Australian Government

# Assessment Requirements for ICTNPL503 Apply service measures and demand forecasting to products and services planning

**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. |

## Performance Evidence

Evidence of ability to:

- interpret accurately the growth patterns and development options which satisfy customer and enterprise financial goals
- predict future customer base and service requirements
- produce comprehensive network growth forecasts, utilising changes to customer base, property market and future service predictions.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

## Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain different levels of reliability performance standards applicable to specific equipment deployment needs
- identify and explain emerging technologies that affect this industry
- identify factors that can affect forecasting demand
- identify and apply forecasting models and forecasting tools
- explain market segmentations
- explain network designs and new products and services
- explain next generation network (NGN) services
- identify planning authorities
- describe planning initiatives
- describe the process to prepare and review customer bases
- identify different service measures.

## Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the Telecommunications – Network Planning field of work and include access to:

- data from organisations involved in planning initiatives
- a range of software currently used in industry
- relevant regulations
- specifications that impact service measures and forecasting activities.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2