1403D: Louisiana Team Member Licensing

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Section: Licensing & Certification
Subject: Louisiana Team Member Licensing
Approved by: Tony Massey
Effective Date: 14 April 2020
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Policy Owner: Director Learning & Development

Policy

PURPOSE:

To provide for the maximum level of operational integrity and to comply with Louisiana Title 7 Part XXV Structural Pest Control Rules and Regulations Statutes.

General Manager / Certified Applicator in Charge Responsibility

The General Manager/Certified Applicator in Charge is to ensure all team members who provide service or sell pest control services obtain and maintain licenses as outlined by Louisiana Structural Pest Control Rules and Regulations. This includes the following:

- Service Technicians
- Inspectors
- Account Managers
- Managers in training
- Service Managers
- Sales Managers
- General Managers
- Quality Assurance Managers

- Division Managers
- Regional Managers
- Any other non-administrative roles

Licensing Process

Louisiana Structural Pest Control Rules and Regulations defines the licensing types as follows:

- **Employee** - Any person, at least 18 years of age, who is registered by a Pest Control business to train for a registered technician license, has not passed the technician examination and who performs pest control services under the direct supervision of a licensed technician or a certified applicator. An applicator may work only for the licensee for which they are registered. All applicants must make application for an ID card within 30 days of hiring.
- **Registered Technician** - A person licensed in the category who performs pest control services under the direct supervision of a certified applicator. Once registered with the State an applicant has 90 days to take the State sponsored examination at a location, time and date set by the State.
- **Certified WDIR Technician** – Requirements of a Certified WDIR Technician prior to conducting a WDIR inspection is as follows:
  - Shall be registered as a Termite Technician; and
  - Complete Department approved WDIR training; and
  - Pass WDIR technician test with a score of 70% or greater and
  - Pay the fee for the examination for the WDIR technician registration which shall be $25.00; and
  - Complete the application form provided by the department.
  - Complete Massey Services’ in-house WDIR training provided by a member of the Termite Technical Department.

Applicant Licensing Process

An Employee (beginning employee); whose training program is the responsibility of the designated certified applicator and who may be trained by and work under the direct supervision of certified applicators and registered technicians until they take and pass the appropriate test (s). A registered technician card will be issued by the department for one (1) year from the date employment began when all of the above requirements are met and processed. Each registered technician shall

participate in an entire continuing education program as a condition of maintaining his or her status as a registered technician at least once annually (January 1 to December 31).

General Manager Duties

The General Manager is responsible to ensure each new team member, coming on board as a technician or inspector, completes the following:

1. The team member is registered with the commission within 30 days of commencing employment. On the first day on employment.
    1. Complete the Technician Registration Certificate Application, mark the application for both the:
        1. $25 Technicians Examination Fee and
        2. $25 Administrative Processing of Registration Certificate Fee
    2. Attach a 2”x2” picture to the application
    3. The following items will be checked off on the state application form for every employee inthesection“employee be engaged inandtrainedin”
        1. General Pest
        2. Vertebrate Pest
        3. Termite
    4. Complete an AP for $50 per employee
    5. Forward both the application and the AP to the Learning & Development department.
    6. Once the state processes the application they will reach out to the listed applicant to schedule the exam.
2. The team member has passed the appropriate examination within 90 days of commencing employment. If the team member fails the exam, they may continue to work as a registered technician for another 90 during which time they shall take the examination again. If the registered technician fails to pass the examination within the one hundred eighty days after he is employed, he shall not be allowed to work as a registered technician until he has passed the examination. This is defined by La. Structural Pest Control Rules and Regulations Title 7 Part XXV Structural Pest Control.

3. Upon success completion of the exam, submit proof of completing the exam to the team member's Massey University Technician Registration Certificate assignment.
4. Completes the required CEU training before the Registered Technician license expires.
    1. Each continuing education program must be a minimum of four (4) hours of technical training, approved in advance by LDAF. Each continuing education program shall be a minimum of one (1) hours in length per phase.

Learning & Development Duties

The Learning and Development will:

- Upon notification of hire, enter the team member into LicenseHQ and assign a registered technician license with a "need" status.
- Upon receipt of the application and AP, apply via regular mail.
    - The LicenseHQ license status in will be updated to "new filing submitted."
- Upon receipt of the license, the department forward the physical copy to the service center.
    - The LicenseHQ license will be updated with the license number and expiration date.
    - A pdf copy of the license will be attached to the LicenseHQ record.

Technician registration renewals are processed by the Learning & Development Department. All active technicians will be renewed as part of the service center license renewal.

Quality Assurance Duties

Quality Assurance will provide a minimum of four hours of LDAF approved technical training.

Required Training

The team member must then complete the initial training program appropriate to their role, (Pest Prevention or Termite) and meet the state minimum training requirements. Failure to apply for the appropriate technician's identification and/or complete the minimum training requirements may result in disciplinary action and/or financial penalty.

As Louisiana doesn't stipulate minimum training requirements, SPP 901 defines our minimum training standards.

All training will be tracked using the Initial Training Verification forms, with a copy kept in the service center training file.

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