Australian Government

ICTTEN319 Recover customer premises equipment

Release: 1

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Modification History

Release	Comments
Release 1	This version released with ICT Information and Communications Technology Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to develop and enact a recovery plan and recover, package and label communications equipment including telephony, data, video, digital broadcasting and computer networks on residential, commercial or industrial installations, according to all safety requirements and work practices.

It applies to technical staff who dismantle and recover customer premises systems and equipment for new installations or upgrades of indoor or outdoor telecommunications equipment.

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

Unit Sector

Telecommunications – Telecommunications Network Engineering

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare to recover customer equipment	1.1 Notify customer to obtain site access and location details of customer equipment for recovery 1.2 Identify site hazards and notify customer to make site safe 1.3 Arrange for tools and lifting equipment as required
2. Recover customer equipment	2.1 Ensure equipment is out of operational service and disconnect from all power feeds 2.2 Dismantle equipment and peripheral units according to work health and safety (WHS) and environmental requirements with

ELEMENT	PERFORMANCE CRITERIA
	minimal disruption to building occupants
	2.3 Package and label recovered equipment and dispose of according to arranged disposal agreement
3. Complete documentation and clean-up worksite	3.1 Amend site records to show existing equipment layout
	3.2 Clean-up and restore site to customer satisfaction
	3.3 Collect and dispose of waste material and debris according to environmental requirements
	3.4 Notify customer of job completion to obtain sign-off and present with a copy of documentation

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance, but not explicit in the performance criteria.

Skill	Description
Reading	• Recognises and interprets technical documentation, including equipment manuals and specifications
Writing	• Uses clear, specific and industry-related terminology to complete and update workplace documentation
Oral Communication	• Liaises with customers about technical requirements, using specific and relevant language • Uses listening and questioning techniques to confirm understanding
Navigate the world of work	• Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements
Get the work done	• Determines job priorities, resources and equipment, and works logically and systematically to undertake clearly defined and familiar tasks • Implements actions according to established procedures, making slight adjustments if necessary • Takes responsibility for routine decision-making by selecting from a range of predetermined options in routine situations, identifying and taking some situational factors into account • Initiates standard procedures when responding to familiar logistical problems within immediate context

Unit Mapping Information

ICTTEN319 Recover customer premises equipment supersedes and is equivalent to ICTTEN304 Recover customer premises equipment.

Links

Companion Volume Implementation Guides are available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2