



Australian Government

NWPCCO002 Use control centre systems to monitor and control water

Release: 1

NWPCCO002 Use control centre systems to monitor and control water

Modification History

Release 1. This is the first release of this unit of competency in the NWP National Water Training Package.

Application

This unit involves the skills and knowledge required to use control centre systems to monitor and control water.

It includes planning control centre systems operations and monitoring and controlling communication requirements. It also includes completing procedures for communication and liaison with stakeholders.

This unit applies to leaders in water organisations with responsibility for the management of control centre systems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

Control Centre Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Plan control centre systems operations

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Detail and communicate work schedules, plans and workplace procedures to relevant control centre

- personnel
- 1.2** Identify shift requirements and confirm work requirements at handover according to workplace procedures
 - 1.3** Prioritise and sequence work according to workplace procedures
 - 1.4** Identify and determine work timeframes according to workplace procedures and industry standards
 - 1.5** Communicate work schedules, plans and workplace procedures to relevant control centre personnel
 - 1.6** Resolve liaison and communication issues and coordinate work activities with relevant stakeholders
- 2 Undertake monitoring, control and communication requirements**
- 2.1** Identify and action work safety and environmental policies according workplace procedures and industry standards
 - 2.2** Monitor and coordinate work according to work schedules and industry requirements
 - 2.3** Take action to overcome shortfalls in work schedule and safety risks and warnings
 - 2.4** Identify and communicate remedial actions to relevant stakeholders according to workplace procedures
 - 2.5** Monitor ongoing quality of work and adhere to stakeholder communication
 - 2.6** Ensure stakeholder communication is performed according to workplace procedures
 - 2.7** Identify and investigate potential hazards and safety risks and report recommendations for preventative actions
- 3 Complete procedures for communication and liaison with stakeholders**
- 3.1** Check work performed against work schedule for compliance with job requirements
 - 3.2** Identify and report anomalies in work requirements against the work schedule according to workplace procedures

- 3.3** Confirm, process and finalise works completion records, reports and other relevant documentation by notifying appropriate stakeholders
- 3.4** Manage shift handover according to workplace communication procedures
- 3.5** Ensure outstanding items are resolved or referred to relevant personnel for further investigation

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Unit Mapping Information

This is a new unit. No equivalent unit.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=26336bc0-04e5-49d9-8c31-46c49b6a0037>

Assessment Requirements for NWPCCO002 Use control centre systems to monitor and control water

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes:

- communicating with relevant stakeholders and personnel
- ensuring work is completed within specified timeframes, to quality standards and work requirements
- identifying and investigating potential hazards and safety risks
- managing shift handover according to safety standards and workplace procedures
- prioritising and sequencing work according to work schedules and plans

Knowledge Evidence

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

- communication techniques
- control centre system capabilities
- problem solving techniques
- project management procedures
- rostering requirements
- work scheduling

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 suitable workplace operational situations. Where this is not appropriate, assessment must occur in suitable simulated workplace operational situations reflecting actual 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:

- relevant and appropriate materials, tools, facilities, equipment and personal protective equipment currently used in industry
- applicable relevant documentation including workplace procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals.

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