



Australian Government

Assessment Requirements for UEGNSG713 Investigate billing exceptions-conditions

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 and performance criteria on at least two separate occasions and include:

- applying negotiating and problem-solving techniques
- applying relevant work health and safety (WHS)/occupational health and safety (OHS) requirements, including:
 - selecting and using correct materials, equipment, tools, personal protection equipment (PPE) and devices
- applying sustainable energy and environmental principles and practices
- carrying out investigation of billing exceptions/conditions
- communicating with customers and relevant stakeholders
- completing relevant records, reports and documentation
- completing the investigation of billing exceptions/conditions
- dealing with unplanned events/situations in accordance with workplace procedures in a manner that minimises risk to personnel and equipment
- following workplace procedures
- identifying account exceptions/conditions
- identifying special needs of customers
- investigating billing exceptions and field calls
- obtaining relevant work permits
- planning to investigate billing exceptions/conditions
- providing and implementing solutions to billing exceptions/conditions
- providing customer service.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- administrative working environments in the utilities industry
- billing investigations
- billing/account exceptions/conditions

- communication, negotiation, dispute resolution and problem-solving techniques
- environmental and sustainable energy principles and practices
- fault finding and troubleshooting techniques
- observation and analytical skills
- quality and safety checks
- relevant industry standards, guidelines, codes of practice and regulations
- relevant stakeholders and authorities
- relevant technology, equipment, tools and devices
- relevant WHS/OHS legislated requirements
- relevant work permits/authorisations
- relevant workplace documentation, records and reports
- relevant workplace policies and procedures
- solutions to the billing exception/conditions.

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 PPE
- 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>