



Australian Government

Department of Education, Employment and Workplace Relations

UEENEEE020B Provide basic instruction in the use of electrotechnology apparatus

Release: 2

UEENEEE020B Provide basic instruction in the use of electrotechnology apparatus

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

1) Scope:

1.1) Descriptor

This unit covers instructing customers/users in the use of electrotechnology apparatus. It encompasses appropriate customer relations, the use of apparatus manufacturer's instruction material, basic instruction methods and evaluation and completing documentation.

Application of the Unit

Application of the Unit 2)

This unit is intended for competency development entry-level employment based programs incorporated in approved contracts of training.

Licensing/Regulatory Information

License to practice 3)

The skills and knowledge described in this unit do not require a license to practice in the workplace. However, practice in this unit is subject to regulations directly related to occupational health and safety and where applicable contracts of training such as apprenticeships.

Pre-Requisites

Prerequisite Unit(s) 4)

Competencies 4.1)

There are no prerequisite competencies for this unit.

Literacy and numeracy skills 4.2)

Participants are best equipped to achieve competency in 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 3 Writing 3 Numeracy 3

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 will assist in identifying Employability Skill requirements.

Elements and Performance Criteria Pre-Content

6) Elements describe the essential outcomes of a unit of competency

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 Prepare to instruct users.	1.1 OHS procedures for a given work area are obtained and understood through established routines and procedures.
	1.2 Established OHS risk control measures and procedures in preparation for the work are followed.
	1.3 Apparatus on which users are to be instructed is confirmed with work supervisor and/or other appropriate person(s).
	1.4 Safety features and safe use of the apparatus are reviewed by and understood.
	1.5 Familiarity with the apparatus is gained by reference to manufacturer's user material and a preliminary run through to ensure the process is understood.
	1.6 Materials required to instruct are obtained in accordance with established routines and procedures.
2 Instruct users.	2.1 Users are informed of all the safety features and safe use of the apparatus in accordance with manufacturer's instruction and regulatory requirements.
	2.2 Users are instructed in the set up and use of the apparatus in accordance with manufacturer's instruction.
	2.3 Users are given the opportunity to show that they understand the safety aspects, set up features and operation of the apparatus.
	2.4 A copy of the apparatus manufacturer's user instruction and other related documentation is given the appropriate person(s).
	2.5 Procedures for referring non-routine events to immediate supervisor for directions are followed.

ELEMENT

PERFORMANCE CRITERIA

- 2.6 Instructions are given efficiently without damage to apparatus, the surrounding environment or services and using sustainable energy practices.

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 and providing basic instruction in the use of electrotechnology apparatus
All knowledge and skills detailed in this unit should be contextualised to current industry practices and technologies.

KS01-EE20B User instructions techniques

Evidence shall show an understanding of instructing users in the use of specific items of equipment and systems to an extent indicated by the following aspects:

T1 Methods for evaluating user needs - how equipment is used efficiently and safely and identifying wear and tear and damage to the equipment that requires repairing.

T2 Basic instruction methods - appropriate to the culture of the users and the equipment for which instruction is given.

T3 Methods for evaluating user's ability use equipment correctly

T4 Communicating with personnel encompassing:

- Oral communications
- Written procedures and work instructions

T5 Communicating with suppliers

T6 Communicating with customers

T7 Purpose and extent of maintaining work activities records in an enterprise encompassing:

- Types of records for maintaining work activities in an enterprise
- Methods for recording and maintaining work records
- Work records required by regulation requirements

T8 Customer relations encompassing:

- Purpose
- Procedures for dealing with customers
- Dealing with customer issues

Evidence Guide

EVIDENCE GUIDE

9) The evidence guide provides advice on assessment and must be read in conjunction

EVIDENCE GUIDE

with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

The Evidence Guide forms an integral part of this unit. It must be used in conjunction with all parts of the 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-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 accordance with industry and regulatory policy.

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. Sources of evidence need to be 'rich' in nature to minimise error in judgment.

Activities associated with normal everyday 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 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 must 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

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with the 'Assessment Guidelines - UEE07'. 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 statement
 - Apply sustainable energy principles and practices as specified in the performance criteria and range statement
 - Demonstrate an understanding of the essential knowledge and associated skills as described in this unit. It may be required by some jurisdictions that RTOs provide a percentile graded result for the purpose of regulatory or licensing requirements.
 - Demonstrate an appropriate level of skills enabling employment
 - Conduct work observing the relevant Anti Discrimination legislation, regulations, policies and workplace procedures
- Demonstrated consistent performance across a representative range of contexts from the prescribed items below:
 - Provide basic instruction in the use of electrotechnology apparatus as described in 8) and including:
 - A Following manufacturer's user instructions.
 - B Giving clear instructions in the use of the apparatus.
 - C Giving users the opportunity to show that they understand the safe use of the apparatus.
 - D Dealing with unplanned events by drawing on essential knowledge and skills to provide appropriate solutions incorporated in a holistic assessment with the above listed items.

Note:

Successful completion of relevant vendor training may be used to contribute to evidence on which competency is deemed. In these cases the alignment of outcomes of vendor training with

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performance criteria and critical aspects of evidence shall be clearly identified.

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 in this unit.

These should be used in the formal learning/assessment environment.

Note:

Where simulation is considered a suitable strategy for assessment, conditions for assessment must be authentic and as far as possible reproduce and replicate the workplace and be consistent with the approved industry simulation policy.

The resources used for assessment should reflect current industry practices in relation to providing basic instruction in the use of electrotechnology apparatus.

Method of assessment

9.4)

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 skills described in this unit.

Concurrent assessment and relationship with other units

9.5)

For optimisation of training and assessment effort, competence in this unit may be assessed concurrently with other related units making up a qualification or possible skill clusters covering a unit or units that require formal documentation. Components of this unit are included in the critical aspects of evidence of all units to help ensure the appropriate level of responsibility for safety has been acquired.

Range Statement

RANGE STATEMENT

10) This relates to the 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 be demonstrated in relation to any single item of electrotechnology apparatus and its control.

Generic terms used throughout this Vocational Standard shall be regarded as part of the Range Statement in which competency is demonstrated. The definition of these and other terms that apply are given in Volume 2, part 2.1.

Unit Sector(s)

Not Applicable

Competency Field

Competency Field	11)
	Electrotechnology