



National Certificate in Electricity Supply (Retail)

level of qualification: 3

credit total: 49

Purpose and content of the National Certificate

Purpose:

This National Certificate 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.

People obtaining this certificate will also have achieved almost half the credits required to obtain the National Certificate in Business Administration and Computing (Level 3) [Ref:0633].

Content:

Compulsory unit standards

quality management

		level	credit
8085	Demonstrate knowledge of quality and its management	3	4

work & study skills

1978	Identify basic employment rights and responsibilities, and sources of information and assistance	1	2
------	--	---	---

electricity supply - core skills

18275	Demonstrate knowledge of the New Zealand electricity supply industry	2	2
-------	--	---	---

electricity supply - retail

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

occupational health & safety practice

497	Demonstrate knowledge of workplace health and safety requirements	1	3
-----	---	---	---

interpersonal communications

1304	Communicate with people from other cultures	3	2
------	---	---	---



		level	Credit
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
writing			
3491	Write a report	3	4
service sector – core skills			
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