



Australian Government

Department of Education, Employment and Workplace Relations

UEGNSG703B Investigate billing exceptions-conditions

Release: 1

UEGNSG703B Investigate billing exceptions-conditions

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

1) Scope:

1.1) Descriptor

This Unit covers the investigating of exceptions to the billing process and the implementation of their solutions in a utilities industry environment. For this competency standard exceptions and conditions must be considered; relevant problems solved; investigation of billing exceptions occur; liaison with customers occur; and solutions developed to relevant problems.

Application of the Unit

Application of the Unit 2)

This competency standard shall apply to any basic and 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 all Occupational Health and Safety and duty of care requirements being met for the workplace.

Licensing/Regulatory Information

License to practice 3)

The skills and knowledge described in this unit are not subject to licence regulation other than those directly related to Occupational Health and Safety, gas/electricity/water industry safety and compliance,

License to practice**3)**

industrial relations, environmental protection, telecommunications, anti discrimination and training. Commonwealth, State/Territory or Local Government legislation and regulations may exist that limits the age of operating certain equipment.

Pre-Requisites**Prerequisite Unit(s)****4)****Competencies****4.1)**

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

Nil

Literacy and numeracy skills**4.2)**

Participants are best equipped to achieve this unit if they have reading, writing and numeracy skills indicated by the following scales. Description of each scale is given in Volume 2, Part 3 'Literacy and Numeracy'

Reading 3 Writing 3 Numeracy 3

Employability Skills Information**Employability Skills****5)**

This unit contains Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.

Elements and Performance Criteria Pre-Content

- 6)** Elements describe the essential outcomes of a competency standard unit
Performance Criteria describe the required performance needed to demonstrate achievement of the element.
Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan for the investigation of billing exceptions/conditions	1.1 Account exceptions and conditions are correctly identified and comprehensively researched in a timely manner against work schedule(s) and established procedures and confirmed if necessary by site inspection
	1.2 Relevant requirements and established procedures for the work are communicated to all persons
	1.3 OHS, environmental and sustainable energy policies and procedures related to investigating billing exceptions/conditions are obtained and confirmed for the purposes of the work performed and communicated
	1.4 Work is prioritised and sequenced following consultation with others for completion within acceptable timeframes and in accordance with established procedures
	1.5 Risk control measures for identified hazards are prioritised, implemented and monitored against the work schedule
	1.6 Relevant work permits are obtained to access, isolate/de-energise systems and perform work according to requirements and established procedures
	1.7 Resources including appropriately licensed persons, equipment, tools and personal protective equipment required for investigating billing exceptions/conditions are identified, scheduled and obtained and confirmed in

ELEMENT	PERFORMANCE CRITERIA
	working order
	1.8 Liaison and communication with authorised persons, authorities, clients and land-owners is completed so that work can be carried out where necessary
	1.9 Persons participating in the work, including plant operators and contractors are fully briefed and respective responsibilities confirmed where applicable in accordance with established procedures
2 Carry out investigation of billing exceptions/conditions	2.1 Analysis of information to identify key issues is undertaken as required and information is evaluated for relevance and validity to the requirements
	2.2 Dealings with customers are consistent with standard operating procedures and the special needs of customers are identified and considered in targeting client service
	2.3 Application of Essential Knowledge and Associated Skills for carrying out investigation of billing exceptions/conditions to ensure completion in an agreed timeframe and to quality standards with a minimum of waste according to requirements
	2.4 Investigating billing exceptions/conditions is carried out in accordance with the work schedule and established procedures
	2.5 Hazard warnings and safety signs are recognised and hazards and assessed OHS risks are reported to the immediate authorised persons for directions according to established procedures
	2.6 Unplanned events in the carrying out of the investigation of billing exceptions/conditions are undertaken within the scope of established procedures
	2.7 Known solutions to a variety of problems are applied using acquired Essential Knowledge and Associated Skills

ELEMENT	PERFORMANCE CRITERIA
3 Complete the investigation of billing exceptions/conditions	2.8 Ongoing checks of quality of the work are undertaken in accordance with given instructions and established procedures
	3.1 Solutions are developed based on consideration of relevant information and options and proposed solutions are communicated and implemented as required against works schedule and anomalies reported in accordance with established procedures
	3.2 Accidents and injuries are reported in accordance with requirements and established procedures where applicable
	3.3 Solution is implemented in accordance with standard operating procedures ensuring that action is correctly documented, the transaction is accurately processed and the customer is advised
	3.4 Work completion records, reports and documentation are finalised and processed and appropriate persons notified

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

8) This describes the essential skills and knowledge and their level, required for this unit.

Evidence shall show that knowledge has been acquired of safe working practices for carrying out work in a gas industry environment.

All knowledge and skills detailed in this unit should be contextualised to current industry practices and technologies.

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G 3.7.1 Administrative working environments in the Gas Industry

Evidence shall show an understanding of the requirements to

work in an administrative environment in the Gas Industry, indicated by the following:

- manage work to achieve goals and results
- use available routine information appropriate to work responsibility
- make decisions within responsibility and authority
- understand and adhere to standard operating procedures in a gas environment
- ability to liaise with a broad range of clients
- general business and organisational skills
- ability to write concise and clear business letters
- telephone techniques and verbal communication
- basic bookkeeping.

G 3.7.2 Communication, negotiation and problem solving techniques

Evidence shall show an understanding of communication, negotiation and problem solving skills required in a Gas Industry environment, indicated by the following:

- monitor/introduce practices designed to improve performance
- use 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 and dispute resolution and problem solving.

G 3.7.3 Understand and use appropriate accounting program

Evidence shall show an understanding of the requirements to understand and use appropriate accounting programs for a Gas Industry billing environment, indicated by the following:

- select and use available technology appropriate and including accounting systems.

G 3.7.4 Utilities industries meters

Evidence shall show an understanding of the working of the various meters used across the utilities industries, indicated by the following:

- understand the type and function of the various types of utilities industries meters.

Evidence Guide

EVIDENCE GUIDE

9) The Evidence Guide forms an integral part of this Unit and shall be used in conjunction with all components parts of this unit and performed in accordance with the Assessment Guidelines of this Training Package.

Overview of Assessment

9.1)

Longitudinal competency development approaches to assessment, such as Profiling, require data to be reliably gathered in a form that can be consistently interpreted over time. This approach is best utilised in Apprenticeship programs and reduces assessment intervention. It is the Industry's preferred model for apprenticeships. However, where summative (or final) assessment is used it is to include the application of the competency in the normal work environment or, at a minimum, the application of the competency in a realistically simulated work environment. It is recognised that, in some circumstances, assessment in part or full can occur outside the workplace. However, it must be in accord with Industry and Regulatory policy in this regard.

Methods chosen for a particular assessment will be influenced by various factors. These include the extent of the assessment, the most effective locations for the assessment activities to take place, access to physical resources, additional safety measures that may be required and the critical nature of the competencies being assessed.

The critical safety nature of working with electricity, electrical equipment, gas or any other hazardous substance/material carries risk in deeming a person competent. Hence, sources of evidence need to be 'rich' in nature so as to minimise error in judgment.

Activities associated with normal every day work have a bearing on the decision as to how much and how detailed the data gathered will contribute to its 'richness'. Some skills are more critical to safety and operational requirements while the same skills may be more or less frequently practiced. These points are raised for the assessors to consider when choosing an assessment method and developing assessment instruments. Sample assessment instruments are included for Assessors in the Assessment Guidelines of this Training Package.

**Critical aspects
of evidence
required to
demonstrate
competency in
this unit** 9.2)

Before the critical aspects of evidence are considered all prerequisites shall be met.

Evidence for competence in this unit shall be considered holistically. Each element and associated performance criteria shall be demonstrated on at least two occasions in accordance with the 'Assessment Guidelines — UEG11'. Evidence shall also comprise:

- A representative body of work performance demonstrated within the timeframes typically expected of the discipline, work function and industrial environment. In particular this shall incorporate evidence that shows a candidate is able to:
 - Implement Occupational Health and Safety workplace procedures and practices including the use of risk control measures as specified in the performance criteria and range
 - Apply sustainable energy principles and practices as specified in the performance criteria and range
 - Demonstrate an understanding of the essential knowledge and associated skills as described in this unit to such an extent that the learner's performance outcome is reported in accordance with the preferred approach; namely a percentile graded result, where required by the regulated environment
 - Demonstrate an appropriate level of employability skills
 - Conduct work observing the relevant Anti Discrimination legislation, regulations, policies and workplace procedures
- Demonstrate performance across a representative range of contexts from the prescribed items below.

Range of tools/equipment/procedures/workplace		
Group No	The minimum number of items on which skill is to be demonstrated	Item List

A	At least 6	Exceptions and conditions: Long term bill accounts (12 months) Meter changes Manual bills Daily accounts Active and inactive accounts Gas used on an inactive account i.e. vacant premises Meter reader is unable to find the meter Missing meter/records Unknown consumer investigations Vacant premises investigations Meter relocations
B	At least 4	Investigating billing exceptions, field calls regarding: Owner/occupiers' of properties Dates of entry of owner/occupier Meter reading for billing purposes Meter identification details Other relevant information such as forwarding address Payment arrangements
C	At least 3	Telephone contact to: Consumers Council/rates office Real estate agents Internal

		employees/departments Other statutory authorities
D	All	Liaison with customers through: In person Telephone Fax Letter Internet
E	At least 4	Solutions include: Arrange the removal of inactive meters Account billed Change meters Arrangements for payment made Adjust accounts Access for future meter reading made
F	All	Administrative working environments in the Gas Industry Communication, negotiation and problem solving techniques Understand and use appropriate accounting program Utilities industries meters
G	At least one occasion	Dealing with an unplanned event by drawing on essential knowledge and associated skills to provide appropriate solutions incorporated in the holistic assessment with the above listed items

Context of and specific resources for assessment 9.3)

This unit should be assessed as it relates to normal work practice using procedures, information and resources typical of a workplace. This should include:

- OHS policy and work procedures and instructions.
- Suitable work environment, facilities, equipment and materials to undertake actual work as prescribed by this Competency Standard Unit.
- Appropriate environmental regulation and work practices.
- Appropriate organisational requirements.
- Appropriate work environment, equipment and tools.

In addition to the resources listed above, in Context of and specific resources for assessment, evidence should show demonstrated competency in investigating billing exceptions/conditions.

Assessment of this competency must also be undertaken in either an actual workplace or under a simulated work environment. Assessment must also integrate the employability skills.

Method of assessment 9.4)

This Competency Standard Unit shall be assessed by methods given in Volume 1, Part 3 'Assessment Guidelines'.

Note: Competent performance with inherent safe working practices is expected in the Industry to which this Competency Standard Unit applies. This requires that the specified Essential Knowledge and Associated Skills are assessed in a structured environment which is primarily intended for learning/assessment and incorporates all necessary equipment and facilities for learners to develop and demonstrate the essential knowledge and associated skills described in this unit.

**Concurrent
assessment and
relationship with
other units**

9.5)

There are no recommended concurrent assessments with this unit, however in some cases efficiencies may be gained in terms of learning and assessment effort being concurrently managed with allied Competency Standard Units where listed.

UEGNSG102B Carry out work activities in a utilities industry work environment

UEENEEE101 Apply Occupational Health Safety regulations, codes and practices in the workplace
A

UEGNSG104B Comply with environmental policies and procedures

UEGNSG105B Establish the work site

BSBFLM312B Contribute to team effectiveness

BSBFLM303C Contribute to effective workplace relationships

Range Statement

RANGE STATEMENT

10) This relates to the competency standard unit as a whole providing the range of contexts and conditions to which the Performance Criteria apply. It allows for different work environments and situations that will affect performance.

This Competency Standard Unit shall be demonstrated in relation to investigating billing exceptions/conditions.

The following constants and variables included in the element/performance criteria in this unit are fully described in the Definitions Section of this volume and form an integral part of the Range Statement of this unit:

Exceptions and conditions (3)

Problems (3)

Investigating billing exceptions (3)

Telephone contact (3)

Liaison with customers (3)

Solutions (3)

Unit Sector(s)

Not applicable.

Competency Field

Competency Field	11)
	Support services