



Australian Government

ICT50310 Diploma of Telecommunications Management

Release 3

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Modification History

Release	Comments
Release 3	<p>This version first released with <i>ICT10 Integrated Telecommunications Training Package Version 3.0</i>.</p> <p>Units updated to current versions, including core unit ICTTEN2219A which was updated ICTTEN2219A Install and test internet protocol devices in convergence networks.</p>
Release 2	<p>This version released with <i>ICT10 Integrated Telecommunications Training Package v2.0</i>. Updated imported units <i>FNSICORG517B</i> to <i>FNSORG517B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This qualification first released with <i>ICT10 Integrated Telecommunications Training Package v1.0</i>.</p>

Description

This qualification reflects the role of a qualified industry manager entering the telecommunications industry with a potential role involving a fundamental level of technical skills and knowledge in telecommunications and IT networks using internet protocol (IP) systems who can:

- install and test a simple IP device in convergence networks
- apply business acumen to telecommunications network planning
- develop project management plan to appreciate the operational issues of a service provider.
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Job Roles

Job roles and titles vary across different sectors of the industry. Possible job titles relevant to this qualification include:

- human resources (HR) manager
- recruitment manager
- customer service manager
- accounts manager
- finance manager
- operations manager.
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Prerequisite units

There are no prerequisite requirements for individual units of competency.

Pathways Information

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- after achieving a Certificate IV or higher level qualification from an endorsed Training Package qualification or accredited course

or

- with substantial vocational experience but without a formal qualification.

Pathways from the qualification

For candidates seeking to develop more specialised technical skills and knowledge, the electives selected in the ICT50310 Diploma of Telecommunications Management should be considered with a view to meeting pathways into the ICT60210 Advanced Diploma of Telecommunications Network Engineering or a range of other Advanced Diploma qualifications or University programs.

Licensing/Regulatory Information

All training programs must be conducted with reference to the regulatory regime of the prevailing statutory authority (currently ACMA).

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">• determining options to rectify faults and discussing them with customer so that necessary action is determined• documenting test methods and results• making a complete check of installation against installation plans• reading, interpreting and using equipment/system manuals and specifications and relevant enterprise policy and documentation• conveying information to clients, colleagues and other site personnel• providing feedback to customers on operating the equipment
Teamwork	<ul style="list-style-type: none">• identifying members and roles of team• identifying and contributing to team tasks and goals• recognising and responding positively to conflict within team• working with team members to work with clients and install equipment• relating personal role to the industry• participating in a team structure by identifying team members, tasks and goals and recognising and responding positively to conflict• applying interpersonal skills with clients, employer, supervisors, work associates, team members and other contractors• giving and receiving feedback to assist in meeting team and organisation goals
Problem solving	<ul style="list-style-type: none">• ranking causes of problems, working from system-wide impacts to specific impacts• diagnosing network security problems to secure the network• identifying barriers to installation and developing strategies to overcome them within time and budget restrictions• identifying faults or optimisation options• rectifying faults and adjusting system to optimal operation• determining cable routes taking into account building services, safety, industry codes and practices, and customer requirements• following up promptly on difficulties and known problem areas

Initiative and enterprise	<ul style="list-style-type: none"> • prioritising urgent requests and acting according to organisational guidelines • identifying barriers to installation and developing strategies to overcome them within time and budget restrictions • adapting plan to suit specific features of site • identifying issues and possible solutions within established guidelines • interacting with enterprise personnel, customers and other contractors keeping a customer focus and considering customer needs
Planning and organising	<ul style="list-style-type: none"> • identifying realistic short and long-term career objectives • planning and provision to meet key dates and milestones • gathering data for the installation of systems and equipment • planning the installation of fibre cable, taking into account technical, scheduling and financial considerations • interpreting design and relating to site characteristics • prioritising work according to organisation guidelines • running a test of network security arrangements
Self-management	<ul style="list-style-type: none"> • identifying realistic short and long-term career objectives • identifying work to be completed • complying with all related OHS requirements and work practices • developing installation plans to ensure minimal disruption to the workplace • checking that tools and equipment are in safe working order and adjusted to manufacturer specification • relating own role to the industry and establishing own work schedule • using strategies to present a professional image to customers • interpreting and applying relevant regulations and standards
Learning	<ul style="list-style-type: none"> • relating current or intended role to career objectives in a positive manner • giving and receiving feedback to assist in meeting team and organisation goals • making clients aware of opportunities that exist for system upgrades, additional services and training • seeking assistance from team members when necessary • providing suitable training and assessment opportunities for work team members • providing training to customers on system, product, product features and facilities
Technology	<ul style="list-style-type: none"> • checking that tools and equipment are in safe working order and adjusted to manufacturer specifications

	<ul style="list-style-type: none">• converging many integrated and emerging technologies• testing and measuring of broadband network infrastructure• installing and operating telecommunications equipment and products• installing and operating equipment and products• identifying, replacing or repairing faulty parts and equipment• undertaking relevant acceptance tests and analysing results against specified performance criteria
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Packaging Rules

Total number of units = 10

6 core units, plus

4 elective units

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

A maximum of two elective units may be substituted with two units of competency from any endorsed Training Package or accredited course at Diploma or Advanced Diploma level.

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the ICT10 Integrated Telecommunications Training Package.

CORE UNITS

BSBSUS501A Develop workplace policy and procedures for sustainability

ICTNPL4107A Apply business acumen to network planning

ICTNPL4150A Apply knowledge of regulation and legislation for the telecommunications industry

ICTNPL5101A Apply service measures and demand forecasting to products and services planning

ICTPMG6033A Develop a project management plan

ICTTEN2219A Install and test internet protocol devices in convergence networks

ELECTIVE UNITS

Education

ICTEDU5025A Develop and deliver training associated with new and modified products

Financial

FNSORG506A Prepare financial forecasts and projections

ICT use

IP networks

ICAICT508A Evaluate vendor products and equipment

Occupational health and safety

ICTWHS2170B Follow work health and safety and environmental policies and procedures

BSBWHS504A Manage WHS hazards and risks

BSBWHS501A Ensure a safe workplace

Product skills and advice

ICTPRO5026A Develop training, marketing and sales resources for telecommunications products

Project management

BSBPMG521A Manage project integration

ICTPMG5031A Prepare a project brief

ICTPMG5039A Prepare project specifications

Sustainability

ICTSUS5187A Implement server virtualisation for a sustainable ICT system

Telecommunications engineering networks

ICTTEN5037A Design a telecommunications project

ICTTEN5204A Produce technical solutions from business specifications