



**Australian Government**

# **UEGNSG713A Investigate billing exceptions-conditions**

**Release 1**

## **UEGNSG713A Investigate billing exceptions-conditions**

### **Modification History**

This unit replaced UEGNSG703B Investigate billing exceptions-conditions

### **Unit Descriptor**

#### **Unit Descriptor**

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

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

This unit covers the investigating billing exceptions and the implementing solutions in a utilities industry environment.

This encompasses considering standard exceptions and conditions; solving relevant problems; investigating why billing exceptions occur; liaising with customers; and developing solutions to relevant problems.

### **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 3 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
<b>1 Plan the investigation of billing exceptions/conditions</b>	<p>1.1 Account exceptions and conditions are correctly identified and comprehensively researched in a timely manner against work schedule(s) and established procedures and confirmed if necessary by site inspections</p> <p>1.2 Relevant requirements and established procedures for the work are communicated to all relevant persons</p> <p>1.3 WHS/OHS, environmental and sustainable energy policies and procedures related to investigating billing exceptions/conditions are obtained and confirmed for the purposes of the work performed and communicated</p> <p>1.4 Work is prioritised and sequenced following consultation with others for completion within acceptable timeframes and in accordance with established procedures</p> <p>1.5 Risk control measures for identified hazards are prioritised, implemented and monitored against the work schedule</p> <p>1.6 Relevant work permits/authorisations are obtained to access, isolate/de-energise systems and perform work according to requirements and established procedures</p>

**ELEMENT****PERFORMANCE CRITERIA**

- |   |   |
|---|---|
| 1.7   | Resources including appropriately licensed persons, equipment, tools and personal protective equipment required for investigating billing exceptions/conditions are identified, scheduled and obtained and checked for operation and safety   |
| 1.8   | Liaison and communication with authorised persons, authorities, clients and land-owners is completed so that work can be carried out where necessary  |
| 1.9   | Work site preparation, safety plan and work schedule are confirmed in accordance with established procedures  |
| 1.10  | Persons participating in the work, including plant operators and contractors are fully briefed and respective responsibilities confirmed where applicable in accordance with established procedures   |
| <b>2 Carry out investigation of billing exceptions/conditions</b> | <p>2.1 WHS/OHS and risk control measures, schedule of work and standard operating procedures for carrying out the work are followed</p> <p>2.2 Appropriate materials, tools, equipment and devices are selected and used correctly and safely.</p> <p>2.3 Analysis of information to identify key issues is undertaken as required and information is evaluated for relevance and validity to the requirements</p> <p>2.4 Dealings with customers are consistent with standard operating procedures and the special needs of customers are identified and considered in targeting client service</p> <p>2.5 Investigation of billing exceptions/conditions is carried out efficiently to the required quality standard to ensure completion in an agreed timeframe and to quality standards without waste of materials or damage to apparatus, equipment,</p> |

ELEMENT	PERFORMANCE CRITERIA
	the surrounding environment or services and using sustainable energy principles.
	2.6 Investigating billing exceptions/conditions is carried out in accordance with the work schedule and established procedures
	2.7 Hazard warnings and safety signs are recognised and hazards and assessed WHS/OHS risks are reported to the immediate authorised persons for directions according to established procedures
	2.8 Unplanned events in the carrying out of the investigation of billing exceptions/conditions are undertaken within the scope of established procedures
	2.9 Known solutions to a variety of problems are applied using acquired Essential Knowledge and Associated Skills
	2.10 Ongoing checks of quality of the work are undertaken in accordance with given instructions and established procedures
<b>3 Complete the investigation of billing exceptions/conditions</b>	3.1 WHS/OHS risk control work completion measures and procedures are followed.
	3.2 Solutions are developed based on consideration of relevant information and options and proposed solutions are communicated and implemented as required against work schedule and anomalies reported in accordance with established procedures
	3.3 Accidents and injuries are actioned and reported to authorize persons in accordance with requirements and established procedures
	3.4 Solution is implemented in accordance with standard operating procedures ensuring that action is correctly documented, the transaction is accurately processed and the customer is advised

**ELEMENT****PERFORMANCE CRITERIA**

- 3.5 Work completion records, reports and documentation are finalised and processed and appropriate persons notified



## 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-G0713A      Billing investigations**

Evidence shall show an understanding of investigating billing exceptions in accordance with relevant legislation, standards, codes and established procedures to an extent indicated by the following aspects:

## REQUIRED SKILLS AND KNOWLEDGE

### T1. Administrative working environments in the utilities Industry

- manage work to achieve goals and results
- use available routine information appropriate to work responsibility
- make decisions within responsibility and authority
- understand and adhere to standard operating procedures in a gas environment
- ability to liaise with a broad range of clients
- general business and organisational skills
- ability to write concise and clear business letters
- telephone techniques and verbal communication
- basic bookkeeping.

### T2. Communication, negotiation and problem solving techniques

- 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.

### T3. Appropriate accounting programs

- select and use available and appropriate technology including accounting systems.

### T4. Utilities industries meters

- types and functions of the various types of utilities industries meters.

## 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.
  - Investigating billing exceptions 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. Exceptions and conditions:</b>	At least 6	<ul style="list-style-type: none"> <li>• Long term bill accounts (12 months)</li> <li>• Meter changes</li> <li>• Manual bills</li> <li>• Daily accounts</li> <li>• Active and inactive accounts</li> <li>• Gas used on an inactive account i.e.</li> </ul>

		<ul style="list-style-type: none"> <li>vacant premises</li> <li>• Meter reader is unable to find the meter</li> <li>• Missing meter/records</li> <li>• Unknown consumer investigations</li> <li>• Vacant premises investigations</li> <li>• Meter relocations</li> </ul>
<b>B. Investigating billing exceptions, field calls regarding:</b>	At least 4	<ul style="list-style-type: none"> <li>• Owner/occupiers' of properties</li> <li>• Dates of entry of owner/occupier</li> <li>• Meter reading for billing purposes</li> <li>• Meter identification details</li> <li>• Other relevant information such as forwarding address</li> <li>• Payment arrangements</li> </ul>
<b>C. Telephone contact to:</b>	At least 3	<ul style="list-style-type: none"> <li>• Consumers</li> <li>• Council/rates office</li> <li>• Real estate agents</li> <li>• Internal employees/departments</li> <li>• Other statutory authorities</li> </ul>
<b>D. Liaison with customers through:</b>	All	<ul style="list-style-type: none"> <li>• In person</li> <li>• Telephone</li> <li>• Fax</li> <li>• Letter</li> <li>• Internet</li> </ul>
<b>E. Solutions include:</b>	At least 4	<ul style="list-style-type: none"> <li>• Arrange the removal of inactive meters</li> <li>• Account billed</li> <li>• Change meters</li> <li>• Arrangements for payment made</li> </ul>

		<ul style="list-style-type: none"> <li>• Adjust accounts</li> <li>• Access for future meter reading made</li> </ul>
<b>F. Requirements</b>	All	<ul style="list-style-type: none"> <li>• Administrative working environments in the Gas Industry</li> <li>• Communication, negotiation and problem solving techniques</li> <li>• Understand and use appropriate accounting program</li> <li>• Utilities industries meters</li> </ul>
<b>G. Unplanned events</b>	At least one occasion	Dealing 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 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 investigating billing exceptions/conditions.

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 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 Competency Standard Units where listed.

UEGNSG102B Carry out work activities in a utilities industry work environment

BSBFLM312B Contribute to team effectiveness

BSBFLM303C Contribute to effective workplace relationships

## 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 investigating billing exceptions/conditions.

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:

- Exceptions and conditions
- Problems
- Investigating billing exceptions
- Telephone contact
- Liaison with customers
- Solutions

## Unit Sector(s)

Utilities Industry

## Competency Field

Competency Field 11)

Support services