

PART A

COMPETENCY STANDARD INDEX

**Units of Competency are
contained in Volume 2 of
this Training Package**

Part A – Competency Standards

Introduction

The National Utilities and Electrotechnology Industry Training Advisory Body (ITAB) Ltd in association with the Australian National Training Authority (ANTA) has coordinated the development of competency standards for Australian Qualification Framework Levels 2-4 in the Gas Industry of Australia.

The National Utilities and Electrotechnology ITAB Ltd in consultation with the Gas Industry Training Task Force established a National Steering Group for the National Competency Standards Project with membership drawn from around Australia and from all Industry sectors. The competency standards detailed in this paper describe one of the major outcomes of this project.

Industry definition - ANTA

Since distribution of the draft version of this report it has been recognised that the ANTA definition of the Gas Industry is given by the ANZIC classification category 3620 Gas Supply which gives as its Descriptor -

“The class consists of units mainly engaged in the manufacture of town gas from coal and/or petroleum or in the distribution of manufactured town gas, natural gas or liquefied petroleum gas through a system of mains, including pipelines operated on own account.”

The availability of national competency standards for the Gas Industry will provide the catalyst for the development of structured accredited training arrangements that meet enterprise needs and are genuinely portable between industries and regions.

It was decided from the onset that the standards must meet three key requirements:

- must be fully involved in their development
- the outcomes must be forward looking - they must reflect not just the way work is organised and carried out in the present, but also take possible work in the future
- the standards must be broad and flexible enough to be relevant and applicable to enterprises large and small in all parts of the industry.

This Paper details 46 units of competency for selected functions of the Gas Industry. These competency standards represent the first stage of the National Training Package Development Project for the Industry. The Training Package comprises competency standards, assessment guidelines and alignment to the Australian Qualifications Framework (AQF).

Steering Committee

The Project's National Steering Committee (NSC) is a nationally representative committee formed to oversee the development of the training package. Members of the NSC were as follows:

Name	Position	Company	State
Mr Joe Calabrese	Team Leader, Technical Training	AGL Gas Company Ltd	NSW
Mr Ian Cole	Industrial Organiser	AWU - Gas Industry Branch	VIC
Mr Alan Coulson	National Safety and Development Manager	Elgas Ltd	NSW
Mr George Harris	Manager, Gas Supply and Projects (Chairman)	Allgas Energy Ltd	QLD
Mr David Izatt	Manager, Training	Boral Energy Ltd	QLD
Mr Paul O'Brien	Project Officer	NUEITAB	FED
Mr Alan Pollock	Superintendent Industry Services	Gas and Fuel	VIC
Mr Jarkko Soinen	Manager, Human Resource Development	South Australian Gas Company	SA
Ms Jeanette O'Keefe	Human Resource Manager	Alinta Gas	WA
Mr Colin O'Malley	Industrial Organiser	FGIEU	VIC
<u>Project Consultant</u> Mr Brendan Mulhall	Director	BMA	ACT

Regulators and licensing

The Gas Industry is regulated by State/Territory legislation; there is no Federal Act of Parliament covering the regulation of the Industry as a whole. Each State/Territory abides by a Gas Act commonly detailing specific gas regulations and Codes of Practice and Standards (safety in relation to the installation and supply of gas).

There is legislation covering all aspects of operations for the Gas Industry. Common components of the Gas Industry regulations for each State/Territory cover the following areas of operation:

- Occupational Health and Safety State requirements
- Australian Standards Codes of Practice
- Manufacturing specifications
- Environmental requirements
- Enterprise procedures.

These regulations have formed the crux of Industry operations and training.

Maintenance of competency standards

The Gas Competency Standards were developed by and are therefore owned by the industry.

The Competency Standards must be maintained so that they reflect the ongoing needs of the Sector and respond in a timely manner to changed technologies and circumstances.

Responsibility for the maintenance of the Competency Standards is shared by the parties who constitute the Sector:

- Competency Standards maintenance will be coordinated and managed by the National Gas Industry Training Taskforce (NGITF).
- Suggestions and proposals for changes from all parties are welcomed. These should be documented and submitted to the NGITF through the National Utilities and Electrotechnology ITAB.

Assessment Guidelines

The National Gas Industry have developed guidelines for the assessment of these standards, the Guidelines and example Assessment instruments are in the Assessment Guidelines of the National Gas Industry Training Package. The Guidelines are at Part B of this Training Package.

National Qualifications

The National Gas Industry has identified three (3) qualifications which are linked to these standards these are:

AQF Level	Qualification Title
2	Certificate II – Gas Industry Operations
3	Certificate III – Gas Industry Operations
4	Certificate IV – Gas Industry Operations
5	Diploma – Gas Industry Operations
6	Advanced Diploma – Gas Systems

Details of these qualifications including the framework, rules for structuring and flexibility arrangements are included at Part C of this Training Package.

Acknowledgments

The National Utilities and Electrotechnology ITAB wishes to acknowledge the important development roles played by enterprises, employee representatives and individuals. Without the level of commitment and support received, this Training Package would not exist. The Industry's endorsement of the developed Competency Standards is welcomed, as are those from the industry who gave up their time to provide valuable technical contribution to their development and now form a standing committee for the National Utilities and Electrotechnology ITAB.

The National Utilities and Electrotechnology ITAB acknowledges and thanks the following members of the National Gas Industry Training Taskforce:

George Harris (Chair)	Allgas
Joe Calabrese	AGL
David Izatt	Boral
Jarkko Soininen	SA Gas Co
Lea Towler	ALINTA GAS
Alan Coulson	Elgas (ALPGA)
Ian Cole	AWU
Colin O'Malley	TWU

Conclusion

The standards have been developed, reviewed and validated through extensive industry consultation. They reflect the views of the wide cross section of the sector throughout Australia. They have been used as the basis for the National Gas Industry Training Package and will also be used for subsequent competency systems development.

2. Project Methodology

The inaugural National Steering Committee Workshop held in March 1996 developed a framework for the Australian Gas Industry by analysis of existing information and the application of the Workshop participants' Industry knowledge. The National Steering Committee took a broad view of the Gas Industry in order to develop a comprehensive framework which covers all Industry and Industry-related activities at the conceptual level. The framework included four basic elements:

- Exploration and Processing: Handling and Distribution
- Sourcing: Customer Supply

The Steering Committee agreed to focus competency development on selected functions in the "Handling and Distribution" and the "Customer Supply" areas.

The data for these Gas Industry Standards was collected through the use of Group Focus workshops that carried out *Functional Analyses* of the selected functions within the Gas Industry. The workshops were held in July and August 1996 and comprised of a group of "experts" from the selected areas outlined below.

State	Stream	Field
NSW	Storage	Maintenance; Operations
Victoria	Billing	Meter Reading; Processing; Collections; Customer Enquires
Victoria	Processing	Maintenance; Operations
Queensland	Transport (LPG)	Maintenance; Operations
Western Australia	Pipelines (Transmission)	Construction; Maintenance; Operations
South Australia	Pipelines (Distribution)	Construction; Maintenance; Operations

The information obtained from these workshops formed the basis for the development of a comprehensive listing of the competency standards for functions performed in the Gas Industry. The format of the standards is in keeping with the Policy & Guidelines set down by the Standards and Curriculum Council (SCC) in National Competency Standards: Policy & Guidelines (Second Edition).

The draft standards were verified through invited comment from various Industry representatives and additional workshops held in Sydney and Perth in late 1996 and January 1997.

In August 1998, the National Utilities and Electrotechnology Industry Training Advisory Body (ITAB) Ltd in association with ANTA commenced the development of an AQF Diploma qualification for the Australian Gas Industry. An Industry Reference Group of national representation was formed to oversee the development of Competency Standards for the Diploma qualification. Three new Units of Competency were developed and aligned with Australian Qualification Framework (AQF) Diploma.

National Industry Reference Group

On the advice of the Australian Gas Association (AGA) and the relevant unions, a National Industry Reference Group of was formed to oversee the development of the Gas Industry Diploma.

Members of this Industry Reference Group were as follows:

Name	Position	Company	State
Mr Dave Arrowsmith	Operations Supervisor	Alinta Gas	WA
Mr Ian Cole	Vice President - Gas	Australian Workers Union	VIC
Mr Nick Cvetkovski	Manager, Human Resources	Stratus Networks	VIC
Ms Mary Lyras	Manager, Employee Development	AGL	NSW
Mr Ron North	Executive Officer	State Training Authority	QLD
Mr Paul O'Brien	Industry Executive Officer	NUEITAB	NSW
Mr Noel Ryan	Manager	Queensland Utilities and Services Industry Training Advisory Board	QLD
Mr Jarkko Soininen	Manager, Human Resource Development	Boral Energy	SA
Ms Jenny Thompson	Pipeline Systems Coordinator	AGL Pipelines	QLD
Project Officer			
Mr Doug Wells	Principal Teacher – Plumbing, Brisbane Institute of TAFE	Seconded to the Queensland Utilities and Services ITAB	QLD

The development of the Diploma Qualification represents the second stage of the NUEITAB Training Package development for the Australian Gas Industry, the first being the development of the Training Package for the Gas Industry to the Certificate IV level.

Regulators and Licensing

The Gas Industry is regulated by State/Territory legislation; there is no Federal Act of Parliament covering the regulation of the Industry as a whole. Each State/Territory abides by a Gas Act commonly detailing specific gas regulations and Codes of Practice and Standards (safety in relation to the installation and supply of gas).

There is legislation covering all aspects of operations for the Gas Industry. Common components of the Gas Industry regulations for each State/Territory cover the following areas of operation:

- Occupational Health and Safety State requirements
- Australian Standards Codes of Practice
- Manufacturing specifications
- Environmental requirements
- Enterprise procedures.

In September 1999 work commenced on the development of an Advanced Diploma level qualification to provide a career path to level VI of the AQF. The Project team, following consultations with industry representatives and Steering Committee Members, determined that two complementary qualifications were required to complete the pathway from AQF II to VI. They are:

- An Advanced Diploma in Utilities Assets Management (working title), and
- An Advanced Diploma in Gas Systems Design Specifications.

The Steering Committee determined that priority should be given to the development of the latter course as the former has impact on other utilities sectors.

The name of the Qualification was changed to Advanced Diploma in Gas Systems at the Steering Group Meeting of 16 June 2000.

The Advanced Diploma in Gas Systems has been developed to meet the needs of upper middle management and technical personnel in providing a vital link between gas operations personnel and professional gas engineers. In developing the qualification, consideration has been given to:

- the competencies of persons working at the AQF Level VI in the gas industry
- pathways from the existing Gas Industry Training Package
- pathways from related qualifications in engineering and science
- recognition of prior learning/recognition of current competency.

In recognition of the complexity and changing nature of work, allowance has been made for the importation into the qualification of a Unit of Competency from a related Training Package at a similar level, subject to approval by the NUEITAB. In this manner, it is hoped that the qualification provides sufficient flexibility to cater to the needs of the majority of gas industry employees at AQF level VI.

3. What are competency standards?

The broad concept of competency is related to realistic work practices, expressed as an outcome and understandable to all people in the workplace. It is important that the meaning of the standards be interpreted and understood in the same way by different users, and in different situations.

The Australian National Training Authority's definition of competency encompasses several features: - "The concept of competency focuses on what is expected of an employee in the workplace rather than the learning process, and embodies the ability to transfer and apply skills and knowledge to new situations and environments."

Units of competency should encompass all four components of competency, which are:

- performing individual tasks
- managing a number of different tasks within a job
- responding to problems, breakdowns and changes in routine
- dealing with the responsibilities and expectations of the workplace.

The Australian National Training Authority requires competency standards to conform to a format. A competency standard is made up of a number of Units, comprising Elements, Performance Criteria, Range of Variables (or Range Indicators) and an Evidence Guide.

Units of Competency - What you do in the workplace

The unit is a summary of an area work. It describes a function or purpose of a job/occupation.

Elements of Competency - Parts which make up a unit

Elements are parts of units. They detail the broader functions or purposes covered by the unit. Generally, a unit is quite broad, whereas the element focuses on the actual activities or responsibilities that make up the competency.

Performance Criteria - Required standard of performance for each element

Elements describe what the unit means but they do not provide information about the level of performance that is required. The level or standard that you expect to achieve is indicated by the performance criteria.

Range of Variables - Sets the Context for the particular unit

The range of variables describes the variety of circumstances that the unit of competency might be used in and distinguishes between different workforce and qualification levels. The complexity of the range indicators varies according to the different levels.

Evidence Guide - Its purpose is to guide assessment of the unit

The Evidence Guide gives further information about the quality and level of performance. Its purpose is to guide assessment of the unit of competency in the workplace and/or a training program. The evidence will relate directly to the performance criteria and range of variables.

The Evidence Guide will include the following:

Context - It will define the environment where assessment can take place.

- Specialised Resources required for Training and Assessment - Defines the resources that will be required to conduct assessment.

Critical aspects of evidence - The aspects that relate to some particular knowledge or skill that is essential to performance.

- Pre-requisites and Co-requisites - Defines the assessment relationships between different units.
- Workplace Outcomes (Underpinning knowledge and skills) - Essential knowledge and skills that a person needs to perform work to the required standard.

Key Competencies - These Standards incorporate the seven Key Competencies defined by the Mayer Committee. These competencies are:

- Collecting, analysing and organising information.
- Communicating ideas and information.
- Planning and organising activities.
- Working with others in teams.
- Using mathematical ideas and techniques.
- Solving problems.
- Using technology.
- The Key Competencies within the units reside in the Context of the skills described and at various levels of performance.

Format of Competency Standards

Unit Descriptor expands on the information provided in the Unit Title

Unit Title refers to a defined area of competency

Unit No UTG NGS207 A: Process LPG

Descriptor:
Process LPG including the manufacture of TLPG, LPG and blending/mixing odourising LPG.

	ELEMENT	PERFORMANCE CRITERIA
207.1	Prepare to process LPG	1. Equipment is checked in accordance with <i>SOPs</i> and manufacturer's specifications to ensure it is operational 2. Records are maintained in accordance with <i>SOPs</i> 3. Pipelines and hoses are connected in accordance with manufacturer's specifications and <i>SOPs</i>
207.2	Process LPG	1. LPG is processed effectively in a safe and efficient manner in accordance with <i>SOPs</i> 2. Adjustment and monitoring of the controls are performed in accordance with <i>SOPs</i>
207.3	Shutdown equipment	1. Pre-shutdown checks are completed and documented in accordance with <i>SOPs</i> 2. Shutdown is completed in accordance with <i>SOPs</i> and Operating conditions

RANGE OF VARIABLES

<p>Processing LPG may include:</p> <ul style="list-style-type: none"> • blending/mixing LPG • manufacturing TLPG • odourising LPG 	<p>Equipment may include:</p> <ul style="list-style-type: none"> • pumps • valves • vessels • personal protective equipment and clothing
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EVIDENCE GUIDE

Context:
Assessment of competency, including attainment of relevant knowledge and skills may be

Specialised resources required for training and assessment include

- appropriate equipment for processing gas

Critical aspects of evidence will include

- identification of variations and irregularities during processing

Pre-requisites and Co-requisites
This unit should be assessed in conjunction with or after competency has been demonstrated in

Workplace Outcomes (Underpinning knowledge and skills)
...An employee working at this level is required to demonstrate they can:

- carry out appropriate processing, handling and storage operations of LPG....

Key Competencies
Utilisation of the Key Competencies in the performance of this unit

Elements describe the key activities needed to perform each unit

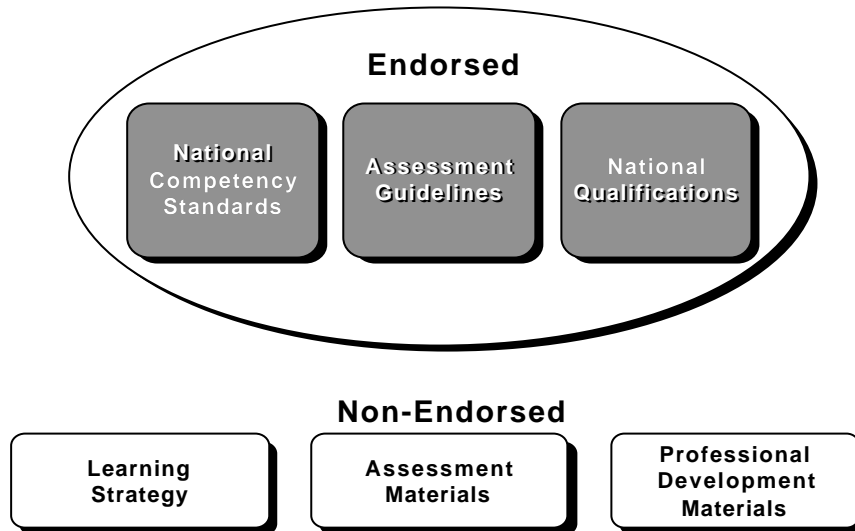
Range of Variables provides information about the context in which the unit of competency is carried out

Performance Criteria describe the level of performance required (or how the work is to be done)

Evidence Guide includes the critical aspects of a unit and its relationship to other units, the contexts for assessment, underpinning knowledge and understanding and the required evidence of competency

Training Packages - “The Context to competency standards”

A ‘Training Package’ has three parts that are endorsable. The competency standards, the assessment guidelines and alignment to a national qualification. Flowing from the endorsable part of the package is a Learning Strategy, Assessment Materials and Professional Development Materials. (See diagram below)



This new approach to national training has been developed in response to the need for flexibility for nationally recognised training systems based on endorsed Industry competency standards.

The training package allows for a variety of training approaches and methods to be developed by training providers based on the endorsed national standards. The assessment guidelines promote consistency and quality control in assessment nationally. They may consist of assistance in designing instruments for the assessment of competency, and may include examples of assessment instruments.

This part of the package, while endorsed is not a *direction* to Industry, but a framework to be used, changed and fleshed out as appropriate in different enterprises and environments.

The Learning Strategy could include curriculum or another less structured training format, and will provide guidance on organising the training activities within the workplace and/or institution.

The Assessment Materials can be provided for direct use by training providers, or be used as examples, to be adapted as needed in different Contexts.

The Professional Development Materials are to assist training providers to understand the basis for the new approach to training and to assist in the development of the training itself.

It will be necessary to “package” the verified Gas Industry competency standards for the purposes of determining qualifications aligned to the Australian Qualifications

Framework (AQF). This is required for the Training Package to be nationally endorsed.

It is recommended that the Gas Industry competency standards are initially aligned against three levels of the AQF. This represents the first step in the “packaging” process. These three levels range from Certificate II to Certificate IV. The major distinguishing features of the learning outcomes between the levels are detailed below.

AQF	Distinguishing Features of Learning Outcomes
Certificate II	<ul style="list-style-type: none"> • demonstrate basic operational knowledge in a moderate range of areas • apply a defined range of skills • apply known solutions to a limited range of predictable problems • perform a range of tasks where choice between a limited range of options is required • assess and record information from varied sources • take limited responsibility for own outputs in work and learning
Certificate III	<ul style="list-style-type: none"> • demonstrate some relevant theoretical knowledge • apply a range of well developed skills • apply known solutions to a variety of predictable problems • perform processes that require a range of well developed skills where some discretion and judgement is required • interpret available information, using discretion and judgement • take responsibility for own outputs in work and learning • take limited responsibility for the outputs of others
Certificate IV	<ul style="list-style-type: none"> • demonstrate understanding of a broad knowledge base incorporating some theoretical concepts • apply solutions to defined range of unpredictable problems • identify and apply skill and knowledge areas to a wide variety of Contexts with depth in some areas • identify and analyse and evaluate information from a variety of sources • take responsibility for own outputs in relation to specified quality standards • take limited responsibility for the quantity and quality of the output of others
Diploma	<ul style="list-style-type: none"> • demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas • analyse and plan approaches to technical problems or management requirements • transfer and apply theoretical concepts and/or technical or creative skills to a range of situations • evaluate information using it to forecast for planning or research purposes • take responsibility for own outputs in relation to broad quantity and quality parameters

	<ul style="list-style-type: none">• take limited responsibility for the achievement of group outcomes
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AQF	Distinguishing Features of Learning Outcomes
Advanced Diploma	<ul style="list-style-type: none"> • demonstrate understanding of specialised knowledge with depth in some areas • analyse, diagnose, design and execute judgements across a broad range of technical or management functions • demonstrate a command of wide-ranging, highly specialised technical, creative or conceptual skills • generate ideas through the analysis of information and concepts at an abstract level • demonstrate accountability for personal outputs within a broad parameters • demonstrate accountability for group outcomes within a broad parameters

It is recommended that when aligning and packaging the Gas Industry competency standards, account is taken of already existing “cross industry competency standards”. The standards represent competencies for functions or activities that are common across a number of industries such as clerical and administrative functions.

The advantage of using these competencies is that they are already fully developed and endorsed and they can simply be included in the Industry’s packaging arrangements. It also means that the resources available for Training

Package development can be focused on Units of Competency that are unique to the Gas Industry functions.

The diagram on page 14 details an overview of the grouping of the 34 units of competency unique to the selected function of the Gas Industry. It also includes the recommendations for the utilisation of cross industry Training Packages/ competency standards including the sets outlined below.

Frontline Management Competency Standards

ANTA has developed and endorsed 11 units of competency that represent generic management competency standards for frontline managers.

The competency standards can be adapted to the needs of Gas Industry functions.

The competencies are aligned to AQF levels III, IV and Diploma (the diploma level is not relevant to these competencies).

While competency units, elements and performance criteria are constant across levels, the range indicators and Evidence Guides vary between levels and describe the competencies of workers who are also responsible for supervision/management of teams.

The competencies reflect modern management principles and practices and focus on the future.

The National Clerical-Administrative Competency Standards

The National Clerical-Administrative Competency Standards contained within the Administration Training Package describe clerical administrative competencies common across industries. The Administration Training Package was endorsed on 23 September 1997.

These competencies cover five levels of the AQF and are divided into seven streams that range from "Information Handling" to "Business Financial".

It is recommended that only Levels II and III are used in the packaging process for the Meter Reading and Billing Areas.

Road Transport Industry Competency Standards

The Road Transport Industry Competency Standards are contained within the Transport and Distribution Training Package which was endorsed on 23 September 1997 provide coverage to the competency required for the operation of trucks or heavy vehicles and forklifts.

The loading and distribution of LPG in tanker and cylinders will require the use of the relevant competency standards covering the driving of heavy rigid and heavy combination vehicles and/or forklifts. Metal and Engineering Industry National Competency Standards

Metals and Engineering Industry Competency Standards

The Metal and Engineering Industry National Competency Standards are contained within the Metals and Engineering Training Package which was endorsed on 21 October 1998. The standards are divided into a number of streams. The most relevant to the Gas Industry is the Mechanical stream.

The repair of gas meters will require the use of relevant Metal and Engineering Industry National Competency Standards associated with this Gas Industry Unit of Competence.

National Electrotechnology Industry Competency Standards

The National Electrotechnology Industry Competency Standards contained within the Electrotechnology Training Package which is expected to be endorsed in the first half of 1999.

The selected competencies of the National Electrotechnology Industry are directly relevant to the Gas Industry Unit of Competence for the installation of Cathodic Protection Systems.

Competency Standard Index

Core	
UTG NGS001 A	Apply Procedures in the Workplace
UTG NGS002 A	Work with Others
UTG NGS003 A	Plan and Organise Work Activities
Meter Reading and Billing	
UTG NGS101 A	Read and Record Meter Readings
UTG NGS102 B	Investigate Billing Exceptions/Conditions
LPG Transport Storage and Processing	
UTG NGS201 A	Assess Operational Capability of Gas Safety Equipment on Tankers
UTG NGS202 A	Load Discharge LPG by Road Tanker
UTG NGS203 A	Load, Unload and Exchange Gas Cylinders
UTG NGS204 A	Fill Gas Cylinders
UTG NGS205 A	Refurbish Gas Cylinders
UTG NGS206 B	Monitor and Control Transfer of LPG
UTG NGS207 B	Process LPG
UTG NGS208 B	Perform Minor Maintenance on Gas Processing/Storage Facilities and Equipment
UTG NGS209 B	Coordinate Repair of Faults in Gas Processing/Storage Facilities and Equipment
UTG NGS210 B	Control Storage of LPG in Terminal
UTG NGS211 A	Control LPG Storage/Processing Operations
Transmission and Distribution	
UTG NGS301 A	Construct and Lay Pipelines
UTG NGS302 A	Prepare, Excavate and Reinststate Site
UTG NGS303 B	Commission/Decommission Pipelines
UTG NGS304 A	Coat Pipelines
UTG NGS305 A	Maintain Pipeline Easement
UTG NGS306 B	Coordinate Pipeline Repair and Modifications
UTG NGS307 B	Launch and Recover PIG
UTG NGS308 B	Maintain Cathodic Protection System
UTG NGS309 B	Install Cathodic Protection Systems

UTG NGS310 B	Perform Routine Maintenance on Pipeline, Facilities and Equipment
UTG NGS311 A	Operate and Monitor Pipeline Control Systems
UTG NGS312 B	Coordinate Repair of Pipeline, Facilities and Equipment
UTG NGS313 B	Control Gas Odourisation
UTG NGS314 A	Control Pipeline Operations
UTG NGS315 B	Repair Gas Meters
UTG NGS316 B	Coordinate Construction, Laying and Testing of Gas Distribution Pipelines
UTG NGS317 B	Use plans, drawings and specifications
UTG NGS318 A	Use and maintain small plant, equipment and tools and carry-out minor mechanical maintenance.
UTG NGS319 A	Supervise Technical Operations for Gas Distribution/ Transmission
UTG NGS320 A	Supervise Technical Operations for Liquefied Petroleum Gas Storage and Processing
UTG NGS321 A	Coordinate and Monitor Implementation of Risk Management Plan
Gas Systems	
UTG NGS601 A	Plan and implement the data acquisition and metering requirements of a gas system
UTG NGS602 A	Select and commission equipment to meet Pressure and Temperature control specifications
UTG NGS603 A	Manage Workplace Risk
UTG NGS604 A	Manage gas system environmental compliance
UTG NGS605 A	Prepare design specifications for a gas system
UTG NGS606 A	Manage gas systems projects
UTG NGS607 A	Manage a customer service gas business unit
UTG NGS608 A	Manage financial resources
UTG NGS609 A	Manage physical resources

Glossary

<i>Abnormalities</i>	To confirm any abnormal condition of an item whether or not this could eventually result in a failure.
<i>Allied industry</i>	Allied industry means an industry that has comparable work functions and performance requirements relating to the respective Unit(s) of Competency and/or qualification. An allied industry may include: water, electricity, construction, metals and engineering, clerical, management (including front line) and the like.
<i>Analyse</i>	To examine and investigate data or information.
<i>Appropriate personnel</i>	Individuals with responsibilities for design, installation, maintenance, production or servicing activities. This can include: site managers; project managers; engineers and technicians; line managers/supervisors; team leaders; other personnel designated by an organisation or enterprise.
<i>AQF</i>	Australian Qualifications Framework which describes qualifications in terms of levels characterised by the outcomes of vocational education and training.
<i>Assemble</i>	To take raw stock and make detailed parts by a variety of methods, such as cutting, bending, attaching, etc. It may be applied to metal and composite structures, electrical parts etc.
<i>Assessment</i>	Refers to the process of collecting evidence and making judgements on the extent and nature of progress towards the performance requirements set out in a standard and at the appropriate point making the judgment whether competency has been achieved.
<i>Bridging Program</i>	<i>Bridging programs</i> are developed to provide access to any skill or knowledge gap an intended learner has relative to the entry requirement of the intended Unit(s) of Competency or Qualification. RTO's should ensure relevant technical knowledge and skills underpinning are determined and clearly defined for respective Unit(s) of Competency and/or Qualification.
<i>Competency</i>	Focuses on what is expected of a worker/employee in the workplace rather than on the learning process, and embodies the ability to transfer and apply skills, knowledge and attitude to new situations and environments.
<i>Defect</i>	Any confirmed abnormal condition of an item whether or not this could eventually result in a failure.
<i>Easement</i>	Environmental surroundings of the pipeline.

<i>Environment</i>	<p>The area surrounding the work site which can be directly or indirectly affected by occurrences at the work site. It includes the atmosphere, soils, drains, underground water tables and the ecosystem. Protection of the <i>environment</i> would require the proper disposal of waste materials, restriction of burning off, the correct handling of toxic substances, the containment of CFCs and the like.</p> <p>The protection of the environment would also include the minimisation of those factors that contribute, directly or indirectly, to the production of greenhouse gases.</p> <p>These contributing factors might include the minimisation of waste materials, the correct use of enterprise vehicles and machinery, the re-use or recycling of trade materials where possible and the overall reduction of energy usage through general awareness and the use of appropriate technologies.</p>
<i>Fault find</i>	Identifying problems including functional faults.
<i>Hazardous materials</i>	Materials that could cause serious illness or injury.
<i>Implement</i>	To carry out or put in place a new requirement.
<i>In accordance</i>	A task or procedure is performed according to a plan, rules or guidelines.
<i>Inspect</i>	To examine or check a system, assembly, component or part by visual or physical means, for the purpose of identifying defects or limits.
<i>Integrity testing</i>	To ensure the system conforms to required operating parameters.
<i>Legislative Requirements</i>	Approved regulations and guidelines set down by either Federal or State Governments.
<i>Maintenance schedules/servicing</i>	That maintenance is performed at defined intervals to retain a system, component or part in a serviceable condition by systematic inspection, detection, replacement of worn-out items, adjustment, calibration or cleaning, etc.
<i>Modification</i>	Where a change or update is made.
<i>OH&S</i>	Arrangements of an organisation or enterprise to meet their legal and ethical obligations of ensuring the workplace is safe and without risk to health. This may include: hazardous and risk assessment mechanisms; implementation of safety regulations; safety training; safety systems incorporating work clearance procedures to carry out or put in place a new requirement.
<i>Parameters</i>	Set guidelines to be worked within.
<i>Permit to Work</i>	The Permit to Work is a authorisation for a individual to work in required activities and functions associated with the Gas Industry

<i>Personal Protective Equipment</i>	Used to assist in providing a safe work environment for workers.
<i>PIG</i>	Is the abbreviation for Pipeline Inspection Gauge.
<i>Procedures</i>	That to which equipment and procedures and their outcomes must conform. It includes legislative obligations and regulations and standards called-up by legislation or regulations. Requirements may also include: codes of practice; job specifications; standards called-up in specifications; procedures and work instructions; quality assurance systems; manufacturers' specifications; design specifications; customer/client requirements and specifications specified underpinning knowledge (specified in units' Evidence Guides)
<i>Reduced or eliminated</i>	Where something is either decreased or completely removed.
<i>Regulatory guidelines</i>	Where something is set as a compulsory part of a work environment.
<i>Reports/documents</i>	Information and printed matter related to specific items or topics.
<i>Requirements</i>	That to which <i>equipment</i> and procedures and their outcomes must conform and includes statutory obligations and regulations and <i>Standards</i> called-up by legislation or regulations. <i>Requirements</i> may include: <ul style="list-style-type: none"> • codes of practice • job specifications • Standards called-up in specifications • procedures and work instructions • quality assurance systems • manufacturers' specifications • design specifications • customer/client requirements and specifications • specified underpinning knowledge (specified in units' Evidence Guides) • National and State guidelines, policies and imperatives relating to the environment.

<i>Safe working conditions</i>	Measures undertaken to ensure workers are safeguarded against serious injury or illness.
<i>Signage</i>	Signs erected for display and to advise of a certain situation.
<i>Simulated work environment</i>	Circumstances that may arise in the work environment are constructed and used as a tool for assessing workers/employees operating under working conditions.
<i>Standard Operating Procedures (SOPs)</i>	<p>Formal arrangements of an organisation, enterprise or statutory authority of how work is to be done. This may include, for example:</p> <p>quality assurance systems incorporating, for example:</p> <ul style="list-style-type: none"> • requirements and procedures • work orders / instructions • reporting procedures • improvement mechanisms • safety management <p>work clearance systems incorporating, for example:</p> <ul style="list-style-type: none"> • work permits • monitoring and clearance procedures • isolation procedures • OH&S practices • procedures for operating safety systems, operating plant and equipment and reporting work activities • arrangements for dealing with emergency situations
<i>Standards</i>	<p>Technical documents which set out specifications and other criteria for equipment, materials and methods to ensure they consistently perform as intended. The Standards referred to in this competency standard are those published by Standards Australia or in joint venture with Standards New Zealand and Australian Gas Association Standards. Competency in the use of other technical standards may be required in industries not restricted to Australian requirements. For example, shipping and off-shore petroleum industries are subject to standards agreed to by underwriters and enterprises or some other international convention.</p>
<i>Stream</i>	Broad functional grouping of industry fields of activity. An aid to competency development only.

Test equipment

Tools that tests other pieces of equipment to ensure they are operating as intended.

Troubleshooting techniques

Methods used to locate or determine the reason for a fault in a system, component or part by means of a systematic checking or analysis.

PART B

Assessment Guidelines