



Australian Government

**UEGNSG512A Control centre
communication with gas industry
stakeholders**

Release 1

UEGNSG512A Control centre communication with gas industry stakeholders

Modification History

This unit replaces UEGNSG502B Control centre communication with gas industry stakeholders

Unit Descriptor

Unit Descriptor

1) Scope:

1.1) Descriptor

This Competency Standard Unit covers the usage of technical communication skills and techniques to effectively liaise and communicate with relevant parties to ensure gas deliveries and operations are carried out within contractual, operational and regulatory requirements. The competency standard refers to Industry products and services; Authoritative sources; Product information; Stakeholders; Organisational requirements; Interpersonal skills; Nominated persons; Product and Service issues.

Application of the Unit

Application of the Unit 2)

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)

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, telecommunications, anti discrimination and training. Commonwealth, State/Territory or Local Government legislation and regulations may exist that limits the age of operating certain equipment.

Pre-Requisites

Prerequisite Unit(s) 4)

Competencies 4.1)

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

Where pre-requisite pathways have been identified. All competencies in the Common Unit Group must be have been completed plus all the competencies in one (1) of the identified Pathway Unit Group(s):

Distribution Pathway

Transmission Pathway

Controller Pathway

Common Group Units

UEGNSG005A Prepare to work in the Australian gas industry

UEGNSG132A Carry out basic work activities in a gas industry work environment

UEGNSG133A Comply with environmental policies and procedures in the utilities industry

UEGNSG141A Apply Workplace Health and Safety

Prerequisite Unit(s) 4)

regulations, codes and practices in the gas supply industry

Distribution Pathway

UEGNSG216A Commission or decommission gas distribution pipelines

UEGNSG134A Establish a utilities work site

Transmission Pathway

UEGNSG344A Commission or decommission gas transmission pipelines

UEGNSG006A Use a portable gas detectors to locate escape

UEGNSG134A Establish a utilities work site

Controller Pathway

UEPOPS203B Operate and Monitor Communications System

Literacy and numeracy skills 4.2)

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 4 Writing 4 Numeracy 4

Employability Skills Information**Employability Skills 5)**

This unit contains Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged

Employability Skills

5)

will assist in identifying Employability Skill requirements.

Elements and Performance Criteria Pre-Content

6) *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	Plan communication with Gas Industry stakeholders	1.1	Work schedules, including drawings, plans, requirements, established procedures and material lists are detailed and communicated to control centre, analysed as necessary and the extent of the preparation of the work determined for planning, coordination and follow-on communication purposes
		1.2	Work is prioritised and sequenced for the most efficient and effective outcome following consultation with others for completion within acceptable timeframes to a quality standard and in accordance with established control centre procedures and guidelines
		1.3	Risk control measures for identified hazards are prioritised, implemented and evaluated against the work schedule
		1.4	Relevant requirements and established procedures for the work are communicated to all persons and identified for all work sites
		1.5	OHS, environmental and sustainable energy policies and procedures related to the work are identified to ensure safe systems of work are followed

ELEMENT	PERFORMANCE CRITERIA
	1.6 Relevant work permits are secured to coordinate the performance of work according to requirements and established procedures
	1.7 Liaison and communication issues with authorised persons, authorities, clients, land-owners and other relevant parties are resolved and activities coordinated to carry out work
	1.8 Persons participating in the work, including plant operators and contractors are fully briefed and respective responsibilities coordinated and authorised where applicable in accordance with established CC procedures
2 Identify and carrying out Gas Industry stakeholders communication requirements	2.1 Relevant OHS, operational and commercial requirements and practices of individual stakeholders are referenced and actioned in accordance with control centre guidelines and established procedures
	2.2 Work is monitored, performed and/or coordinated in accordance with applicable work schedules and to applicable stakeholder requirements
	2.3 Hazard warnings and safety signs are recognised and hazards are assessed and OHS risks are reported to the immediate authorised persons for directions according to established procedures
	2.4 Remedial actions are identified and communicated to relevant stakeholders to overcome any shortfalls encountered in the work schedule according to requirements and established procedures
	2.5 Solutions to non-routine problems are identified and communicated using Essential Knowledge and Associated Skills according to requirements
	2.6 Ongoing monitoring of quality of the work are undertaken in accordance with requirements and established procedures to ensure that the stakeholder's agreed communication

ELEMENT	PERFORMANCE CRITERIA
	requirements are adhered to.
	2.7 Communication with clients is conducted in a professional and courteous manner according to organisational requirements and to contractual agreements and statutory requirements
	2.8 Appropriate language and interpersonal skills are used to facilitate accurate and relevant exchange of information
	2.9 Enquiries outside area of responsibility/knowledge are referred to the nominated person for resolution
3 Complete procedures for communication and liaison with Gas Industry stakeholders	3.1 Work undertaken is checked against works schedule for conformance with requirements, anomalies are reported and solutions identified in accordance with established procedures
	3.2 Accidents and injuries are reported and followed up in accordance with requirements/established procedures
	3.3 Work site is confirmed safe and operational accordance with established procedures and status communicated to relevant stakeholders
	3.4 Relevant work permit(s) are signed off and relevant equipment and processes are returned to service and advised to stakeholders as required
	3.5 Notification of completion of works and tasks is communicated to relevant stakeholders as per applicable procedures
	3.6 All stakeholders and internal staff are notified of actions required at the completion of any works or tasks
	3.7 Any agreed outcomes are monitored where relevant communication to stakeholders carried out.
	3.8 Communication completion processes are performed in accordance with organisational procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

8) *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 control centre communication with Gas Industry stakeholders.

All knowledge and skills detailed in this unit should be contextualised to current industry practices and technologies.

KS01-G502 Control centre communication

B

G 3.7.2 Apply communication, negotiation and problem solving techniques

Evidence shall show an understanding of communication, negotiation and problem solving skills required in a Gas Industry environment, indicated by the following:

- monitor/introduce practices designed to improve performance
- use effective consultative processes
- communicate routine and non-routine information clearly to senior managers, peers and subordinates
- ability to liaise effectively with a range of clients
- clear and accurate observation and analytical skills
- negotiation and dispute resolution and problem solving.

G 4.1.3 Communicate effectively in the Gas Industry at a supervisory level

Evidence shall show an understanding of communication techniques required in supervisory roles in the Gas Industry, indicated by the following:

- communicate effectively with a variety of Gas Industry stakeholders, using strategies for dealing with difficult situations. The communication includes oral, written or electronic communications, with various stakeholders including:
 - workplace colleagues
 - workplace managers
 - relevant customers and suppliers
 - regulatory bodies
 - property/land owners (including traditional land owners) and tenants
 - emergency response organisations

G 4.1.4 Understand Gas Industry products, processes and characteristics

Evidence shall show a comprehensive understanding of Gas Industry products and characteristics, indicated by the following:

- understand the Gas Industry products and the characteristics and tolerances of the product including:
 - principles of applicable gas laws
 - gas pressure
 - gas temperature
 - compressibility
 - relative density – specific gravity
 - hydrocarbon and water dew points
 - components of applicable natural gases including LPG
 - standard gas conditions
 - combustion
 - venting and purging principles
 - Effects of temperature and pressure on infrastructure

G 4.1.8 Use a personal computer

Evidence shall demonstrate requirements to use personal computer and undertake fundamental tasks, indicated by the following:

- send, answer and manage emails
- access the Internet for research purposes
- write documents using a word processing program
- develop a basic spreadsheet using a spreadsheet program
- apply formatting including cutting and pasting across a variety of computer applications (eg from excel to word)

Evidence Guide

EVIDENCE GUIDE

9) The Evidence Guide forms an integral part of this Competency Standard 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 9.1)

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

**Critical aspects
of evidence
required to
demonstrate
competency in
this unit** 9.2)

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 in accordance with the 'Assessment Guidelines — UEG11'. Evidence shall also comprise:

- A representative body of work performance 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 employability skills
- Conduct work observing the relevant anti discrimination legislation, regulations, policies and workplace procedures
 - Demonstrate performance across a representative range of contexts from the prescribed items below.

Range of tools/equipment/procedures/work place		
Group No	The minimum number of items on which skill is to be demonstrated	Item List
A	At least 1	Workplace Environment Context: <ul style="list-style-type: none"> • Gas Industry production, transmission and distribution areas • Location — control centres or places where communication processes occur • Work including out-of-hours
B	All	<ul style="list-style-type: none"> • Use of computer hardware, software such as email

		<ul style="list-style-type: none"> • Work requests from other parties • Relevant procedures for equipment use • Perform work under or without supervision • Work carried out in regular or specified timeframe
C	All	<p>Documentation:</p> <ul style="list-style-type: none"> • Written requests and reports • Organisational formatting reports • Regulatory reporting formats
D	All	<ul style="list-style-type: none"> • Locate, interpret and apply relevant information • Analyse process functions and problems • Apply relevant customer service policies and procedures • Use appropriate workplace language and communication technologies and techniques • Maintain relevant workplace records • Demonstrate understanding of the essential knowledge and associated skills associated with this competency standard • Demonstration of each element on several occasions
E	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

9.3)

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 Competency Standard 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 controlling centre communication with Gas Industry stakeholders.

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

Method of assessment

9.4)

This Competency Standard 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 Competency Standard 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** 9.5)

There are no recommended concurrent assessments with this unit.

Range Statement

RANGE STATEMENT

10) 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 Competency Standard Unit shall be demonstrated in relation to control centre communication with Gas Industry stakeholders.

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:

- Industry products and services
- Authoritative sources
- Product information
- Stakeholders
- Organisational requirements
- Interpersonal skills
- Nominated person(s)
- Product and service issues

Unit Sector(s)

Not applicable.

Competency Field

Competency Field 11)

Control centre.