



Australian Government

**Assessment Requirements for ICTTEN501
Provide consultancy and technical support
in the customer premises equipment sector**

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:

- provide consultancy advice related to a full range of customer premises' equipment (CPE) products including:
 - product models and equipment types
 - peripherals
 - facilities, including network facilities
 - system features
- provide alternative solutions where customer's needs cannot be met precisely
- prepare clear and concise reports to customers complete with recommendations and supporting data, including full financial considerations
- provide regular updates to both company personnel and clients as to the latest product and technical information.

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:

- summarise common customer telecommunications applications and related equipment
- outline connections to carrier infrastructure or equipment
- identify and describe current legislation relating to installation of telecommunications equipment and connection to carrier services
- explain the purpose of enterprise operations and policies
- summarise internet protocol (IP) networks
- outline new and emerging telecommunications technologies
- define 'customer premises' equipment.

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 should be typical of those experienced in the telecommunications networks engineering field of work and include access to:

- a site with network or computer layout documentation and premises plans
- network components
- equipment specifications
- organisational guidelines
- business plan or model
- relevant legislation.

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>