



Australian Government

ICTCBL311 Install systems and equipment on customer premises

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to install customer premises cabling and equipment for indoor and outdoor installations. This may include communications applications such as telephony, broadband data, video including digital broadcasting, and computer networks including local area networks (LAN), wide area networks (WAN) and multimedia.

It applies to field officers, technicians or technical supervisors from carriers, contractors or other service providers who provide voice, data and security installation and maintenance services.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Telecommunications – cabling

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for customer premises systems and equipment installation	1.1 Prepare for given work according to relevant legislation, codes, regulations and standards 1.2 Arrange access to site according to required procedure 1.3 Inform appropriate personnel of existing and potential hazards on worksite 1.4 Verify location of proposed customer communications equipment installation according to plans obtained from authorised personnel

ELEMENT	PERFORMANCE CRITERIA
	<p>1.5 Develop installation plans to ensure minimal disruption to workplace and according to standards</p> <p>1.6 Select suitable tools and equipment</p>
2. Install system hardware	<p>2.1 Install network equipment following work health and safety (WHS) and environmental requirements according to manufacturer's instructions</p> <p>2.2 Confirm service interruption is within limits agreed with customer</p> <p>2.3 Complete cable jumpering to distribution infrastructure and terminal equipment to specification</p> <p>2.4 Document all installation drawings for customer</p>
3. Configure and test system	<p>3.1 Install software and, if required, configure system according to specifications</p> <p>3.2 Test to verify system performance according to customer requirements</p> <p>3.3 Record all test results</p>
4. Clean up worksite and complete documentation	<p>4.1 Remove and dispose of installation waste and debris from worksite according to environmental requirements</p> <p>4.2 Restore worksite to customer's satisfaction</p> <p>4.3 Complete all installation documents and present to customer</p> <p>4.4 Notify customer and obtain signoff</p>

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.4, 1.5, 2.1, 2.3, 3.1, 3.2	<ul style="list-style-type: none"> Analyses and consolidates test results and data from a range of sources, against defined criteria and requirements Reads and interprets plans, specifications and other documentation from a variety of sources and consolidates information to determine requirements
Writing	1.2, 1.3, 1.5, 2.4, 3.3, 4.3,	<ul style="list-style-type: none"> Prepares documentation and correspondence using clear language and correct spelling and terminology

	4.4	<ul style="list-style-type: none"> Accurately records and completes information in organisational systems
Oral Communication	2.2, 4.3, 4.4	<ul style="list-style-type: none"> Interacts effectively in verbal exchanges using active listening, questioning and reading of verbal and non-verbal signals to convey and clarify information Presents complex information in formal situations using clear and convincing language, tone and pace appropriate for the audience and purpose
Numeracy	2.1, 2.3, 3.2, 3.3	<ul style="list-style-type: none"> Make calculations appropriate for measuring and estimating materials for construction Performs mathematical calculations to check, interpret and confirm results of system tests
Navigate the world of work	1.1, 1.2, 1.5, 2.1, 4.1	<ul style="list-style-type: none"> Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements Identifies and acts on issues that contravene relevant policies, procedures and legal requirements
Interact with others	1.2-1.4, 2.2, 4.2-4.4	<ul style="list-style-type: none"> Uses a range of strategies to establish a sense of connection and build rapport with customers and workmates
Get the work done	1.1, 1.5, 1.6, 2.1, 2.3, 3.1, 3.2, 4.1, 4.2	<ul style="list-style-type: none"> Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes Accepts responsibility for addressing less predictable problems and initiates standard procedures in response, applying problem solving processes in determining a solution

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTCBL311 Install systems and equipment on customer premises	ICTCBL3049A Install systems and equipment on customer premises	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>