
Overview

This standard is about evaluating and solving problems of a generation unit in the utilities environment. This includes gathering, collating and assessing information relating to the operation of a unit. It also includes preparing and undertaking the work in accordance with the current organisational procedures.

To meet this standard you will be able to:

- assess and evaluate information
- investigate the problem and initiate actions to solve the problem
- work safely using appropriate tools and equipment

This standard is suitable for a crafts person or technician working independently in the power utilities environment, taking personal responsibility for their own actions and for the quality and accuracy of the work carried out.

Performance criteria

You must be able to:

Assess and evaluate information

1. assess the range of information needed to deal with the problem
2. identify the information sources to be used to evaluate the problem
3. obtain pre-determined and selected sources of information to evaluate problem
4. assess the validity, reliability and significance of the information obtained
5. search for alternative sources when the information is inadequate or conflicting
6. follow procedures and precautions designed to safeguard personnel, plant and the environment

Investigate the extent of the problem

7. use pre-determined information sources to investigate the problem
8. establish the nature and extent of the problem
9. identify incidences where the same or similar problems have occurred
10. draw valid conclusions in the light of available information
11. assess the consequences and impact of the problem on the operation of the unit
12. assess the implications and impact of the problem on maintenance priorities
13. evaluate the hazards posed by the problem
14. coordinate resources to investigate the problem
15. determine how to deal with the problem in the light of the prevailing situation
16. initiate the actions needed to deal with the problem with an urgency appropriate to its significance
17. coordinate actions to make sure the problem is dealt with according to plan
18. evaluate actions taken to establish if the unit operating problem has been resolved
19. follow procedures and precautions designed to safeguard personnel, plant and the environment

Use and communicate data and information

20. record, organise and store information in accordance with organisational reporting, documentation systems and procedures
21. communicate the results of the investigation and actions taken to resolve the problem
22. maintain communications with those that provide information relating to the

problem

23. deal with problems reporting those outside role responsibility to designated personnel in line with organisational procedures, where appropriate

Knowledge and understanding

You need to know and understand:

General

1. the principles of health and safety in the workplace, environmental legislation and relevant regulations in relation to the work to be carried out
2. the organisations reporting lines, authorisation roles and responsibilities
3. the organisational safety rules, policies and procedures in relation to the work to be carried out

Evaluating and solving problems

4. what sort of information needs to be communicated at handover and why
5. why it is important to communicate concisely and accurately
6. how to maintain safe working and environmental practices throughout the duration of the work minimising the risks to self and others
7. company work instructions, information and reporting systems and documentation
8. how to respond to the different types and categories of emergency situations that might occur
9. what records need to be kept
10. the basic principles of the electricity generation process and the system operating principles
11. how to methodically evaluate and resolve problems using problem solving techniques and processes
12. what information sources are available to support the problem investigation solving process
13. how to judge if information is valid, reliable and significant
14. who you should communicate with and why
15. the role of different systems in the electricity generation process

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Evaluate and solve problems in the operation of a generation unit in the power utilities environment LEGACY



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