1403E: North Carolina Team Member Licensing

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

Policy

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 North Carolina Structural Pest Control Act 106-65.25 and 106-65.31. 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

North Carolina defines the licensing types as follows:

- **Registered Technician** - A person, who is registered by a business or noncommercial entity to train for a 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 apprentice may work only for the business or noncommercial entity for which they are registered.
- **Certified Applicator** - A person licensed in a category who performs pest control services under the direct supervision of a designated commercial or noncommercial certified applicator. A Certified Applicator must be licensed for every business or noncommercial entity for which the technician is employed but is not required to hold a separate license for branch offices of an employer.
- **Licensee** - A person who must first have two years of documented experience in structural pest control work and qualify as a certified applicator in the phase in which he/she wishes to become licensed, and pass an examination in that phase.

Registered Technician Licensing Process

A registered structural pest control technician works under the direct supervision of a licensee or a non-commercial certified applicator. Technicians must comply with mandatory training requirements set forth in 2 NCCA 34.0312. This is accomplished through the completion of the training program approved by the Structural Pest Control Committee (SPCC). A Registered Technician ID card will be issued by the department on completion of the required training program and the passing of the mandatory exam.

General Manager Duties

Ensure the Team Member completes the 8-hour Registered Technician school within 75 days of employment. Enroll the team member in the required Registered Technician school by completing and forwarding the Application for Enrollment, along with the $25 fee, to the address on the form. This must be done at least ten days prior to the date of the school. School dates are available here.

Upon completion of the Registered Technician school, complete the Registered Technician application, and forward along with an AP to the Learning & Development Department.

Upon receipt:

- provide the team member their registered technician ID card, which must be carried by the team member at all times.
- Post a copy of the card with all the other service center licenses.

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

Required Training

The team member must register to complete the required initial training program appropriate to their role, and meet the state minimum training requirements, 106-65.31. The Registered Technician Training Program and 24 hours on the job training must be completed before the team member is permitted to mix or apply pesticides without the onsite supervision of a registered, certified, or licensed individual.

- Completion of the Registered Technician Training Program Workbook.
  - The workbook must be completed prior to attending the Registered Technician school; it is required for admittance to the school.

- Complete a minimum of 24 hours on the job training under the supervision of a licensee, Certified Applicator, or registered technician having at least 2 years of experience.
- Attend the 8-hour Registered Technician School.
- Complete the appropriate Massey Service Initial Training program for their role.

Failure to apply for the registered technician ID card and/or complete the minimum training requirements may result in disciplinary action and/or financial penalty.

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