



Australian Government

UETTDREL15 Respond to power systems technical enquiries and requests

Release: 1

UETTDREL15 Respond to power systems technical enquiries and requests

Modification History

Release 1. This is the first release of this unit of competency in the UET Transmission, Distribution and Rail Sector Training Package.

Application

This Unit covers responding to enquiries of a technical nature using electricity supply industry (ESI) transmission, distribution and rail/tram network requirements, techniques and processes. It includes the relevant application of knowledge of relevant Acts and regulations, codes of practice, guidelines and compliance regimes, and arrangements used to facilitate a response to enquiries or requests. The enquiries may be internal or with customers.

Note: examples include storm codes identification of key equipment, recognition of normal and abnormal industry situations, key processes and systems used in the industry, such as maps and the application of general safety and environmental processes and practices used in the industry.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace subject to regulations for undertaking of electrical work.

Other conditions may apply under state and territory legislative and regulatory licencing requirements which must be confirmed prior to commencing this unit.

Pre-requisite Unit

There are no prerequisite competencies to this unit.

Competency Field

Entry Level Cross Discipline

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare to respond to technical enquiries and requests

PERFORMANCE CRITERIA

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

- 1.1** Instructions related to responding to enquiries using industry requirements, techniques and processes of a technical nature to be performed are received and confirmed
- 1.2** Relevant requirements and established procedures to be followed and relevant personnel (including internal and/or customer) to be communicated with for the work to be performed are identified
- 1.3** Work health and safety (WHS)/occupational health and safety (OHS) policies and procedures to be followed for the work to be performed are received and confirmed
- 1.4** Suggestions to assist in meeting the safety requirements for responding to technical enquiries and requests are made to others involved in the work
- 1.5** Hazards are identified, WHS/OHS risks assessed and control measures prioritised, implemented and monitored, including emergency exits kept clear according to established procedures
- 1.6** Scope of responsibility and process of relevant work permit(s) issue is identified, received and confirmed according to requirements and established procedures
- 1.7** Relevant responsibility associated with first aid, safety observers and/or other related work safety procedures at the worksite are identified in accordance with requirements and established procedures to ensure safety measures are followed in the instance of an incident
- 1.8** Processes for identifying and reporting client (including internal and customer) issues to appropriate personnel in accordance with industry/acceptable/community standards are identified
- 1.9** Workplace and the work schedule are confirmed according to given instructions for a quality outcome and to minimise risk and damage to property, commerce, stock and individuals in accordance with

established procedures

- 1.10** Electricity infrastructure assets, related voltages and requirements, where applicable, for working safely near live electrical apparatus as non-electrical worker are identified
- 1.11** Safe approach distances, including any zones thereof that may apply as defined in industry guidelines, requirements and/or established procedures for the intended work, are confirmed

2 Carry out responses to technical enquiries and requests

- 2.1 WHS/OHS principles and practices to reduce the incidents of accidents are identified in accordance with given instructions, requirements and/or established procedures
- 2.2 Enquiries and/or requests are responded to according to requirements and established procedures, and in a timely manner
- 2.3 Working safely and complying with all safety requirements for responding to technical enquiries and requests are followed in accordance with given instructions and established routines/procedures
- 2.4 Processes for monitoring and reporting/referring hazards and WHS/OHS risks to the immediate authorised personnel for directions according to established procedures are followed
- 2.5 Non-routine events are referred to the immediate authorised personnel for directions according to established procedures
- 2.6 Essential knowledge and associated skills are applied in the application of responding to technical enquiries and requests to ensure completion in an agreed timeframe and to quality standards with a minimum of waste according to requirements
- 2.7 Unexpected events associated with enquiries and/or requests of a technical nature are responded to using acquired known solutions and skills related to routine procedures to ensure work instructions and established procedures are met

3 Complete responses to technical enquiries and

- ### 3.1 Work schedule and anomalies for completion and checking of the work are reported to authorised

requests

personnel in accordance with established procedures

- 3.2 Processes for reporting accidents and/or incidents to authorised personnel are confirmed in accordance with established procedures
- 3.3 Requirements for returning work permit(s) and/or access authorisation permits, where applicable, are confirmed
- 3.4 Appropriate personnel are notified of work completion according to established procedures
- 3.5 Works completion records and/or report forms/data sheets are completed accurately in accordance with given instructions and established 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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to UETTDREL15A Respond to power systems technical enquiries and requests.

Links

UET Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=229bace1-b7bc-4653-9300-dffb13ecfad7>