



## Service Procedures

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<b>Module purpose</b>	This module provides the learner with the knowledge, skills and competencies to correctly carry out service testing procedures for new or existing customer installations.
<b>For whom</b>	All personnel required to carry out customer metering and servicing procedures.
<b>Prerequisites</b>	Initial service installation, metering and live low voltage work procedure training.
<b>Summary of content</b>	<ul style="list-style-type: none"><li>• Servicing Safety Processes<ul style="list-style-type: none"><li>• Personal protective equipment</li><li>• Hazard Identification &amp; Risk Assessment</li></ul></li><li>• Servicing Test Processes<ul style="list-style-type: none"><li>• Testing for De-energised</li><li>• Neutral Integrity Test Point Test</li><li>• Identifying and marking neutrals</li><li>• Polarity, NST &amp; Check Testing</li><li>• Phase Sequence Testing Procedure</li><li>• Continuity &amp; Insulation resistance test</li><li>• Load Testing</li></ul></li><li>• The Neutral and Supply Tester</li><li>• Installation Supply Connection Tests and Procedures</li><li>• Low voltage customer installation safety regulation and procedures</li><li>• Customer notification and standard forms<ul style="list-style-type: none"><li>• Certificate of electrical safety</li><li>• Notice of installation defect</li><li>• Statement of isolation of Customers Low Voltage Supply (SILV)</li></ul></li></ul>
<b>Assessment</b>	Written and Practical Assessment
<b>Planned duration</b>	Training session: Initial: 7 hours Refresher 2.5 hours Written Assessment: 20 minutes Practical Assessment: 20 minutes per participant Maximum of 8 participants.
<b>Frequency</b>	Annual Assessment / Refresher Training, or as industry requirements change.