



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICTWOR4079A Schedule equipment maintenance**

**Release: 1**

## ICTWOR4079A Schedule equipment maintenance

### Modification History

Not Applicable

### Unit Descriptor

<p><b>Unit descriptor</b></p>	<p>This unit describes the performance outcomes, skills and knowledge required to schedule maintenance of telecommunications equipment and networks on customer premises and service provider networks.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.</p>
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### Application of the Unit

<p><b>Application of the unit</b></p>	<p>Technical staff who undertake preventative maintenance of telecommunications systems apply the skills and knowledge in this unit.</p> <p>This unit applies to indoor and outdoor installation and may be applied to domestic, commercial or industrial installations.</p> <p>Relevant jobs roles include a supervisor in charge of maintenance teams responsible for the upkeep of telecommunications equipment to ensure reliable performance of legacy equipment.</p>
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### Licensing/Regulatory Information

Refer to Unit Descriptor

## Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify preventative maintenance program for customers	1.1. Verify details of <i>customer</i> system and equipment type to assess level of maintenance required 1.2. Determine type and extent of maintenance agreed against the existing <i>service level agreement</i> with the customer 1.3. Contact customer and agree on suitable time to carry out maintenance program
2. Plan maintenance and fault clearance activity	2.1. Verify details of warranties and service agreements for customer equipment and advise customer of <i>charging details</i> where warranty or agreement does not exist 2.2. Negotiate and agree on commitments and responsibility with the customer 2.3. Organise work priorities so that maintenance staff are available to meet scheduled commitments
3. Arrange allocation of labour resources	3.1. Evaluate the expertise and competencies of staff to meet skills required to maintain the equipment noted in the service level agreement 3.2. Allocate staff member with the appropriate skills and competency to the task to minimise risk of failure 3.3. Advise the designated repair officer of responsibilities, warranties and service agreements in conducting maintenance and fault repair 3.4. Prepare a <i>schedule</i> of the maintenance program and confirm with customer
4. Organise assistance to fault staff	4.1. Provide additional resources if required 4.2. Arrange delivery of additional materials and parts 4.3. Escalate fault to appropriate level when it cannot be rectified in specified timeframe 4.4. Organise product manufacturer support as appropriate

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

**REQUIRED SKILLS AND KNOWLEDGE****Required skills**

- communication skills to liaise with customers, vendors, internal and external personnel on technical and operational matters
- literacy skills to interpret technical documentation, equipment manuals and specifications
- planning and organisational skills to schedule maintenance
- problem solving skills to solve resources and logistics problems
- task management skills to work systematically with required attention to detail and adherence to all safety requirements

**Required knowledge**

- electronic databases, spreadsheets and schedulers
- equipment to be maintained
- legislation, codes of practice and other formal agreements that impact on the work activity
- procurement of spare parts
- service level agreements
- specific occupational health and safety (OHS) requirements relating to the activity and site conditions
- typical issues and challenges that occur on site
- vendor procedures

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• plan and organise preventive maintenance schedule according to vendor specified requirements and customer agreements</li> <li>• negotiate fault clearance arrangements with customers applying related OHS requirements and work practices</li> <li>• plan and schedule fault clearance activity allocating appropriately skilled repair officer to rectify faults.</li> </ul>
<b>Context of, and specific resources for assessment</b>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• site where equipment maintenance may be conducted</li> <li>• enterprise and site related documentation</li> <li>• regulatory, enterprise, supplier and equipment documentation that impact on work activities.</li> </ul>
<b>Methods of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct observation of the candidate scheduling equipment maintenance</li> <li>• review of schedule prepared by the candidate outlining maintenance and repairs required</li> <li>• oral or written questioning assessing required knowledge.</li> </ul>
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> <li>• ICTTEN4080A Undertake preventative maintenance of systems and equipment</li> <li>• ICTTEN4081A Locate, diagnose and rectify faults.</li> </ul> <p>Aboriginal people and other people from a non-English speaking background may have second language issues.</p>

**EVIDENCE GUIDE**

	<p>Access must be provided to appropriate learning and assessment support when required.</p> <p>Assessment processes and techniques must be culturally appropriate, and appropriate to the oral communication skill level, and language and literacy capacity of the candidate and the work being performed.</p> <p>In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency.</p> <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
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**Range Statement****RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Customer*** may include:

- government department
- private individual
- service provider
- small business.

***Service level agreement*** may refer to:

- after hours call outs
- agreements reached between a customer and a communications company
- cost details
- details of frequency and type of maintenance
- roles and responsibility of customer and

<b>RANGE STATEMENT</b>	
	maintenance contractor <ul style="list-style-type: none"> <li>warranty issues.</li> </ul>
<i>Charging details</i> may include:	<ul style="list-style-type: none"> <li>cap on maintenance schedule</li> <li>hourly rate for casual attendances for fault clearance</li> <li>set number of maintenance attendances per month in contract agreement within contract charges.</li> </ul>
<i>Schedule</i> may include:	<ul style="list-style-type: none"> <li>contingencies</li> <li>frequency of maintenance attendances</li> <li>level of support required</li> <li>nature and type of maintenance</li> <li>repair activities.</li> </ul>

### Unit Sector(s)

<b>Unit sector</b>	Telecommunications
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### Co-requisite units

<b>Co-requisite units</b>	

### Competency field

<b>Competency field</b>	Workplace effectiveness
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