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ICTWOR402 Schedule equipment maintenance

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 required to schedule maintenance of telecommunications equipment and networks on client premises and service provider networks.

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 – workplace effectiveness

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. Identify preventative maintenance program for clients	1.1 Verify details of client system and equipment type to assess level of maintenance required 1.2 Determine type and extent of maintenance agreed and check against existing service level agreement with client 1.3 Contact client 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 client equipment and advise client of charging details where warranty or agreement does not exist 2.2 Negotiate and agree on commitments and responsibility

	with client
	2.3 Organise work priorities so that maintenance staff are available to meet scheduled commitments
3. Arrange allocation of labour resources	3.1 Evaluate expertise and competencies of staff in relation to skills required to maintain equipment noted in service level agreement
	3.2 Allocate staff member with appropriate skills and competency to task to minimise risk of failure
	3.3 Advise designated repair officer of responsibilities, warranties and service agreements in conducting maintenance and fault repair
	3.4 Prepare schedule of maintenance program and confirm with client
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

Foundation Skills

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

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 3.1	• Recognises and evaluates text to determine key information and specific requirements and responsibilities
Writing	1.1-1.3, 2.1-2.3, 3.1-3.4, 4.2-4.4	• Develops material for a specific audience using clear and detailed language • Records information in a sequential manner using clear and appropriate terminology for reference purposes
Oral Communication	1.1-1.3, 2.1-2.3, 3.1-3.4, 4.2-4.4	• Articulates requirements and strategies clearly, distinctively and creatively, based on techniques and language appropriate to the audience and environment • Participates in a verbal exchange of ideas, and

		elicits the views and opinions of others by listening and questioning
Get the work done	All	• Sequences and schedules maintenance activities, monitors implementation and manages relevant communication • Determines the best course of action when organising work priorities and allocating staff to tasks, with consideration of possible implications of different courses of action • Uses analytical processes to decide on a course of action in relation to organising additional resources and logistics

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTWOR402 Schedule equipment maintenance	ICTWOR4079A Schedule equipment maintenance	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