Australian Government

# ICTPMG402 Schedule installation of customer premises equipment

**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 to effectively schedule the installation of customer premises equipment (CPE), including planning, provisioning and monitoring of customer premises installations.

It applies to individuals with a range of telecommunications skills, involves a degree of autonomy and may include limited supervision of others.

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

## Unit Sector

Telecommunications – project management

## Elements and Performance Criteria

| Elements | Performance Criteria |
|----------|----------------------|
| *Elements describe the essential outcomes* | *Performance criteria describe the performance needed to demonstrate achievement of the element.* |
| 1. Plan installation project | 1.1 Obtain relevant legislation, codes, regulations and standards, and follow work health and safety (WHS) and environmental requirements for given work |
| | 1.2 Plan work schedules for relevant parties to provision services and deliverables in correct sequence for satisfactory project completion within specified timeframe |
| | 1.3 Order materials in advance of needs to avoid work delays |

| | 1.4 Negotiate provision and connection of required network capacity and facilities with network provider |
| --- | --- |
| | 1.5 Determine customer equipment types and quantities, and organise timing of delivery according to work schedule timeframe |
| | 1.6 Determine essential criteria for selecting labour resources to satisfy regulatory, enterprise and customer requirements |
| | 1.7 Calculate installation workloads to complete task within specified timeframe |
| 2. Provision resources for installation project | 2.1 Arrange for connection of network services to customer equipment |
| | 2.2 Coordinate logistics associated with delivery of material to site according to installation timeframe |
| | 2.3 Allocate labour to installation as determined in planning stage |
| | 2.4 Ensure that all installation personnel are advised of installation and customer requirements |
| 3. Monitor and adjust resource allocations | 3.1 Adjust labour resources as necessary to meet budget and completion timeframe |
| | 3.2 Monitor work progress against project schedules and budgets |

# Foundation Skills

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

| Reading | 1.1, 1.5, 1.6 | • Analyses and interprets various textual material to determine key information, requirements and responsibilities<br>• Researches relevant codes and standards to ensure latest requirements, regulations and standards are adhered to |
| --- | --- | --- |
| Writing | 1.2, 1.4, 1.5, 1.6, 2.1, 2.2, 2.4 | • Develops material for a specific audience using clear and detailed language to convey explicit information |
| Oral Communication | 1.4, 1.5, 1.6, 2.1, 2.2, 2.3, 2.4 | • Explains information using relevant language suitable for specific audiences |
| Numeracy | 1.7, 2.2, 2.3, 3.2 | • Uses mathematical calculations to determine staffing and logistical requirements and to plan for the future |
| Navigate the | 1.1, 1.6 | • Recognises and follows explicit and implicit protocols and meets expectations associated |

| world of work | | with own role |
|---|---|---|
| | | • Takes personal responsibility for adherence to legal and regulatory responsibilities relevant to own work context with specific reference to workplace safety |
| Get the work done | 1.1, 1.2, 1.3, 1.5, 1.6, 1.7, 2.1, 2.2, 2.3, 3.1, 3.2 | • Applies formal processes when planning more complex tasks, producing plans with logically sequenced steps, and reflecting some awareness of time and resources constraints |
| | | • Implements standard decisions for routine tasks |
| | | • Initiates standard procedures when responding to familiar problems within the immediate context |
| | | • Recognises general design and operating principles of digital tools and uses this information when planning the installation of new technologies |

# Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|---|---|---|
| ICTPMG402 Schedule installation of customer premises equipment | ICTPMG4048A Schedule installation of customer premises equipment | 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