



**Australian Government**

# **UEGNSG501 Communicate with gas industry stakeholders to meet operational requirements**

**Release: 1**

# UEGNSG501 Communicate with gas industry stakeholders to meet operational requirements

## 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 use technical communication skills and techniques to effectively liaise and communicate with relevant parties to ensure gas deliveries and operations are carried out within contractual, operational and regulatory requirements.

It includes planning, identifying and carrying out Control Centre communication with gas industry stakeholders. It also includes completing workplace procedures for communication and liaising with gas industry stakeholders.

This unit applies to gas industry production, transmission and distribution areas, where communication processes occur.

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

## Pre-requisite Unit

Not applicable

## Competency Field

Control Centre Discipline

## Unit Sector

Gas Industry

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

#### **1 Plan Control Centre communication with gas**

### PERFORMANCE CRITERIA

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

#### **1.1 Work schedules, drawings, plans, requirements, and workplace procedures are detailed and communicated to**

|                                                           |                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>industry stakeholders</b>                              | Control Centre, analysed as required to determine the extent of work preparation for planning, coordination and follow-on communication purposes                                                                                                 |
| <b>1.2</b>                                                | Communication work is prioritised and sequenced for efficient and effective outcome following consultation with persons for completion within agreed timeframes to industry standards and in accordance with workplace Control Centre procedures |
| <b>1.3</b>                                                | Risk control measures for identified communication hazards are prioritised, implemented and evaluated against the work schedule                                                                                                                  |
| <b>1.4</b>                                                | Relevant requirements and workplace procedures for communication work is communicated to relevant persons and work sites                                                                                                                         |
| <b>1.5</b>                                                | Work health and safety (WHS)/occupational health and safety (OHS), environmental and sustainable energy policies and workplace procedures related to communication work are identified                                                           |
| <b>1.6</b>                                                | Relevant work permits are issued to coordinate the performance of work in accordance with requirements and workplace procedures                                                                                                                  |
| <b>1.7</b>                                                | Liaison and communication with authorised persons, authorities, clients, and other relevant stakeholders are undertaken to resolve issues and coordinate work activities                                                                         |
| <b>1.8</b>                                                | Persons participating in the communication work are briefed and respective responsibilities coordinated and authorised, as required, in accordance with workplace Control Centre procedures                                                      |
| <b>2 Carry out gas industry stakeholder communication</b> | <b>2.1</b>                                                                                                                                                                                                                                       |
|                                                           | Relevant WHS/OHS, operational and commercial requirements and practices of individual stakeholders are referenced and actioned in accordance with Control Centre and workplace procedures                                                        |
|                                                           | <b>2.2</b>                                                                                                                                                                                                                                       |
|                                                           | Work is monitored, performed and coordinated in accordance with industry standards                                                                                                                                                               |
|                                                           | <b>2.3</b>                                                                                                                                                                                                                                       |
|                                                           | Control Centre hazard warnings are recognised, and WHS/OHS hazards and risks are identified, assessed and reported to the authorised persons for directions in accordance with workplace procedures                                              |

- 2.4 Remedial actions are identified and communicated to relevant stakeholders to overcome any shortfalls encountered in the work schedule in accordance with requirements and workplace procedures
  - 2.5 Unplanned situations are responded to in accordance with workplace procedures in a manner that minimises risk to personnel and equipment
  - 2.6 Industry specific language is used to facilitate accurate and relevant exchange of information
  - 2.7 Enquiries outside area of responsibility and knowledge are referred to the appropriate person for resolution
- 3 **Complete procedures for communication and liaison with gas industry stakeholders**
  - 3.1 Communication work undertaken is checked for conformance against procedures, anomalies are documented and solutions identified in accordance with workplace procedures
  - 3.2 Accidents and injuries are reported in accordance with requirements and workplace procedures
  - 3.3 Work site is confirmed safe and operational in accordance with workplace procedures and status communicated to relevant stakeholders
  - 3.4 Relevant equipment and processes are returned to service, stakeholders advised as required and relevant work permit/s are signed off and closed
  - 3.5 Notification of completion of work and tasks is communicated to relevant stakeholders in accordance with workplace procedures
  - 3.6 Agreed outcomes are monitored, as required, and communicated to stakeholders in accordance with workplace requirement
  - 3.7 Communication completion processes are performed 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.

## **Unit Mapping Information**

This unit replaces and is equivalent to UEGNSG512 Control centre communication with gas industry stakeholders.

## **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 UEGNSG501 Communicate with gas industry stakeholders to meet operational requirements**

## **Modification History**

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## **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:

- analysing communication process functions and problems
- applying relevant customer service policies and procedures
- applying relevant work health and safety (WHS)/occupational health and safety (OHS) requirements, including using of risk control measures
- applying sustainable energy principles and practices
- communicating effectively with gas industry stakeholders
- completing procedures for communication and liaison with gas industry stakeholders
- dealing effectively with unplanned events in accordance with workplace procedures in a manner that minimises risk to personnel and equipment
- determining communication requirements for gas industry stakeholders
- identifying and carrying out gas industry stakeholders Control Centre communication requirements
- locating, interpreting and applying relevant information, including SCADA information
- maintaining relevant workplace records
- using appropriate workplace language and communication technologies and techniques
- using strategies for dealing with difficult situations.

## **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:

- Control Centre communication, including oral, written and electronic communications, with stakeholders, including:
  - regulatory bodies
  - relevant customers and suppliers
  - workplace colleagues
  - workplace managers

- Control Centre communication, negotiation and problem-solving techniques required in a gas industry environment, including:
  - clear and accurate observation and analytical techniques
  - effective consultative techniques
  - negotiation, dispute resolution and problem-solving techniques
  - techniques to communicate routine and non-routine information clearly to senior managers, peers and subordinates
  - techniques to liaise effectively with a range of clients
  - techniques to monitor and introduce practices designed to improve performance
- gas industry products, processes and characteristics, including:
  - gas mass flow
  - gas pressure
  - gas quality
  - gas temperature
- relevant job safety assessments or risk mitigation processes
- relevant WHS/OHS legislated requirements
- relevant workplace documentation
- relevant workplace policies and procedures.

## 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 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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