



Australian Government

UEGNSG512 Control centre communication with gas industry stakeholders

Release: 1

UEGNSG512 Control centre communication with gas industry stakeholders

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 safe work site where gas industry operations occur. It could also apply, where applicable, to other workplaces in the electricity supply industry (transmission and distribution and generation), the electrotechnology industry and the water industry, subject to work health and safety (WHS)/occupational health and safety (OHS) and duty of care requirements being met for the workplace.

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

Pre-requisite Unit

UEPOPS203B Operate and monitor communications system

Competency Field

Control Centre Discipline

Unit Sector

Gas Industry

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Plan control centre communication with gas industry stakeholders

- 1.1** Work schedules, drawings, plans, requirements, workplace procedures and material lists are detailed and communicated to control centre, analysed, as required, and the extent of the preparation of the work determined for planning, coordination and follow-on communication purposes
- 1.2** Communication work is prioritised and sequenced for efficient and effective outcome following consultation with persons for completion within acceptable timeframes to industry quality standards and in accordance with workplace control centre procedures and guidelines
- 1.3** Risk control measures for identified communication hazards are prioritised, implemented and evaluated against the work schedule
- 1.4** Relevant requirements and workplace procedures for communication work is communicated to relevant persons and work sites
- 1.5** WHS/OHS, environmental and sustainable energy policies and workplace procedures related to communication work are identified to ensure safe systems of work are followed
- 1.6** Relevant work permits are secured to coordinate the performance of work in accordance with requirements and workplace procedures
- 1.7** Liaison and communication with authorised persons, authorities, clients, land owners and other relevant parties are undertaken to resolve issues and coordinate work activities
- 1.8** Persons participating in the communication work are briefed and respective responsibilities coordinated and authorised, as required, in accordance with workplace control centre procedures

2 Identify and carryout gas industry stakeholder communication requirements

- 2.1** Relevant WHS/OHS, operational and commercial requirements and practices of individual stakeholders are referenced and actioned in accordance with control centre guidelines and workplace procedures
- 2.2** Work is monitored, performed and/or coordinated in

- accordance with applicable work schedules and to applicable stakeholder requirements
- 2.3 Control centre hazard warnings and safety signs are recognised, hazards are assessed and WHS/OHS risks are 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 Ongoing monitoring of communication quality of the control centre work are undertaken in accordance with requirements and workplace procedures to ensure that the stakeholder's agreed communication requirements are adhered to
 - 2.7 Communication with clients is conducted in a professional and courteous manner in accordance with organisational requirements and to contractual agreements and statutory requirements
 - 2.8 Appropriate language and interpersonal skills are used to facilitate accurate and relevant exchange of information
 - 2.9 Enquiries outside area of responsibility/knowledge are referred to the nominated person for resolution
- 3 Complete procedures for communication and liaison with gas industry stakeholders**
- 3.1 Communication work undertaken is checked against works schedule for conformance with requirements, anomalies are reported and solutions identified in accordance with workplace procedures
 - 3.2 Accidents and injuries are reported and followed up in accordance with requirements/workplace procedures
 - 3.3 Work site is confirmed safe and operational accordance with workplace procedures and status communicated to relevant stakeholders
 - 3.4 Relevant work permit/s are signed off and relevant equipment and processes are returned to service and

advised to stakeholders as required

- 3.5** Notification of completion of work and tasks is communicated to relevant stakeholders in accordance with workplace procedures
- 3.6** Gas stakeholders and staff are notified of actions required at the completion of any work activity or task
- 3.7** Agreed outcomes are monitored, as required, and communication to stakeholders in accordance with workplace requirement
- 3.8** 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.

constants and variables must include the following:

- industry products and services
- authoritative sources
- product information
- stakeholders
- organisational requirements
- interpersonal skills
- nominated person(s)
- product and service issues

workplace environment context must include at least one (1) of the following:

- gas industry production, transmission and distribution areas
- location — control centres or places where communication processes occur

workplace processes must include the following:

- use of computer hardware and software, such as email
- work requests from other parties
- relevant procedures for equipment use
- perform work under or without supervision

documentation must include the following:

- work carried out in regular or specified timeframe
- written requests and reports
- organisational formatting reports
- regulatory reporting formats

Unit Mapping Information

This unit replaces and is equivalent to UEGNSG512A 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 UEGNSG512 Control centre communication with gas industry stakeholders

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.

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