



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **UETTDREL05B Respond to technical enquiries and requests**

**Release: 1**

## **UETTDREL05B Respond to technical enquiries and requests**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

**1)**

##### **1.1) Descriptor**

This Competency Standard 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.

### **Application of the Unit**

#### **Application of the Unit    4)**

This competency standard unit is intended to augment formally acquired competencies. It is suitable for employment-based programs under an approved contract of training.

## **Licensing/Regulatory Information**

### **1.2) License to practice**

The skills and knowledge described in this unit may require a licence/registration to practice in the work place subject to regulations for undertaking of work. Practice in workplace and during training is also subject to regulations directly related to occupational health and safety, electricity/ telecommunications/ gas/ water industry safety and compliance, industrial relations, environmental protection, 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)**            2)

### **2.1) Competencies**

There are no prerequisite competencies to this unit.

## Employability Skills Information

### Employability Skills 3)

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 Prepare to respond to technical enquiries and requests | 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 | 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.                                             |

| ELEMENT                                                   | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.5                                                       | Hazards are identified; OHS risks assessed and control measures are 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 is confirmed according to given instructions for a quality outcome and to minimise risk and damage to property, commerce, stock and individuals in accordance and 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 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                                                                                                                                                                                        |

| ELEMENT                                                  | PERFORMANCE CRITERIA                                                                                                                                                                                                                                   |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                          | 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 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 requests | 3.1 Work schedule and anomalies for completion and checking of the work are reported to authorised personnel in accordance with established procedures                                                                                                 |
|                                                          | 3.2 Processes for reporting to authorised personnel accidents and/or incidents 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.                                                                                                                                                         |

**ELEMENT****PERFORMANCE CRITERIA**

- 3.5 Works completion records, report forms/data sheets are completed accurately in accordance with given instructions and established procedures

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

**7) Essential Knowledge and Associated Skills (EKAS):** This describes the essential skills and knowledge and their level, required for this unit.

Evidence shall show that knowledge of responding to technical enquiries and requests has been acquired.

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

The extent of the essential knowledge and associated skills (EKAS) required is given in Volume 2 - Part 2.2 EKAS. It forms an integral part of this unit.

- E2.18.1 Occupational Health and Safety principles
- T2.1.3. Engineering applications of material properties.
- T2.2.1. Generation power systems
- T2.2.2 Transmission, distribution and rail power systems
- T2.5.3 Fundamentals for working safely near live electrical apparatus
- T2.7.1 Environmental fundamentals
- T2.7.2 Material handling and the environment
- T2.8.1 Enterprise specific - policy and procedure instructions
- T2.8.2 Enterprise specific - OHS instructions
- T2.8.3 Enterprise specific - technical drawings and documents

## **REQUIRED SKILLS AND KNOWLEDGE**

### **T2.8.10 Technical enquiries and requests**

## Evidence Guide

### EVIDENCE GUIDE

9) This provides essential advice for assessment of the competency standard unit and must be read in conjunction with the Performance Criteria and the range statement of the competency standard unit and the Training Package Assessment Guidelines.

The Evidence Guide forms an integral part of this Competency Standard Unit and shall be used in conjunction with all component 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.

## EVIDENCE GUIDE

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 - UET09". Evidence shall also comprise:

- A representative body of Performance Criteria 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; and
  - Apply sustainable energy principles and practices as specified in the Performance Criteria and range; and
  - 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; and
  - Demonstrate an appropriate level of employability skills; and
  - Conduct work observing the relevant Anti Discrimination legislation, regulations, policies and workplace procedures; and
- Demonstrated performance across a representative range of contexts from the prescribed items below:

|   |                       |                                                                                                                                                                                                                                                |
|---|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A | All of the following: | - Confirmation of the "safe working zone" for Safe work and access near live Electrical and Mechanical Apparatus<br><br>- Application of knowledge of relevant acts and regulations, codes of practice, guidelines and compliance regimes, and |
|---|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**EVIDENCE GUIDE**

|   |                       |                                                                                                                                                                                                                                                                                                                                                                                              |
|---|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                       | <p>arrangements used</p> <ul style="list-style-type: none"> <li>- Identification of established (Enterprise) procedures and processes</li> </ul>                                                                                                                                                                                                                                             |
| B | All of the following: | <ul style="list-style-type: none"> <li>- Confirmation of the principles of electricity, the three phase power system, electric shock and resuscitation, power system</li> <li>- Recognition of aerial voltage systems</li> <li>- Identification of Low Voltage Networks</li> <li>- Identification of High Voltage Networks</li> </ul>                                                        |
| C | All of the following: | <ul style="list-style-type: none"> <li>- Procedures in the event of an incident</li> <li>- Events constituting an incident</li> <li>- Procedures for responding to incidents</li> <li>- Hazard and risk assessment general principles and procedures</li> <li>- Principles for conducting work-site Hazard Assessment checks, basic safety principles and hazard control measures</li> </ul> |
| D | All of the following: | <ul style="list-style-type: none"> <li>- Purpose and use of work permits and/or authorisation permits</li> <li>- Sustainable energy principles and practices</li> <li>- Possible affects of weather conditions on working near electrical apparatus as a non-electrical worker</li> </ul>                                                                                                    |
| E | All of the following: | <ul style="list-style-type: none"> <li>- Knowledge of critical codes in the industry - e.g. storm code emergencies</li> <li>- Identification of key equipment</li> </ul>                                                                                                                                                                                                                     |

## EVIDENCE GUIDE

|   |                       |                                                                                                                                                                                               |
|---|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                       | used in the industry<br>- Recognition of normal and abnormal industry situations                                                                                                              |
| F | All the following:    | - Provision of a response to a technical enquiry or request in accordance with established procedures and timely manner                                                                       |
| 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 safely undertake actual work near live electrical apparatus

### 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)

For optimisation of training and assessment effort, competence in this unit is not recommended to be assessed concurrently with any other unit.

## Range Statement

### RANGE STATEMENT

8) 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/may be demonstrated in relation to safe working so defined by relevant State or Territory regulatory agencies/bodies, local government legislation, Industry bi-partite body - Guidelines/Codes of Practices or other related requirements for responding to technical enquires and requests.

Work functions may include the application of knowledge of electricity supply industry (ESI) transmission, distribution or rail/tram network requirements, techniques and processes and the 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. Examples include knowledge of critical codes in the industry - e.g. storm code emergencies, identification of key equipment, recognition of normal and abnormal industry situations, key processes and systems used in the industry such as, maps, catalogues, and the application of general safety and environmental processes and practices used in the industry.

Knowledge and identification of key equipment used in industry. Questioning (customer information gathering techniques) including observance of equipment, identification of anomalies from the norm and reporting of information. Recognition of normal and abnormal industry situations may include equipment, performance indicators, anomalies report, knowledge of critical system/network failures/anomalies and knowledge of key processes and systems used in the industry eg maps, drawings etc., and safety and environment processes and practices used in the industry.

Note:

Examples performance indicators are - SAIDI - System Average Interruption Duration Index, SAIFI - System Average Interruption Frequency Index, MAIFI - Momentary Average Interruption Frequency Index, CAIDI - Customer Average Interruption Duration Index

Enquiries may be internal or with customers.

The following constants and variables included in the element/Performance Criteria in this unit are fully described in the Definitions Section 1 of this volume and form an integral part of the Range Statement of this unit:

- Appropriate and relevant persons
- Appropriate authorities
- Assessing risk
- Authorisation
- Drawings and specifications

**RANGE STATEMENT**

- Emergency
- Established procedures.
- Hazards
- Identifying hazards
- Legislation
- Internal and external customers
- Notification.
- OHS practices
- OHS issues
- Permits and/or permits to work
- Work clearance systems.

**Unit Sector(s)**

Not Applicable

**2.2) Literacy and numeracy skills****2.2) Literacy and numeracy skills**

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 |
|---------|---|---------|---|----------|---|

**Competency Field**

**Competency Field** 5)

Entry Level - Cross Discipline Units