



Australian Government

Assessment Requirements for UEGNSG512 Control centre communication with gas industry stakeholders

Release: 1

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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:

- 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 a variety of 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
- 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 or electronic communications, with various stakeholders, including:
 - workplace colleagues
 - workplace managers
 - relevant customers and suppliers
 - regulatory bodies

- property/land owners (including traditional land owners) and tenants
- emergency response organisations
- control centre communication, negotiation and problem-solving skills required in a gas industry environment, including:
 - monitor/introduce practices designed to improve performance
 - effective consultative processes
 - communicate routine and non-routine information clearly to senior managers, peers and subordinates
 - ability to liaise effectively with a range of clients
 - clear and accurate observation and analytical skills
 - negotiation, dispute resolution and problem solving
- gas industry products, processes and characteristics, including:
 - gas pressure
 - gas temperature
 - compressibility
- relevant job safety assessments or risk mitigation processes
- relevant WHS/OHS legislated requirements
- relevant workplace documentation
- relevant workplace policies and procedures.

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.education.gov.au/Pages/TrainingDocs.aspx?q=6a6c032e-ffc4-4f3d-8063-415efbd261e8>