



Australian Government

Department of Education, Employment and Workplace Relations

UEENEEC012B Direct technical and non-technical enquiries to appropriate personnel

Release: 2

UEENEEC012B Direct technical and non-technical enquiries to appropriate personnel

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

1) Scope:

1.1) Descriptor

This unit covers clarifying the nature of technical and non-technical enquiries of customers and co-workers and directing such enquiries to appropriate personnel. It encompasses working safely, applying appropriate knowledge to questioning enquirers, clarifying the point of an enquiry, directing enquiries appropriately and documenting actions.

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 licence to practise 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)

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 Interact with customers and co-workers	1.1 Communication with customers is conducted in a professional and courteous manner according to established procedures.
	1.2 Customer/co worker enquiries are responded to promptly and politely and in accordance with established procedures.
	1.3 Appropriate interpersonal skills are used to facilitate accurate and relevant exchange of information.
2 Direct enquirers to appropriate personnel	2.1 Customer/co-worker enquiries are assessed to determine whether the enquiry is technical or non-technical.
	2.2 Appropriate questioning and active listening are used, drawing on general knowledge of the specific electrotechnology discipline, to determine the nature of the enquiry.
	2.3 Customers are directed to appropriate personnel to respond to the enquiry.
	2.4 Appropriate personnel to whom the enquiry is directed are informed of the nature of the enquiry and identity of the enquirer.
	2.5 All enquiries and how they were responded to are documented in accordance with routine procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

8) This describes the essential skills and knowledge and their level, required for this unit.

Evidence must show that knowledge has been acquired of safe working practices and directing technical and non-technical enquiries to appropriate personnel. All knowledge and skills detailed in this unit should be contextualised to current industry practices and technologies.

KS01-EC012B Technical and non-technical enquiries

Evidence shall show an understanding of technical and non-technical enquiries to an extent indicated by the following aspects:

T1. Enterprise communication methods encompassing:

- Communicating with personnel encompassing:
 - Oral communications
 - Written procedures and work instructions
- Communicating with suppliers
- Communicating with customers

T2. Work activities records encompassing:

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

T3. Enterprise customer relations protocols encompassing:

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

T4. Enterprise quality management system encompassing:

- Purpose of a quality system
- Procedures pertaining to the relevant work function
- Work instructions pertaining to the relevant work function

T5. Work covered by the employing enterprise encompassing:

- Systems and equipment of the electrotechnology disciplines covered by the enterprise
- Where and how the electrotechnology disciplines are used
- The work activities involved
- Role of various sectors of personnel in the enterprise

Evidence Guide

EVIDENCE GUIDE

9) This provides essential advice for assessment of the unit. It must be read in conjunction with the performance criteria and the range statement of the unit and the Training Package Assessment Guidelines.

The Evidence Guide forms an integral part of this unit. It must be used in conjunction with all parts of this 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.

EVIDENCE GUIDE

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 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:
 - Direct technical and non-technical enquiries to appropriate personnel as described in 8) including:
 - A Interacting with customers appropriately.
 - B Identifying nature of the enquiry accurately.
 - C Directing the enquirer to the appropriate personnel.
 - D Informing appropriate personnel of the enquiry.

EVIDENCE GUIDE

- E Documenting all enquiries in accordance with routine procedures.
- F 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.

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 it must ensure that the conditions for assessment are authentic and as far as possible reproduce and replicate the workplace and is consistent with the approved industry simulation policy.

The resources used for assessment should reflect current industry practices in relation to directing technical and non-technical enquiries to appropriate personnel.

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 any unit or units that require formal documentation.

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 must be demonstrated in relation to directing technical and non-technical enquiries to appropriate personnel in any of the electrotechnology disciplines. 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)
	Commercial