



Australian Government

UEGNSG122 Manage a customer service gas business unit

Release: 1

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.

Application

This unit involves the skills and knowledge required to manage a customer service gas business unit to meet the needs of its customer base.

It includes assessing, developing and implementing business, marketing and strategic plan for the gas business unit; communicating effectively with relevant person/s; managing the business unit personnel and setting and reviewing personnel key performance indicators (KPIs). It also includes completing relevant documentation, records and reports.

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

Pre-requisite Unit

Not applicable.

Competency Field

Gas Cross Discipline

Unit Sector

Gas Industry

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Assess potential in the marketplace

PERFORMANCE CRITERIA

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

1.1 Organisational, strategic and business plans, and other relevant documentation are analysed and market analysis and environmental scans performed in accordance with workplace procedures

- 1.2 Products and services to form part of the business are selected consistent with the needs of the marketplace and the objectives of the organisation
 - 1.3 Work roles and tasks are allocated in accordance with job requirements and individual's competencies
 - 1.4 Work is prioritised and sequenced for completion within acceptable timeframes in accordance with requirements and workplace procedures
 - 1.5 Communication issues with authorised persons, authorities, clients and land owners are resolved and work coordinated in accordance with work schedule and workplace procedures
 - 1.6 Hazards are identified, work health and safety (WHS)/occupational health and safety (OHS) and environmental risks are assessed and control measures prioritised, implemented and monitored in accordance with workplace procedures
- 2 **Develop and implement a business, marketing and strategic plan for the business unit**
 - 2.1 Business unit objectives and KPIs are developed in consultation with relevant personnel and principle stakeholders
 - 2.2 Marketing strategy is developed and budgets and business unit objectives/goals are promoted through effective communication to appropriate personnel
 - 2.3 Decisions are made based on safety and effective outcomes in accordance with plan requirements and workplace procedures
 - 2.4 Mathematical models are used to analyse the effectiveness of the finished product in accordance with requirements and workplace procedures
 - 2.5 Data is analysed and compared with compliance specifications to ensure completion of the project within agreed timeframes in accordance with requirements
 - 2.6 Data testing is undertaken in accordance with requirements and workplace procedures
 - 2.7 Work teams are arranged to ensure planned objectives/goals are met in accordance with workplace procedures

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| | 2.8 | Solutions to unplanned events and non-routine problems are identified and actioned in accordance with requirements |
| | 2.9 | Quality of work is monitored against performance agreement and organisational and industry standards |
| | 2.10 | Strategic plans are developed incorporating organisational initiatives in accordance with workplace procedures |
| 3 | Manage the business unit and review and assess performance of the business unit | |
| | 3.1 | Distribution systems and sales and product pricing schedules are developed and confirmed with appropriate personnel in accordance with workplace procedures |
| | 3.2 | KPIs are reviewed with relevant personnel and barriers to performance are identified, analysed and recommendations for improvements made in accordance with workplace procedures |
| | 3.3 | Product quality and sales trends are monitored and recommendations made for replacement of product or review of marketing strategies |
| | 3.4 | Customer energy needs are projected and new products identified and forward estimates made in accordance with workplace procedures |
| | 3.5 | Reports and completion documents are produced and submitted to relevant person/s for approval and where applicable, statutory or regulatory approval |
| | 3.6 | Approved copies of reports and documents are issued and records updated in accordance with workplace procedures |

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.

Non-essential conditions may be found in the UEG Gas Industry Training Package Companion

Volume Implementation Guide.

resources must include at least three (3) of the following:

- appropriate/relevant persons
- materials, tools and equipment
- personal protective equipment (PPE)
- company workplace procedures
- equipment manuals
- training resources

appropriate personnel must include at least two (2) of the following:

- organisation employees
- contractors
- maintenance persons
- appropriately experienced and qualified persons
- site security persons

appropriate personnel must include at least two (5) of the following:

- other supervisors
- managers
- inter-company departments
- other utilities
- consultants
- council representatives
- government bodies/agencies
- producers
- transporters
- shippers
- customers
- landowners/traditional landowners

relevant documents must include at least four (4) of the following:

- company business plans and marketing plans
- business projections
- budgets and forecasts
- profit and loss statements
- company standard operation and safety procedures/management plans and policies
- company forms and files
- WHS/OHS, legislation and codes of practice
- relevant government acts, regulations and codes of practice
- environmental legislative requirements
- quality assurance
- commercial agreements

records and reports must include at least two (2) of the following:

- business plans and marketing plans
- key performance indicator (KPI) reports
- financial reports and forecasts

- monthly statements/invoices
- personnel reports
- lost time injury reports
- debtor/creditor reports

Unit Mapping Information

This unit replaces and is equivalent to UEGNSG122B Manage a customer service gas business unit.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6a6c032e-ffcb-4f3d-8063-415efbd261e8>

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.

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

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.

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