



National Certificate in Electricity Supply (Retail) (Level 3)

Level	3
Credits	49

Purpose

The National Certificate in Electricity Supply (Retail) [Ref: 1418] is intended for administration employees within the retail sector of the electricity supply sector. It offers a qualification specifically designed to cover the skills required in their area of operation. As well as offering generic business administration skills it also covers the three operations pivotal to their employment; change of revenue meter, new connection, and switching. The qualification is suitable for those entering this area of work or who already have some experience, and will be useful for those wishing to pursue a career in this sector of the industry.

The qualification comprises compulsory standards designed to assess a broad range of skills including knowledge of the requirements for a new connection, a change of meter, and switching a customer. They also cover identifying employment rights and responsibilities, knowledge of workplace health and safety requirements, and writing reports amongst other business administration skills.

People who have met the requirements of this qualification will also have achieved credits towards the award of the National Certificate in Business Administration and Computing (Level 3) [Ref: 0633]. It is envisaged that people holding this qualification will typically progress on to the National Certificate in Business Administration and Computing (Level 3) [Ref: 0633] or the National Certificate in Business (First Line Management) (Level 3) [Ref: 0743], or to other qualifications in the Business, and Computer and Information Technology fields.

Special Notes

Recognition of prior learning will be carried out by accredited providers or Electricity Supply Industry Training Organisation (ESITO) registered workplace assessors.

Credit Range

Level 1 credits	5
Level 2 credits	4
Level 3 credits	40
Total	49

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

- Compulsory standards

Detailed Requirements

Compulsory

The following standards are required

Business > Business Operations and Development > Quality Management

ID	Title	Level	Credit
8085	Demonstrate knowledge of quality and its management	3	4

Core Generic > Core Generic > Work and Study Skills

ID	Title	Level	Credit
1978	Identify basic employment rights and responsibilities, and sources of information and assistance	1	2

Engineering and Technology > Electricity Supply > Electricity Supply - Core Skills

ID	Title	Level	Credit
18275	Demonstrate knowledge of the New Zealand electricity supply industry	2	2

Engineering and Technology > Electricity Supply > Electricity Supply - Retail

ID	Title	Level	Credit
24522	Demonstrate knowledge of requirements for a change of revenue meter or associated equipment for electricity supply	3	4
24523	Demonstrate knowledge of requirements for a new connection and livening of a site in the electricity supply industry	3	4
24524	Demonstrate knowledge of the requirements for switching a customer in the electricity supply industry	3	6

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

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1304	Communicate with people from other cultures	3	2
1307	Speak to a specified audience in a predictable situation	3	3
1312	Give oral instructions in the workplace	3	3
9681	Contribute within a group/team which has an objective(s)	3	3
11097	Listen to gain information in an interactive situation	3	3

Humanities > Communication Skills > Writing

ID	Title	Level	Credit
3491	Write a report	3	4

Service Sector > Service Sector Skills > Service Sector - Core Skills

ID	Title	Level	Credit
376	Employ customer service techniques for differing customer behaviours in a given situation	3	2
11815	Answer customer enquiries on the telephone in a wide range of contexts	3	4

NQF Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	August 2008	N/A

Standard Setting Body

Electricity Supply Industry Training Organisation
PO Box 1245
HAMILTON

Telephone 07 834 3038
Email info@esito.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	2012
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Other standard setting bodies whose standards are included in the qualification

New Zealand Industry Training Organisation
NZQA

Certification

This certificate will display the logos of NZQA, the Electricity Supply Industry 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
318	Engineering and Technology > Electricity Supply	031399	Engineering and Related Technologies > Electrical and Electronic Engineering and Technology > Electrical and Electronic Engineering and Technology 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.