



Australian Government

**Assessment Requirements for UEGNSG501
Communicate with gas industry
stakeholders to meet operational
requirements**

Release: 1

Assessment Requirements for UEGNSG501 Communicate with gas industry stakeholders to meet operational requirements

Modification History

Release 1. This is the first release of this unit of competency in the UEG Gas Industry Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions on at least two separate occasions and include:

- analysing communication process functions and problems
- applying relevant customer service policies and procedures
- applying relevant work health and safety (WHS)/occupational health and safety (OHS) requirements, including using of risk control measures
- applying sustainable energy principles and practices
- communicating effectively with gas industry stakeholders
- completing procedures for communication and liaison with gas industry stakeholders
- dealing effectively with unplanned events in accordance with workplace procedures in a manner that minimises risk to personnel and equipment
- determining communication requirements for gas industry stakeholders
- identifying and carrying out gas industry stakeholders Control Centre communication requirements
- locating, interpreting and applying relevant information, including SCADA information
- maintaining relevant workplace records
- using appropriate workplace language and communication technologies and techniques
- using strategies for dealing with difficult situations.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- Control Centre communication, including oral, written and electronic communications, with stakeholders, including:
 - regulatory bodies
 - relevant customers and suppliers
 - workplace colleagues
 - workplace managers

- Control Centre communication, negotiation and problem-solving techniques required in a gas industry environment, including:
 - clear and accurate observation and analytical techniques
 - effective consultative techniques
 - negotiation, dispute resolution and problem-solving techniques
 - techniques to communicate routine and non-routine information clearly to senior managers, peers and subordinates
 - techniques to liaise effectively with a range of clients
 - techniques to monitor and introduce practices designed to improve performance
- gas industry products, processes and characteristics, including:
 - gas mass flow
 - gas pressure
 - gas quality
 - gas temperature
- relevant job safety assessments or risk mitigation processes
- relevant WHS/OHS legislated requirements
- relevant workplace documentation
- relevant workplace policies and procedures.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, equipment specifications, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6a6c032e-ffcb-4f3d-8063-415efbd261e8>

