



Australian Government

UEGNSG713 Investigate billing exceptions-conditions

Release: 1

UEGNSG713 Investigate billing exceptions-conditions

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 investigate billing exceptions/conditions in a utilities industry environment.

It includes giving consideration to exceptions and conditions, investigating why billing exceptions occur, liaising with customers, and developing and implementing solutions to problems.

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

Pre-requisite Unit

Not applicable.

Competency Field

Support Services

Unit Sector

Gas Industry

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Plan to investigate billing exceptions/conditions

PERFORMANCE CRITERIA

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

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|------------|---|
| 1.1 | Account exceptions/conditions are identified, researched and confirmed by site inspection, as required, in accordance with workplace procedures |
| 1.2 | Job requirements and workplace procedures for the investigation are obtained and communicated to relevant |

persons

- 1.3 WHS/OHS, environmental and sustainable energy policies and procedures related to the investigation are obtained, applied and communicated to relevant person/s
 - 1.4 Work is prioritised and sequenced for completion within acceptable timeframes following consultation with relevant person/s in accordance with workplace procedures
 - 1.5 Hazards are identified, work health and safety (WHS)/occupational health and safety (OHS) risks are assessed and control measures prioritised, implemented and monitored in accordance with workplace procedures
 - 1.6 Relevant work permits/authorisations are obtained to access and perform the work in accordance with workplace procedures, regulatory and job requirements
 - 1.7 Licensed person/s, equipment, tools and personal protective equipment (PPE) required for the investigation are identified, scheduled, obtained and checked for correct operation and safety in accordance with workplace procedures
 - 1.8 Communication with authorised person/s, authorities, clients and land owners is undertaken and work coordinated in accordance with work schedule and workplace procedures
 - 1.9 Work site preparation, safety plan and work schedule are confirmed with relevant stakeholders in accordance with workplace procedures
 - 1.10 Person/s participating in the work are briefed and responsibilities confirmed in accordance with job requirements and workplace procedures
- 2 Carry out investigation of billing exceptions/conditions**
- 2.1 WHS/OHS risk control measures, schedule of work and workplace procedures for the work are followed
 - 2.2 Relevant materials, tools, equipment and devices are selected and used correctly and safely in accordance with manufacturer instructions and workplace procedures

- 2.3 Investigation is conducted and information gathered is analysed and evaluated for relevance and validity to the billing exception/condition
 - 2.4 Dealings with customers are conducted in accordance with workplace procedures and special needs of customers are identified and considered in targeting client service
 - 2.5 Work is carried out to ensure completion in agreed timeframe, to industry standards, without waste of materials or damage to apparatus, equipment, and the surrounding environment or services using sustainable energy principles
 - 2.6 Billing investigation work is conducted in accordance with the work schedule and workplace procedures
 - 2.7 Hazard warnings and safety signs are recognised and hazards and WHS/OHS risks assessed and reported to authorised person/s for directions in accordance with workplace procedures
 - 2.8 Unplanned events encountered when carrying out the investigation are identified and actioned in accordance with workplace procedures
 - 2.9 Fault finding and troubleshooting techniques are applied to problems in accordance with job requirements and workplace procedures
 - 2.10 Quality and safety checks of the investigation work are undertaken in accordance with job requirements and workplace procedures
- 3 Complete the investigation of billing exceptions/conditions**
- 3.1 WHS/OHS risk control measures for work completion are followed
 - 3.2 Solutions to the billing exception/condition are developed based on information gathered through the investigation, and options and proposed solutions are communicated to customers/relevant stakeholders and implemented in accordance with workplace procedures
 - 3.3 Accidents and injuries are actioned and reported to relevant person/s in accordance with requirements and workplace procedures

- 3.4 Solutions are implemented, actions documented, the transaction processed and customer advised in accordance with workplace procedures
- 3.5 Work completion records, reports and documentation are completed, processed and relevant person/s notified 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 UEGNSG713A Investigate billing exceptions-conditions.

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 UEGNSG713 Investigate billing exceptions-conditions

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 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.

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