

National Certificate in Gas Marketing, Business and Administration (Customer Support) (Level 3) with strands in Gas Appliances, Gas Connections, Gas Delivery and Measurement Systems, and Gas Emergency Response

Level 3

Credits 58-77

Purpose

The National Certificate in Gas Marketing, Business and Administration (Customer Support) (Level 3) with strands in Gas Appliances, Gas Connections, Gas Delivery and Measurement Systems, and Gas Emergency Response [Ref: 1510] is designed for gas customer support staff who deal with customers, gas industry members, and in some cases emergency services.

The core compulsory section of this qualification, recognises knowledge of: the gas industry in relation to customer support and administration; gas hazards, signs, symbols and terminology; hazards of reticulated gas; the fire triangle and actions to eliminate sources of ignition; gas queries related to gas appliance faults, incidents and events; business relationships with stakeholders; workplace safety; and dispatching resources from, and processing emergency service calls at a contact centre. The core elective offers candidates the flexibility to choose standards from anywhere on the framework.

The strands focus on the skills and knowledge required for specific roles within the gas customer support sector.

Holders of this qualification are able to, from a gas customer support centre, demonstrate the ability to: interact with the public, emergency services, and gas distribution network owners; and respond to gas queries.

This National Certificate could build on or lead to the National Certificate in Contact Centre Operations (Level 3) [Ref: 0643], National Certificate in Business Administration and Computing (Level 2) [Ref: 0008], National Certificate in Business Administration and Computing (Level 3), [Ref: 0633] or lead to the National Certificate in Contact Centres with strands in Senior Customer Service Representative, and Management (Team Leader) [Ref: 0739].

Credit Range

	Core Compulsory	Core Elective	Gas Appliances Strand
Level 1 credits	3	-	-
Level 2 credits	14	-	-
Level 3 or above credits	14	6	21
Minimum totals	31	6	21
Total with strand			58

	Gas Connections Strand	Gas Delivery and Measurement Systems Strand	Gas Emergency Response Strand
Level 2 credits	-	3	2
Level 3 credits	24	20	38
Minimum totals	24	23	40
Total with strand	61	60	77

Requirements for Award of Qualification

Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in section 7 of the New Zealand Qualifications Authority (NZQA) Rules and Procedures publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Core Compulsory standards
- Core Elective – A minimum of 6 credits as specified

One of the following strands is required

- Gas Appliances Strand
- Gas Connections Strand
- Gas Delivery and Measurement Systems Strand
- Gas Emergency Response Strand

Detailed Requirements

Core Compulsory

The following standards are required

Engineering and Technology > Gas Industry > Gas Marketing, Business and Administration

ID	Title	Level	Credit
24713	Demonstrate knowledge of gas hazards, signs, symbols, and terminology for the gas retail industry	2	5
24714	Demonstrate knowledge of the gas industry in relation to customer support and administration	2	3
24718	Describe hazards of reticulated gas, the fire triangle, and actions to eliminate sources of ignition in the gas industry	2	6

ID	Title	Level	Credit
24719	Demonstrate knowledge of gas retail business relationships, stakeholders, and their concerns with industry activities	3	6
24722	Respond to gas queries from a contact centre and describe gas appliance faults, incidents and events, and action to take	3	8

Health > Occupational Health and Safety > Occupational Health and Safety Practice

ID	Title	Level	Credit
497	Demonstrate knowledge of workplace health and safety requirements	1	3

Core Elective

A minimum of 6 credits at Level 3 or above

From anywhere on the NQF

Gas Appliances Strand

The following standards are required

Engineering and Technology > Gas Industry > Gas Marketing, Business and Administration

ID	Title	Level	Credit
20850	Prepare and process applications for gas connections	3	6
25518	Demonstrate knowledge of gas appliances, requirements for installation, faults, safety, and documentation for gas retail	3	7
25519	Identify customer requirements for gas appliances, parts, accessories and servicing, and match to customer requirements	3	8

Gas Connections Strand

The following standards are required

Engineering and Technology > Gas Industry > Gas Marketing, Business and Administration

ID	Title	Level	Credit
20850	Prepare and process applications for gas connections	3	6
24712	Perform administrative procedures for reticulated gas connections, disconnections, reconnections, and relocations	3	10
24717	Demonstrate knowledge of applications, quotations, and documentation for gas connections	3	8

Gas Delivery and Measurement Systems Strand

The following standards are required

Engineering and Technology > Gas Industry > Gas Marketing, Business and Administration

ID	Title	Level	Credit
11335	Demonstrate knowledge of and use a data processing and billing system in the gas industry	3	8
24717	Demonstrate knowledge of applications, quotations, and documentation for gas connections	3	8

Engineering and Technology > Gas Industry > Gas Measurement

ID	Title	Level	Credit
12450	Demonstrate knowledge of gas meters and correctors	2	3
23084	Read and interpret gas metering equipment	3	4

Gas Emergency Response Strand

The following standards are required

Community and Social Services > Community and Workplace Fire and Emergency Management > Workplace Emergency Risk Management

ID	Title	Level	Credit
17279	Demonstrate knowledge of the coordinated incident management system (CIMS)	2	2

Engineering and Technology > Gas Industry > Gas Marketing, Business and Administration

ID	Title	Level	Credit
24716	Explain and manage gas emergencies and restore the system from a gas distribution contact centre	4	12
24723	Demonstrate knowledge of gas emergencies and coordinate the response to a gas emergency from a contact centre	3	12

Health > Occupational Health and Safety > Occupational Health and Safety Practice

ID	Title	Level	Credit
17602	Apply hazard identification and risk assessment procedures in the workplace	3	4

Service Sector > Contact Centres > Contact Centre Operations

ID	Title	Level	Credit
18510	Process emergency service calls at an emergency response contact centre	3	5
18511	Dispatch resources from an emergency response contact centre in response to emergency service calls	3	5

Transition Arrangements

Version 1

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
12453, 12454	23084
20930	25518, 25519

NQF Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	September 2009	N/A

Standard Setting Body

NZ Extractive Industries Training Organisation
 PO Box 2623
 Christchurch 8140

Telephone 03 964 4710
 Email info@exito.org.nz
 Website www.exito.org.nz

Planned Review

Any person or organisation may contribute to the review of this qualification by sending feedback to the standard setting body at the above address.

Next Review	2014
-------------	------

Other standard setting bodies whose standards are included in the qualification

ElectroTechnology Industry Training Organisation
 Fire and Rescue Services Industry Training Organisation
 New Zealand Industry Training Organisation

Certification

This certificate will display the logos of NZQA, the NZ Extractive Industries Training Organisation and the accredited organisation.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

NQF Classification		NZSCED	
Code	Description	Code	Description
1383	Engineering and Technology > Gas Industry > Gas Marketing, Business and Administration	039999	Engineering and Related Technologies > Other Engineering and Related Technologies > Engineering and Related Technologies not elsewhere classified

Quality Management Systems

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.