

1. Module details**Module name****The Regulatory Environment of the Powerline Clearance Industry****Module duration**

It is expected that students with the appropriate entry knowledge and skills will successfully complete this module in 36 - 40 hours.

Module code

NUE271

Discipline code

0703130

2. Module purpose

The purpose of this module is to provide participants with a working knowledge of the legal and regulatory framework of the powerline clearance industry with specific reference to customers and clients, negotiation skills, and problem resolution at the worksite

3. Prerequisites

NBB002 Occupational Health and Safety.
Common Compulsory Core (All modules).

4. Relationship to competency standards

NES450

5. Content**Powerline clearance laws, regulations and codes****Use of laws, regulations and codes at work****Dealing with customers, clients****Negotiation****Conflict resolution****6. Assessment strategy****Assessment methods**

The learner is required to observe the processes of dealing with customers/clients, potential conflict situations, and the negotiation of site works, by experienced powerline clearance personnel. Assessment in the use of conflict resolution and negotiation skills should use work place derived case studies or simulated case studies, involving at least two people, and provide opportunity for learners to practice and then demonstrate interpersonal and communication skills.

Learners should be encouraged to use regulations and codes to establish parameters for negotiation and conflict resolution role plays

Conditions of assessment

Learners require access to information sources about Government Departments and Regulatory authorities, access to work sites, the opportunity to observe experienced Powerline Clearance personnel negotiating site works using regulations and codes in the course of their work and/or case studies to be used for the purpose of simulate role plays in negotiation and conflict resolution

Written work, oral presentation, group discussion, participants are required to simulate/role play a workplace conflict scenario using either a case study or actual workplace example, and to set the scene explaining factors affecting the timing and environment

7. Learning outcome details

Learning outcome 1

Describe the regulatory environment of the Powerline Clearance Industry.

Assessment criteria

- 1.1 In simple terms, explain the difference between a law, regulation and code and the relationship between these instruments.
- 1.2 Identify and record the names of Federal, State/Territory, Local laws, regulations and codes, which apply in the participant’s State/Territory, and regulate the operation of the Powerline Clearance Industry in the following areas: Electricity transmission and distribution and powerline clearance requirements; Cultural and Heritage Protection; Floral and Faunal protection; Transport; Occupational Health and Safety; Chemical Use.
- 1.3 Identify and record names and contact details for Government departments/authorities vested with responsibility for administering laws, regulations and codes and the powers of Government inspectors to enforce laws/regulations at the work place.
- 1.4 Name the body/office, empowered via State/Territory legislation, to regulate electricity transmission and distribution including Powerline Clearance.

Learning outcome 2

Identify where powerline clearance regulations and codes are applied in conjunction with other laws, regulations and codes.

Assessment criteria

- 2.1 Using the powerline clearance code applicable in the participant’s State/Territory, identify: the legal responsibilities of powerline clearance organisations to maintain safe clearance distances around electrical conductors; the legal clearance requirements specified in the code and/or associated regulations; factors identified in the code/regulation which provide for the requirement and/or opportunity to negotiate clearance conditions and works; the details of vegetation categories which are deemed important/significant, and organisations/specialists who can assess and advise on the environmental value of vegetation at a site; any areas/sites in the participant’s region that have been recognised by the electrical Regulator as containing vegetation of particular significance.
- 2.2 Using laws, regulations and/or codes identified in Learning Outcome 1, pertaining to the protection of vegetation, identify: two categories of land/sites where clearance works are restricted and/or regulated and can only be undertaken with the approval and/or after notification of the relevant State authority; two categories of land/sites where clearance works are restricted and/or regulated and can only be undertaken with the approval, and/or after notification of the relevant Local authority; two examples of land/sites where clearance works are restricted and/or regulated and can only be undertaken with the approval and/or after notification of the relevant Federal authority.

Learning outcome 3

Address powerline clearance customer and client needs and issues.

Assessment criteria

- 3.1 Define ‘customers’ and/or ‘clients’ of the powerline clearance industry.
- 3.2 Discuss and identify the range of customer/client needs serviced by the powerline clearance industry.
- 3.3 Identify the customer relations policy of the powerline clearance organisation including any details of dispute resolution procedure/s to be used when dealing with customers/clients.
- 3.4 Discuss and identify ways in which powerline clearance works may result in conflict with some customers/clients.
- 3.5 Describe: signs of potential or actual conflict; stage of conflict, particularly the escalation of conflict; factors within the individual such as attitudes, values and beliefs which relate to the developing conflict.
- 3.6 Outline strategies and communication styles which: provide options for constructive responses to the conflict.

Learning outcome 4

Negotiate powerline clearance works.

Assessment criteria

- 4.1 Identify the minimum legal requirements for powerline clearance works which must be adhered to when negotiating a successful outcome with a customer/client.
- 4.2 Use appropriate interpersonal skills including: language appropriate to the other party; active listening techniques; a variety of questioning techniques.
- 4.3 Use a problem solving process to: describe and agree on process stages; state, clarify and confirm own and others needs/wants; identify the issue/s for both parties; agree on the issue/s with all parties and set agenda/priorities; explore options for satisfying needs of all parties; discuss possible solutions; check likely areas of agreement and viability; confirm areas of agreement; record agreement; decide and record follow up action.
- 4.4 Identify any legal and/or organisational requirements to report outcomes of the negotiation, including the recording of the outcome using workplace documentation.

8. Delivery of the module

Resource requirements

Learners may require access to library facilities, including internet access, to support basic research into Government regulatory authorities. Participants require access to a Powerline clearance work place in which they have the opportunity to observe personnel experienced in negotiating site works, and dealing with customers and clients.

This module has high literacy and numeracy content. Learners identified as having literacy and numeracy needs should be provided with additional support via concurrent delivery of the module: Literacy and Numeracy Support.

References

Legislation, regulations and codes of practice relevant to learner's State/Territory related to electricity transmission and distribution, electricity transmission and distribution and powerline clearance requirements, environmental protection, cultural and heritage protection, floral and faunal protection, water catchment protection

Occupational health and safety requirements

Learners must be supervised at work sites by experienced personnel and in accordance with OH&S requirements