

Title	Identify community concerns and respond to enquiries relating to gas industry operations		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to, for gas industry operations: identify potential community concerns; and respond to community enquires.
----------------	---

Classification	Gas Industry > Gas Marketing, Business and Administration
-----------------------	---

Available grade	Achieved
------------------------	----------

Guidance Information

- 1 This unit standard is intended for, but is not limited to, workplace assessment. The range statements relate to enterprise specific equipment, procedures, and processes.
- 2 Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable manufacturer's specifications, company procedures and legislative requirements. This includes the knowledge and use of suitable tools and equipment.
- 3 Legislation, regulations and/or industry standards relevant to this unit standard include but are not limited to the current version of the: Health and Safety at Work Act 2015; and any subsequent amendments and replacements.
- 4 Any new, amended or replacement Acts, regulations, standards, codes of practice, guidelines, or authority requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.
- 5 Definition
Company procedures mean the documented methods for performing work activities, and include health and safety, operational, environmental, and quality management requirements. They may refer to legislation, regulations, guidelines, standard operating procedures, manuals, codes of practice, or policy statements.

Outcomes and performance criteria

Outcome 1

Identify potential community concerns in relation to gas industry operations.

Performance criteria

- 1.1 Individual and company responsibilities for public relations roles are identified.
- 1.2 The potential impact of company operations on external bodies or individuals is described.
- Range operations may include – pipelines, pressure control stations, gate stations, easements, unmanned sites, vents, crossings, meters, regulators, mains, services, excavations, maintenance activity, survey, construction activity, business activity, incidents or emergency situations, new connection, reconnection, disconnections, switching, gas outages.
- 1.3 Stakeholder roles and requirements are identified in relation to specific operations.
- Range stakeholders may include – customer, contractor, property owner, supplier, shareholder, local business, regional council, iwi, New Zealand Transport Agency, rail network operators, general public, local council, government department, emergency services, other utilities, WorkSafe.
- 1.4 Potential community concerns relating to company operations are described.
- Range concerns may include – odours, pricing, noise, product use, flammable gases, emergencies, safety issues, timing, duration, supply outage, reinstatement, cultural, environmental, restricted access.

Outcome 2

Respond to community enquiries about gas industry operations.

Performance criteria

- 2.1 Response required to address an enquiry is determined.
- 2.2 The mode of response is appropriate to the enquiry.
- Range may include – oral, written; handwritten, digital.
- 2.3 The language, register and tone used are appropriate to the situation and the relationship between the enquirer and responder.
- 2.4 Information given to address the enquiry is clear and presented in a manner appropriate to the enquirer.
- 2.5 Feedback is sought from the enquirer to ensure the information is understood.
- 2.6 Strategies to resolve conflicts are applied, if required.

2.7 Where necessary, enquires are escalated.

2.8 Follow up actions are completed.

Planned review date	31 December 2026
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 August 1997	31 December 2018
Revision	2	3 August 2000	31 December 2018
Review	3	22 October 2002	31 December 2018
Review	4	23 July 2004	31 December 2018
Review	5	20 November 2006	31 December 2020
Review	6	17 August 2017	31 December 2021
Revision	7	30 August 2018	31 December 2021
Review	8	27 February 2020	N/A
Rollover	9	30 January 2025	N/A

Consent and Moderation Requirements (CMR) reference	0014
--	------

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Waihanga Ara Rau Construction and Infrastructure Workforce Development Council qualifications@waihangaararau.nz if you wish to suggest changes to the content of this unit standard.