



Australian Government

Assessment Requirements for UEGNSG122 Manage a customer service gas business unit

Release: 1

Assessment Requirements for UEGNSG122 Manage a customer service gas business unit

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:

- applying environmental principles and practices
- applying relevant industry standards, guidelines, codes of practice, legislation and regulations
- applying relevant work health and safety (WHS)/occupational health and safety (OHS) requirements
- assessing potential in the gas energy market place
- communicating effectively; written and orally
- completing relevant documentation, records and reports
- dealing with unplanned events in accordance with workplace procedures
- developing and implementing a business, marketing and strategic plan for the business unit
- managing environmental and cultural sensitive issues
- managing strategic project
- managing the business unit and reviewing and assessing the performance of the unit.

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:

- concepts for gas energy industry supervisors
- effective communication for gas industry managers and supervisors
- environmental and sustainable energy principles and practices
- gas business unit customer service
- managing environmental and cultural sensitive issues
- projects records/reports
- relevant industry standards, guidelines, codes of practice, legislation and regulations
- relevant safe work method statements (SWMS)/job safety assessments or risk mitigation processes
- relevant WHS/OHS legislated requirements

- relevant workplace documentation
- relevant workplace policies and procedures
- strategic planning and project management techniques
- supervision/management in a gas industry environment.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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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>