



**Australian Government**

# **UEGNSG712A Read and record meter readings**

**Release 1**

## **UEGNSG712A Read and record meter readings**

### **Modification History**

This unit replaced UEGNSG702A Read and record meter readings.

### **Unit Descriptor**

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#### **1) Scope:**

##### **1.1) Descriptor**

This unit covers the planning, sequencing, using and recording utilities industries meter reading data. This includes efficient planning and scheduling of routes that includes availability of competent meter readers, vehicle and appropriate meter reading equipment.

It encompasses scheduled requirements; sequencing a route for an individual; account information aspects; records relating to previous; methods used to record meter readings; damage or faults to meters; new and changed information.

### **Application of the Unit**

#### **Application of the Unit 2)**

This competency standard shall apply to any safe work site where Gas, Water or Electricity Industry operations occur, subject to all Workplace Health and Safety (WHS)/ Occupational Health and Safety (OHS) and duty of care requirements being met for the workplace.

This unit is intended as an AQF 2 entry level competency for new entrants in the gas industry. It is suitable for pre-employment and employment-based programs under an approved contract of training.

## Licensing/Regulatory Information

### License to practice 3)

#### **During Training:**

Competency development activities are subject to regulations directly related to licensing, workplace health and safety/occupational health and safety and where applicable contracts of training.

#### **In the workplace:**

The skills and knowledge described in this unit are not subject to licence regulation other than those directly related to Workplace Health and Safety (WHS)/Occupational Health and Safety (OHS), 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. Other conditions may apply to this competency under State and Territory legislative and regulatory requirements.

## 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:

UEGNSG141A Apply Workplace Health and Safety regulations, codes and practices in the gas industry

**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 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 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 and record meter reading routine/sequence**

- 1.1 Work instructions are received and confirmed and routes are mapped to correspond to schedule requirements
- 1.2 Records relating to previous routes are confirmed and other established procedures are followed for the work to be performed against

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	the work schedule
	1.3 WHS/OHS, environmental and sustainable energy policies and procedures to be followed for the work to be performed are received and confirmed
	1.4 Suggestions to assist with the reading and recording of meters are made to others involved in the work
	1.5 Hazards are identified, WHS/OHS risks assessed and control measures are prioritised, implemented and monitored according to established procedures
	1.6 Scope of responsibility under the relevant work permit/authorisation are received and confirmed with relevant persons according to requirements and established procedures
	1.7 Resources including equipment, tools and route sequences are obtained and are checked for working correct operation and safety
	1.8 Relevant responsibilities associated related work safety and emergency procedures at the worksite are confirmed in accordance with requirements and established procedures
	1.9 Client issues are referred to appropriate persons in accordance with industry and community standards and established procedures
	1.10 Records are maintained according to given instructions and the work schedule for a quality outcome and to minimise risk and damage to property, commerce and individuals in accordance with established procedures
<b>2 Carry out meter reading process</b>	2.1 WHS/OHS and risk control measures, schedule of work and standard operating procedures for carrying out the work are followed
	2.2 Appropriate materials, tools, equipment and devices are selected and used correctly and

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	safely.
	2.3 Meter reading work is carried out efficiently, to the required quality standard without waste of materials or damage to apparatus, equipment, the surrounding environment or services and using sustainable energy principles
	2.4 Reading and recording of meter readings is carried out in accordance with given instructions and established procedures
	2.5 Hazard warnings and safety signs are recognised and hazards and assessed OHS risks are reported to the immediate authorised persons for directions according to established procedures
	2.6 Non-routine events are referred to the immediate authorised persons for directions according to established procedures
	2.7 Problems associated with establishing the work site are dealt with using acquired known solutions and skills related to routine procedures to ensure work instructions and established procedures are met
	2.8 Ongoing checks of quality of the work are undertaken in accordance with given instructions and established procedures
<b>3 Complete the reading and recording of meter readings process</b>	3.1 WHS/OHS risk control work completion measures and procedures are followed.
	3.2 Accidents and incidents are actioned and reported to authorised persons in accordance with established procedures
	3.3 Work site is tidied and made safe in accordance with given instructions and established procedures
	3.4 Tools, equipment and any surplus resources and materials are, cleaned, checked and stored

**ELEMENT****PERFORMANCE CRITERIA**

securely

- 3.5 Appropriate persons are notified of work completion according to established procedures
- 3.6 Work completion records, report forms and data sheets are completed accurately, with unusually high or low meter readings noted and new or changed information updated in accordance with given instructions and established procedures

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

*7) 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 carrying out work in a gas, water or electricity industry environment.

All knowledge and skills detailed in this unit should be contextualised to current industry practices and technologies. The extent of the required skills and knowledge is provided below. It forms an integral part of this unit

#### **KS01-G0712A Meter reading and recording**

Evidence shall show an understanding of meter reading and recording using appropriate technology in accordance with relevant legislation, standards, codes and established procedures to an extent indicated by the following aspects:

T1. Relevant legislation, Australian Standards, codes, regulations and procedure requirements

T2. Safety requirements

- hazards, risk assessment and control measures

T3. Relevant documentation

- signs, symbols terminology and legends as used in industry procedures and documents
- workplace forms and reports

T4. Maps/directories

- reading maps and directories
- planning and determining routes
- locating meters on maps and directories
- documenting any hazards identified on the route.

T5. Communication for reading utilities meters

- orally and written format for reporting meter reading
- liaising with relevant authorities
- communicating with colleagues

T6. Meter reading

- types of meters used for utilities industries meters
- record reading using hand held electronic recording device



## REQUIRED SKILLS AND KNOWLEDGE

- accurately record meter reading

## 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 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 8.2)**

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 required knowledge and 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.
  - Read and record meter readings using appropriate technology as described in 9.) Range Statement and including:

<b>Range of tools/equipment/procedures/workplace</b>		
<b>Group No</b>	<b>The minimum number of items on which skill is to be demonstrated</b>	<b>Item List</b>
<b>A. Methods used to record meter readings</b>	All	<ul style="list-style-type: none"> <li>• Meter reading cards</li> <li>• Meter reading sheets</li> <li>• Electronic reading devices such as Portable Data Entry Terminal (PDET)</li> </ul>
<b>B. Damage or faults to meters:</b>	At least 2	<ul style="list-style-type: none"> <li>• Unreadable meters</li> <li>• Incorrect meter locations</li> <li>• Suspected tampering with the meter</li> <li>• Suspected illegal</li> </ul>

		connections
<b>C. New or changed information:</b>	At least 3	<ul style="list-style-type: none"> <li>• Special customer requirements</li> <li>• Additions of new meters</li> <li>• Deletion of meter when necessary</li> <li>• Changes to meter numbers</li> <li>• Changes to property information</li> <li>• Changes in location of meter</li> </ul>
<b>D. Requirements</b>	All	<ul style="list-style-type: none"> <li>• Work utilising relevant OHS legislation, regulations, codes of practice, policies and procedures</li> <li>• Maintain a safe and clean workplace</li> <li>• Apply safe manual handling techniques</li> <li>• Communicate effectively in the workplace</li> <li>• Read and interpret diagrams and drawings</li> <li>• Apply basic planning skills</li> </ul>
<b>E. Unplanned Event</b>	At least one occasion	Respond to 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 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 reading and recording meter readings.

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** 8.4)

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 Required Knowledge and 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 required knowledge and 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 Competency Standard Units where listed.

UEGNSG102B Carry out work activities in a utilities industry work environment

## Range Statement

### RANGE STATEMENT

9) *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 the reading and recording of meter readings.

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:

- Resource requirements
- Schedule requirements
- Sequencing a route
- Aspects to consider
- Records Methods
- Damage or faults
- New or changed information

## Unit Sector(s)

Utilities Industry

## Competency Field

Competency Field            11)  
Support services