 & 3

The RSPH Level 2 in Pest Management is designed to provide a good grounding in pest control and would provide the necessary practical skills for new entrants into the profession to start to carry out pest management activities safely and effectively.

The RSPH Level 3 Award in Pest Management is for pest control technicians who wish to progress within the industry. The qualification will enable pest controllers to demonstrate their advanced knowledge and expertise in pest control

### BESPOKE COURSES

Killgerm can also offer 'on-site' bespoke training courses, designed to meet the specific needs of our customers.

For more information on any of the courses featured please feel free to call us on 01924 268445.

## BASIC PRINCIPLES OF PEST CONTROL

# KILLGERM PRINCIPLES OF INSECT CONTROL

### COURSE CONTENT (DAY 1):

- › The basic biology of pest insects
- › The significance of a pest's biology in choosing a control technique for:
  - › Cockroaches
  - › Flies
  - › Ants
  - › Textile Pests
  - › Bedbugs
  - › Wasps
  - › Fleas
- › Insecticide groups, formulations & application techniques.

### COURSE CONTENT (DAY 2):

- › Pest control legislation
- › COSHH and its significance
- › Interpretation of product labels
- › How to choose a pesticide
- › Personal protective equipment - its choice and maintenance

### WHO SHOULD ATTEND?

Anyone starting up as a professional pest controller.

**AWARD:** Principles of Insect Control Certificate  
(Through BASIS)

**CPD POINTS:** Awarded as appropriate





## BASIC PRINCIPLES OF PEST CONTROL

# KILLGERM PRINCIPLES OF RODENT CONTROL

**APPROVED CERTIFICATION DEMONSTRATING  
COMPLIANCE WITH UK RODENTICIDE STEWARDSHIP  
REGIME REQUIREMENTS**

### COURSE CONTENT:

- › Rodent biology and behaviour
- › Reasons for control
- › Inspecting for rodents
- › Legislation
- › Non-chemical control methods
- › Chemical control
- › Reporting and risk assessments
- › Environmental impacts of rodenticides

### WHO SHOULD ATTEND?

Professional users requiring certification demonstrating compliance with UK rodenticide stewardship regime requirements, in order to purchase and use professional use anticoagulant rodenticides.

**AWARD:** Principles of Rodent Control certificate (through BASIS)

**CPD POINTS:** Awarded as appropriate

Also includes an initial period of BASIS PROMPT associate membership, so that users can demonstrate Continuing Professional Development (CPD).

### BIRD CONTROL THEORY

#### COURSE CONTENT:

- > Reasons for control
- > Legislation
- > Proofing systems
- > Scaring & Control
- > Working at heights

There will be an examination at the end of the day. All candidates receive an attendance certificate and those who pass the examination will have this reflected on their certificate.

#### WHO SHOULD ATTEND?

Aimed at people with little or no experience of bird control.

**AWARD:** Killgerm® Certificate

**CPD POINTS:** Awarded as appropriate

*It is advisable for the beginner to attend both bird control days to gain the full benefit of the training.*

### BIRD CONTROL PRACTICAL

#### COURSE CONTENT:

Principles of surveying/costing

Practical installations of all bird control systems.

#### WHO SHOULD ATTEND?

Aimed at people with little or no experience of bird control.

**AWARD:** Killgerm® Certificate

**CPD POINTS:** Awarded as appropriate

### PRACTICAL BIRD NETTING

#### COURSE CONTENT:

- > Bird nets - options
- > Bird net fixings - selecting the right fixings
- > Wire rope and tensioning products
- > Basic principles of installing a net
- > Practical 'hands on' installation of bird netting
- > Servicing / maintenance of bird netting

#### WHO SHOULD ATTEND?

Recommended for those who have already attended the Bird Control Theory and Bird Control Practical days, who understand bird legislation, and want to learn more about netting installations.

**AWARD:** Killgerm® Certificate

**CPD POINTS:** Awarded as appropriate





## SPECIALIST COURSES

# SELLING & MARKETING FOR BIRD CONTROL

### COURSE CONTENT:

- > Reasons for control
- > The survey
- > Practical survey
- > Costing & pricing
- > Proposals
- > Quotation & objectives
- > Delivery of service

### WHO SHOULD ATTEND?

Anyone selling bird control.

**AWARD:** Killgerm® Certificate

**CPD POINTS:** Awarded as appropriate



## SAFE WORKING WITH BIRD GUANO

### COURSE CONTENT:

- › The law relating to bird control
- › Biology
- › Reasons for control
- › Working with bird guano
- › Proofing systems and method of control
- › Practical guano removal

### WHO SHOULD ATTEND?

Anyone wishing to learn the correct techniques for cleaning up bird guano.

**AWARD:** Killgerm® Certificate

**CPD POINTS:** Awarded as appropriate



## SAFE USE OF AIR WEAPONS FOR BIRD CONTROL

### THIS COURSE COVERS:

- › Air Weapons and the Law
- › Legislation with regard to target Bird species. General Licences
- › Safe use and handling of air weapons
- › Types and calibre of air weapons, including strengths and weaknesses
- › General maintenance procedures
- › Air rifle ballistics
- › Shooting technique i.e. Stance, trigger control, moment of shot, follow through etc
- › Organising a Bird shoot and risk assessment

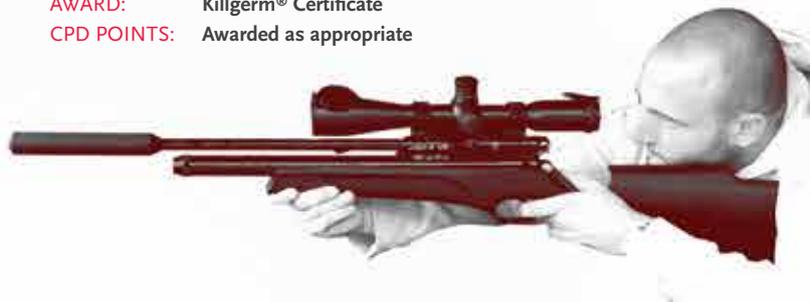
The course is aimed at pest control professionals who are required to use air weapons for bird control during the course of their work, mainly, but not exclusively, in and around buildings.

### WHO SHOULD ATTEND?

Anyone using or who is likely to use air weapons on clients' premises.

**AWARD:** Killgerm® Certificate

**CPD POINTS:** Awarded as appropriate





## SPECIALIST COURSES

### PEST AWARENESS FOR NON-PCOS

#### COURSE CONTENT:

- › Basic pest biology
- › Hazards from pests
- › Habitat recognition
- › Dealing with enquiries
- › Relevant questions to ask



IDEAL FOR  
RECEPTIONISTS

On completion an attendance certificate will be awarded.

#### WHO SHOULD ATTEND?

Receptionists, telesales, administrators, etc who work for pest control companies or pest control sections of local authorities.

AWARD: Killgerm® Certificate

CPD POINTS: Awarded as appropriate



### DRAINAGE INVESTIGATIONS AND RAT CONTROL

This course is predominantly based on how rats leave drains and enter buildings, however the defects and scenarios discussed also contribute to drain fly infestations and internal venting issues (sewer gas).

Presented by leading industry expert Davy Brown.

#### COURSE CONTENT:

- › Welcome and introductions
- › Health & Safety
- › Drainage Ownership
- › Types of Drainage Systems
- › Pipe Work Materials
- › Drainage System Parts
- › Investigation Techniques
- › Typical Defects Allowing Rats to Leave Drainage Systems
- › Repair Techniques
- › Rodent Behaviour

#### WHO SHOULD ATTEND?

The course will be of interest to Pest Controllers, Environmental Health Officers and those involved in the commissioning of or undertaking of Drain Survey Inspections in relation to pest related problems.

AWARD: Killgerm® Certificate

CPD POINTS: Awarded as appropriate

## **FLYING INSECT MANAGEMENT**

**COURSE CONTENT:**

- › Fly species: biology and identification
- › Reasons for control
- › Fly control options
  - Larvicides
  - Baits
  - Adulticides
- › UV light fly traps
- › Fly control scenarios / case studies

**WHO SHOULD ATTEND?**

Anyone interested in learning more about fly and mosquito control.

**AWARD:** Killgerm® Certificate

**CPD POINTS:** Awarded as appropriate

## **INSECT IDENTIFICATION SKILLS**

**COURSE CONTENT:**

- › Insect biology and insect structure
- › Using a dichotomous key
- › Developing your identification skills using a microscope

On completion an attendance certificate will be awarded.

**WHO SHOULD ATTEND?**

Pest controllers who want to add value to their business or broaden their knowledge.

**AWARD:** Killgerm® Certificate

**CPD POINTS:** Awarded as appropriate





## SPECIALIST COURSES

# PEST CONTROL REFRESHER FOR ENVIRONMENTAL HEALTH PROFESSIONALS

### COURSE CONTENT:

- › Legal aspects of controlling pests in food premises (production, storage and retail)
- › Biology and recognition of rodent pests in food premises
- › Biology and recognition of insect pests in food premises
- › Control procedures for rodent and insect pests
- › Monitoring of rodent and insect pests

On completion an attendance certificate will be awarded.

### WHO SHOULD ATTEND?

Environmental Health Practitioners who are wanting to refresh their knowledge on the control of pests in the food industry.

AWARD: Killgerm® Certificate

CPD POINTS: Awarded as appropriate



## PRACTICAL COURSES

### EQUIPMENT MAINTENANCE COURSE

A classroom based course with an emphasis on hands-on servicing of application equipment:

#### COURSE CONTENT:

- 1) Why do we need to maintain equipment?
- 2) Choosing the correct/best equipment needed for the job requirements
- 3) Maintenance of pneumatic sprayers – (Gloria and B&G. Trouble-shooting, Stripping down, assessment, repair and maintenance of units) Hands-on demonstrations & candidate participation
- 4) Maintenance & trouble shooting of other pest control application equipment – (Including:-Dustick, DR5, Exodus, XL8)
- 5) Application methods – (Including: - Coarse sprays, space sprays, baiting, dusting, ULV & fogging)

#### WHO SHOULD ATTEND?

All users of public health pesticide application equipment

Note: Candidates are encouraged to bring along their own 5l pneumatic sprayer for the practical session.

### TRAPPING TECHNIQUES

This course is designed to give you all the knowledge and assurance you need to offer vertebrate trapping with confidence.

#### COURSE CONTENT:

- > Theory of trapping
- > Legislation
- > Basic biology of moles, rabbits and squirrels
- > Mapping the site
- > Selection and setting of traps

#### WHO SHOULD ATTEND?

This course is recommended for pest controllers who want to add trapping services to their existing pest control business. The course guides delegates through to setting the traps.

As this course includes a practical field element, delegates are required to bring suitable clothing and footwear for wet weather, as this course will run regardless of weather conditions.

AWARD: Killgerm® Certificate

CPD POINTS: Awarded as appropriate

# WORKING SAFELY IN PEST CONTROL (IOSH)

This in-depth course, approved and validated by the Institute of Occupational Safety and Health, provides workers with the knowledge and skills to enable them to work more safely in pest control and to contribute to their company's safety awareness and policies.

## COURSE CONTENT:

- › Hazard
- › Risk and risk control
- › Working safely with equipment
- › Biological and chemical hazards
- › Working in confined spaces
- › Safety management systems

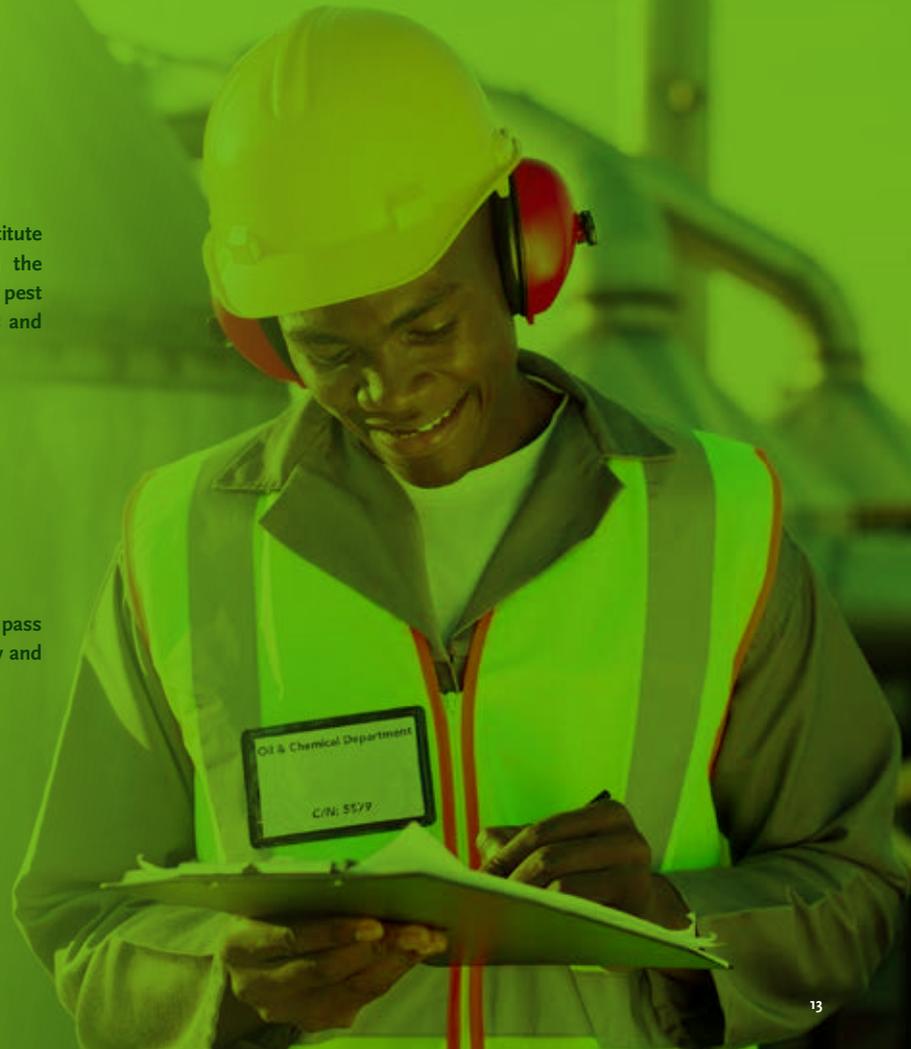
The course will conclude with an examination. All candidates who pass will receive a certificate from the Institute of Occupational Safety and Health.

## WHO SHOULD ATTEND?

Anyone involved in pest control operations.

**AWARD:** IOSH Certificate

**CPD POINTS:** Awarded as appropriate



## WORKSHOPS

### INSECT WORKSHOP 1 **BEDBUGS & FLEAS**

An intensive one day workshop-based course concentrating on bedbugs and fleas. Intended for pest control operators with some years experience. Practical demonstrations included.

#### COURSE CONTENT:

- > Identification
- > Life history
- > Distribution
- > Control methods
- > Other issues

#### WHO SHOULD ATTEND?

Recommended for students with prior training and experience who are looking to further their understanding of these important pests and related species.

**AWARD:** Killgerm® Certificate

**CPD POINTS:** Awarded as appropriate



### INSECT WORKSHOP 2 **ANTS, BEES AND WASPS**

An intensive one day, workshop-based course concentrating on insects from the Order Hymenoptera – ants, bees and wasps. Practical demonstrations included.

#### COURSE CONTENT:

- > Identification
- > Life history
- > Control methods

#### WHO SHOULD ATTEND?

Recommended for students with prior training and experience who are looking to further their understanding of these important pests and related species.

**AWARD:** Killgerm® Certificate

**CPD POINTS:** Awarded as appropriate





## WORKSHOPS

### REGIONAL WORKSHOPS

These workshops have been designed to provide an exclusive opportunity for delegates to gain first hand experience of innovative products, meet and network with fellow pest controllers and Killgerm representatives, as well as enjoy informative presentations on a range of practical techniques.

#### WHO SHOULD ATTEND?

Anyone with an interest in the pest management or related industries and is keen to find out about new developments in products and control techniques.

AWARD: Killgerm® Certificate  
CPD POINTS: Awarded as appropriate

BOOKING LINE:

01924 268445

EMAIL:

[training@killgerm.com](mailto:training@killgerm.com)





## ROYAL SOCIETY FOR PUBLIC HEALTH & BRITISH PEST CONTROL ASSOCIATION LEVEL 2 AWARD IN PEST MANAGEMENT

The Level 2 'award' is designed to provide a good grounding in pest control for anyone involved in the field and has become the benchmark qualification in the industry.

The qualification fulfils the legal requirements for the training of pest control technicians as envisaged by the Control of Pesticides Regulations 1986 and 1987 as amended along with the new UK rodenticide stewardship regime.

The syllabus covers the biology, behaviour, and control of a full range of public health pests, health and safety, legislation and customer care. This culminates in the Royal Society for Public Health (RSPH) examination, which, when completed successfully will result in the award of a professional qualification.

Successful completion of the course will ensure technicians are well equipped to carry out their professional duties safely, effectively and within the law.

For further information and to book a place please contact Lisa Wales at Killgerm on 01924 268445 or email: [training@killgerm.com](mailto:training@killgerm.com)

This certificate confirms that

**Killgerm Group Ltd**  
Centre Number: 3428

is a registered RSPH Centre and is approved to offer  
specified RSPH Qualifications.



## ROYAL SOCIETY FOR PUBLIC HEALTH LEVEL 3 AWARD IN PEST MANAGEMENT

Killgerm were the first centre to offer the previous Level 3 Diploma and we continue to do so with the current Level 3 Award.

This qualification allows the more capable candidate to move beyond Level 2 and allows successful candidates to demonstrate their increased knowledge and understanding.

Level 3 consists of a core unit assessed with a written exam, along with the submission of a portfolio of work.

We have an excellent track record of guiding Level 3 candidates to success.

Killgerm's Technical Support Department is available to you as a customer. All you need to do is pick up the phone and call us to receive expert help.

**TECHNICAL SUPPORT:**

01924 268400

**BOOKING LINE:**

01924 268445

**EMAIL:**

[training@killgerm.com](mailto:training@killgerm.com)



## KILLGERM CERTIFICATE IN MOSQUITO MANAGEMENT

This certification is designed to provide a greater understanding of mosquitoes and their control for established pest control technicians. It is intended principally for individuals already within the industry who wish to develop specialist expertise in order to be able to respond to the emerging threat posed by mosquitoes.

The syllabus covers the biology and identification of mosquitoes, site surveys, chemical and non-chemical control methods and health and safety requirements.

Attainment of the Learning Outcomes will be assessed by an examination and a practical assessment.

A candidate who is able to satisfy the learning outcomes for the unit will be awarded a score of at least 50% in both the examination and the practical assessment.

For further information and to book a place please contact Lisa Wales at Killgerm on 01924 268445 or email: [training@killgerm.com](mailto:training@killgerm.com)





## DR. MATTHEW DAVIES

Head of Technical Department  
BSc (Hons), PhD, MRSB, MRSPH

Matthew advises on all aspects of public health pest control, particularly entomology, and provides training, technical audits and technical literature. He was the Chair of the 9th International Conference on Urban Pests 2017 and holds a PhD from Aston University.



## ROBIN MOSS

Senior Technical Manager (North)  
H.N.D. Agric, CBiol, FRSB, FRSPH

Robin originally joined the Killgerm technical team as a Company Biologist. He comes from a predominantly technical background and has a wealth of practical, hands-on experience, gained from over 30 years working in pest control. Robin is well placed to offer advice to customers, provide training as part of Killgerm's technical programme and carry out technical audits.



## MARK BUTLER

Company Biologist  
BSc. (Hons), FRSPH

Mark brings to the department a valuable 36 years of experience within the industry having previously occupied a variety of roles in operations, operational management, quality assurance, technical support and training. During his 10 years with Killgerm, Mark has been instrumental in developing Killgerm's training courses.



## ALASTAIR FERNIE

Bird Control Specialist

Alastair has 24 years of valuable experience within the industry and has a wide knowledge and experience of all aspects of bird control, including quoting for work, safe use of air weapons, bird proofing and guano removal.



## MELVIN KNAPP

Technical Manager (South)

Melvin's main role is to deliver training courses in pest control best practice, following the Killgerm templates, within the South of England. In addition he offers technical advice to customers and carries out technical audits.



## AVRIL TURNER

Technical Manager  
BSc (Hons), FRSPH

Avril's background as pest control technician, field biologist and technical consultant provides an ideal platform for her to deliver training and in-depth inspections. Avril has a wealth of experience from over 14 years in the industry and her involvement in a wide variety of sites and premises, covering all aspects of pest control and pest control auditing.



## MARK WARD

Product Development Specialist  
BSc. (Hons)

Mark has over 20 years of experience in the pest control industry, both in terms of front line service provision and also in management roles. Mark's main roles at Killgerm are to evaluate and develop new products for the pest control industry and to offer technical support to customers.



## JEREMY PEARCE

Technical Advisor

Jeremy has over 30 years experience within the pest control industry. Jeremy's role at Killgerm is to offer technical advice to customers.



## JONATHAN BINGE

BSc(Hons), FRES Entomologist

Jonathan is Killgerm's entomologist carrying out over 3000 insect identifications a year from his own laboratory. He provides detailed reports on any specimen identified including the significance of it as a pest and recommendations on control procedures.



## PHILIP DALGLIESH

Company Chemist

BSc, CChem, MRSC, MBIRA, CSI, MCIWM, CENV

Philip is Killgerm's company chemist and quality manager, involved in formulating pesticides and dealing with regulators. He is also responsible for Killgerm's waste disposal scheme and is the company's health and safety expert. Philip is also a qualified NVQ assessor and verifier.



## CHRIS LAWRENCE

Operations Director  
BA(Hons), CChem, MRSC

A qualified chemist and Killgerm's Operations Director, Chris has many years practical experience in the use of personal protective equipment and is therefore well placed to offer training and advice on the subject.



## STEPHEN LEAHY

Regulatory Affairs Chemist

Stephen manages the Waste Transfer station at Killgerm. In addition, Stephen looks after other regulatory matters.



## LISA WALES

Training Co-ordinator

As training co-ordinator Lisa is responsible for providing administrative support to the technical service. Lisa is the principal contact for the organisation of training courses and seminars.



## LISA JAGGAR

Administrator

Lisa is the Administrator for the Technical Department. Lisa assists with training course co-ordination, administration of the insect identification service and field enquiries relating to Killgerm Training.

**An investment in knowledge  
always pays the best interest.**

**Benjamin Franklin**

**KILLGERM CHEMICALS LIMITED**

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