



Australian Government

Department of Education, Employment and Workplace Relations

UEGNSG122A Manage a customer service gas business unit

Release: 1

UEGNSG122A Manage a customer service gas business unit

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

1)

This Unit covers the requirements to manage a customer service gas business unit, to meet the needs of its customer base. This competency standard refers to Resources; Appropriate persons; Relevant persons; Legislative requirements; Effective communication; Relevant documentation; Records and reports; Business plans and marketing plans.

Application of the Unit

Application of the Unit

3)

This competency standard shall apply to any basic and safe work site where Gas Industry operations occur. It could also apply, where applicable to other workplaces in the electricity supply industry (transmission and distribution and generation), the electrotechnology industry and the water industry, subject to all Occupational Health and Safety and duty of care requirements being met for the workplace.

Licensing/Regulatory Information

License to practice

3.1)

The skills and knowledge described in this unit are not subject to licence regulation other than those directly related to Occupational Health and Safety, gas/electricity/water industry safety and compliance, industrial relations, environmental protection,

License to practice**3.1)**

telecommunications, anti discrimination and training. Commonwealth, State/Territory or Local Government legislation and regulations may exist that limit the age at which a person can operate certain equipment.

Pre-Requisites**Prerequisite Unit(s)****2)****Competencies****2.1)**

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

Nil

Employability Skills Information

Refer to the Evidence Guide

Elements and Performance Criteria Pre-Content

5) Elements describe the essential outcomes of a competency standard unit

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Assess potential in the market place	1.1 Organisational, strategic and business plans and other relevant documentation is analysed and market analysis and environmental scans are performed according to established procedures
	1.2 Products and services to form part of the business are selected consistent with the needs of the marketplace and the objectives of the organisation
	1.3 Work roles and tasks are allocated according to requirements and individual's competencies
	1.4 Work is prioritised and sequenced for the most effective outcome and completed within an acceptable timeframe to a quality standard and in accordance with established procedures
	1.5 Liaison and communication issues with authorised persons, authorities, clients and land owners are resolved and activities coordinated to carry out work
	1.6 Risk control measures are identified, prioritised and evaluated against the work schedule
2 Develop business plans for the business unit	2.1 Business unit objectives and key performance indicators are developed in consultation with relevant personnel and principle stakeholders
	2.2 A marketing strategy is developed and budgets and business unit objectives are promoted through effective communication to appropriate personnel
	2.3 Decisions are made on the basis of safety and effective outcomes according to requirements and established procedures
	2.4 Mathematical models are used to analyse the effectiveness of the finished product as per requirements and established procedures
	2.5 Essential Knowledge and Associated Skills are applied to analyse specific data and compare it with compliance specifications to ensure

ELEMENT	PERFORMANCE CRITERIA
	completion of the project within an agreed timeframe according to requirements
	2.6 Testing is undertaken according to requirements and established procedures
	2.7 Work teams are arranged to ensure planned goals are met according to established procedures
	2.8 Solutions to non-routine problems are identified and actioned, using acquired Essential Knowledge and Associated Skills, according to requirements
	2.9 Quality of work is monitored against personal performance agreement and established organisational and professional standards
	2.10 Strategic plans are developed incorporating organisation initiatives as per established procedures
3 Manage the business unit and review and assess performance of the business unit	3.1 Distribution systems are developed and sales and product pricing schedules are developed and confirmed with appropriate personnel
	3.2 Key performance indicators are reviewed with appropriate personnel and barriers to performance are identified, analysed and recommendations for improvements made
	3.3 Product quality and sales trends are monitored and recommendations made for replacement of product or review of marketing strategies
	3.4 Customer energy needs are projected and new products identified and forward estimates made according to established procedures
	3.5 Reports and completion documents are submitted to relevant persons for approval and where applicable, statutory or regulatory approval
	3.6 Approved copies of documents are issued and records are updated in accordance with

ELEMENT	PERFORMANCE CRITERIA
	established procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

6) This describes the essential skills and knowledge and their level, required for this unit.

Evidence shall show that knowledge has been acquired of safe working practices for managing a customer service gas business unit. The extent of the essential knowledge and associated skills (EKAS) required is given in Volume 2 - Part 2.2 EKAS. It forms an integral part of this unit.

- G 6.1.1 Concepts and skills for Gas Industry supervisors
- G 6.1.2 Management information required for Gas Industry supervisors
- G 6.1.4 Communication for utilities industry supervisors
- G 6.1.6 Project management
- G 6.1.8 Managing environmental and cultural sensitive issues

Evidence Guide

EVIDENCE GUIDE

8) The Evidence Guide forms an integral part of this Unit and shall be used in conjunction with all components parts of this unit and performed in accordance with the Assessment Guidelines of this Training Package.

Overview of Assessment

8.1)

Longitudinal competency development approaches to assessment, such as Profiling, require data to be reliably gathered in a form that can be consistently interpreted over time. This approach is best utilised in Apprenticeship programs and reduces assessment intervention. It is the Industry's preferred model for apprenticeships. However, where summative (or final) assessment is used it is to include the application of the competency in the normal work environment or, at a minimum, the application of the competency in a realistically simulated work environment. It is recognised that, in some circumstances, assessment in part or full can occur outside the workplace. However, it must be in accord with industry and regulatory policy in this regard.

Methods chosen for a particular assessment will be influenced by various factors. These include the extent of the assessment, the most effective locations for the assessment activities to take place, access to physical resources, additional safety measures that may be required and the critical nature of the competencies being assessed.

The critical safety nature of working with electricity, electrical equipment, gas or any other hazardous substance/material carries risk in deeming a person competent. Hence, sources of evidence need to be 'rich' in nature so as to minimise error in judgment. Activities associated with normal every day work have a bearing on the decision as to how much and how detailed the data gathered will contribute to its 'richness'. Some skills are more critical to safety and operational requirements while the same skills may be more or less frequently practised.

These points are raised for the assessors to consider when choosing an assessment method and developing assessment instruments. Sample assessment instruments are included in the Assessment Guidelines of this Training Package.

Critical aspects of 8.2)

EVIDENCE GUIDE

evidence required to demonstrate competency in this unit

Before the critical aspects of evidence are considered all prerequisites shall be met.

Evidence for competence in this unit shall be considered holistically. Each element and associated Performance Criteria shall be demonstrated on at least two occasions. Evidence shall comprise:

- A representative body of Performance Criteria demonstrated within the timeframes typically expected of the discipline, work function and industrial environment. In particular this shall incorporate evidence that shows a candidate is able to:
 - Implement Occupational Health and Safety workplace procedures and practices including the use of risk control measures as specified in the Performance Criteria and range
 - Apply sustainable energy principles and practices as specified in the Performance Criteria and range
 - Demonstrate an understanding of the essential knowledge and associated skills as described in this unit to such an extent that the learner's performance outcome is reported in accordance with the preferred approach; namely a percentile graded result, where required by the regulated environment
 - Demonstrate an appropriate level of skills enabling employment
 - Conduct work observing the relevant Anti discrimination legislation, regulations, polices and workplace procedures
 - Demonstrate performance across a representative range of contexts from the prescribed items below:

Range of tools/equipment/materials/procedures/workplaces/other variables		
Group No	The minimum number of items on which skill is demonstrated	Item List
A	At least 3	Resources: Appropriate/relevant persons Materials, tools and equipment

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		Personal protective equipment Company standard operating procedures Equipment manuals Training resources
B	At least 2	Appropriate persons: Organisation employees Contractors Maintenance persons Appropriately experienced and qualified persons Site security persons
C	At least 5	Relevant persons: Other supervisors Managers Inter-company departments Other utilities Consultants Council representatives Government bodies/agencies Producers Transporters Shippers Customers Landowners/Traditional landowners
D	All	Legislative requirements: Occupational Health and Safety legislation Relevant Government Acts, regulations and codes of practice Australian Standards and Codes

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		of Practice Environmental legislative requirements
E	All	Effective communication: Verbal directions Relevant documentation Projects records/reports Presentations and meetings
F	At least 4	Relevant documentation: Company business plans and marketing plans Business projections Budgets and forecasts Profit and loss statements Company standard operation and safety procedures/management plans and policies Company forms and files OHS, legislation and codes of practice Relevant Government Acts, regulations and codes of practice Environmental legislative requirements Quality assurance Commercial agreements
G	At least 2	Records and reports: Business plans and marketing plans KPI's reports Financial reports and forecasts Monthly statements/invoices

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		Persons reports Lost time Injury reports Debtor/creditor reports
H	All	Understanding of concepts and skills for Gas Industry supervisors Communication for Gas Industry supervisors Understanding of project management techniques Managing environmental and cultural sensitive issues
I	At least one occasion	Deal with an unplanned event by drawing on essential knowledge and associated skills to provide appropriate solutions incorporated in the holistic assessment with the above listed items

Context of and specific resources for assessment**8.3)**

This unit should be assessed as it relates to normal work practice using procedures, information and resources typical of a workplace. This should include:

- OHS policy and work procedures and instructions.
- Suitable work environment, facilities, equipment and materials to undertake actual work as prescribed by this Unit.
- Appropriate environmental regulation and work practices.
- Appropriate organisational requirements.
- Appropriate work environment, equipment and tools.

In addition to the resources listed above in, Context of and specific resources for assessment, evidence should show demonstrated competency in Manage a customer service gas business unit

Assessment of this competency must also be undertaken in either an actual workplace or under a simulated work environment. Assessment must also integrate the key competencies.

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Method of assessment

8.4)

This Unit shall be assessed by methods given in Volume 1, Part 3 'Assessment Guidelines'.

Note: Competent performance with inherent safe working practices is expected in the Industry to which this Unit applies. This requires that the specified Essential Knowledge and Associated Skills are assessed in a structured environment which is primarily intended for learning/assessment and incorporates all necessary equipment and facilities for learners to develop and demonstrate the Essential Knowledge and Associated Skills described in this unit.

Concurrent assessment and relationship with other units

8.5)

There are no recommended concurrent assessments with this unit, however in some cases efficiencies may be gained in terms of learning and assessment effort being concurrently managed with allied Units where listed.

UEGNSG117 A	Plan and implement the data acquisition and metering requirements of a gas system
UEGNSG118 A	Select and commission equipment to meet pressure and temperature control specifications
UEGNSG119 A	Manage workplace risk
UEGNSG120 A	Manage gas system environmental compliance
UEGNSG121 A	Prepare and design specifications for a gas system
UEGNSG115 A	Manage gas system projects
UEGNSG123 A	Manage financial resources
UEGNSG116 A	Manage physical resources

EVIDENCE GUIDE**Key Competencies 8.6)**

Evidence that particular key competencies have been achieved within this Unit is in the context of the following Performance Criteria of evidence. See Volume 2, Part 4 for an explanation of Key Competencies and levels of this Training Package.

Key Competencies	Example of Application	Performance Level
How are ideas and information communicated within this competency?	Refer to the following Performance Criteria for examples of application: 1.5; 2.1; 3.2; 3.4	3
How can information be collected, analysed and organised?	Refer to the following Performance Criteria for examples of application: 1.1; 2.2; 2.10	3
How are activities planned and organised?	Refer to the following Performance Criteria for examples of application: 1.1; 1.4; 2.1; 2.2	3
How is team work used within this competency?	Refer to the following Performance Criteria for examples of application: 1.5; 2.7; 3.1; 3.2	2
How are mathematical ideas and techniques used?	Refer to the following Performance Criteria for examples of application: 2.4	2
How are problem solving skills applied?	Refer to the following Performance Criteria for examples of application: 2.8; 3.2; 3.3	3
How is use of technology applied?	Refer to the following Performance Criteria for examples of application: 3.5	2

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Skills Enabling Employment

8.7)

Evidence that competency in this unit incorporates skills enabling employment is in the context of the following performance.

Skills for Employment		Example of Application
1	Developing and using skills within a real workplace	Refer to the following Performance Criteria for examples of application: All
2	Learning to learn in the workplace	Refer to the following Performance Criteria for examples of application: 1.5; 2.10
3	Reflecting on the outcome and process of work task	Refer to the following Performance Criteria for examples of application: 3.5; 3.6
4	Interacting and understanding of the context of the work task	Refer to the following Performance Criteria for examples of application: 1.1; 2.7; 3.2
5	Planning and organising the meaningful work task	Refer to the following Performance Criteria for examples of application: 1.1; 1.4; 2.1; 2.2
6	Performing the work task in non-routine or contingent situations	Refer to the following Performance Criteria for examples of application: 2.8

Range Statement

RANGE STATEMENT

7) This relates to the competency standard unit as a whole providing the range of contexts and conditions to which the Performance Criteria apply. It allows for different work environments and situations that will affect performance.

This Unit shall/may be demonstrated in relation to managing a customer service gas business unit.

The following constants and variables included in the element/Performance Criteria in this unit are fully described in the Definitions Section of this volume and form an integral part of the Range Statement of this unit:

Resources

Appropriate persons (6)

Relevant persons

Legislative requirements

Effective communication (6)

Relevant documentation (6)

Records and reports (6)

Business plans and marketing plans

Unit Sector(s)

Not Applicable

Literacy and numeracy skills

Literacy and numeracy skills 2.2)

Participants are best equipped to achieve this unit if they have reading, writing and numeracy skills indicated by the following scales. Description of each scale is given in Volume 2, Part 3 'Literacy and Numeracy'

Reading 5 Writing 5 Numeracy 5

Competency Field

Competency Field 4)

Cross discipline.