



Australian Government

Department of Education, Employment and Workplace Relations

ICTCBL3014A Hand over systems and equipment

Release: 1

ICTCBL3014A Hand over systems and equipment

Modification History

Not Applicable

Unit Descriptor

<p>Unit descriptor</p>	<p>This unit describes the performance outcomes, skills and knowledge required to effectively transfer control of a newly installed or upgraded system to a customer. It includes the transfer of information to the client and the completion of relevant documentation.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.</p>
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Application of the Unit

<p>Application of the unit</p>	<p>Field officers, technicians or technical supervisors from carriers, contractors or other service providers may apply the skills and knowledge in this unit.</p> <p>This unit may be applied to domestic, commercial or industrial installations. Communications applications include digital and analog, telephony, data, video, digital broadcasting, computer networks, local area networks (LAN), wide area networks (WAN) and multimedia.</p>
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Inform client of system functions and capacities	1.1. Provide <i>client</i> with <i>cables and systems</i> information 1.2. Demonstrate physical installation and answer client queries on <i>system functions</i> 1.3. Confirm variations to specifications with client
2. Hand over records and documentation	2.1. Update <i>documentation</i> and plans 2.2. Present complete and orderly <i>records and system documentation</i> to client 2.3. Adhere to all relevant company policies and <i>relevant legislation, codes, regulations and standards</i>
3. Complete contract documentation	3.1. Provide guarantees to client in the required format where work is subject to guarantee 3.2. Present invoices to client to complete contractual arrangements 3.3. Obtain client's sign off to confirm acceptance of cabling work completed where required 3.4. Advise the client of opportunities for system upgrades, additional services and training where appropriate

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
<ul style="list-style-type: none"> • computer skills for communicating and data entry if required • communication skills to: <ul style="list-style-type: none"> • liaise with customers to ensure requirements are known and can be met within timeframes • demonstrate processes • literacy skills to interpret technical specifications and related documentation • numeracy skills to make calculations, where necessary, to account for variations in costs and quantities • planning and organisation skills to make site access and client meeting arrangements

REQUIRED SKILLS AND KNOWLEDGE

- technical skills to operate and configure equipment

Required knowledge

- cabling types, connectors and cabling structures
- overview knowledge of customer premise equipment
- typical performance parameters and typical faults that may be encountered in customer equipment
- various test equipment types suitable for tests to be made
- warranty information for equipment supplied and contractor work guarantees

Evidence Guide

EVIDENCE GUIDE	
<p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • demonstrate and explain system to the customer • document instructions on system, including maintenance • complete relevant documentation • respond to client requests.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • sites where system and equipment has been installed or upgraded • relevant regulatory and equipment documentation that impact on system and equipment installation activities.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct observation of the candidate performing a hand over of systems and equipment • oral or written questioning to assess knowledge of equipment, cabling types, connectors and cabling structures • review of reports completed by the candidate outlining instructions provided to client including system functions..
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • ICTCBL3049A Install systems and equipment on customer premises. <p>Aboriginal people and other people from a non-English speaking background may have second language issues.</p>

EVIDENCE GUIDE

	<p>Access must be provided to appropriate learning and assessment support when required.</p> <p>Assessment processes and techniques must be culturally appropriate, and appropriate to the oral communication skill level, and language and literacy capacity of the candidate and the work being performed.</p> <p>In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency.</p> <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
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Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Client</i> may include:	<ul style="list-style-type: none"> • building owner or agent • consultant • contract supervisor • direct customer.
<i>Cables and systems</i> may include:	<ul style="list-style-type: none"> • LAN or WAN equipment • modems • private branch exchange (PBX) • related cabling and management systems • transmission equipment.
<i>System functions</i> may cover:	<ul style="list-style-type: none"> • basic safety functions • operating procedures

RANGE STATEMENT	
	<ul style="list-style-type: none"> • patch layout • physical frame and point locations • services features and functions.
Documentation may be:	<ul style="list-style-type: none"> • built variations • compliance sheets • paper or computer-based • plans • specifications • test results.
Records and system documentation may include:	<ul style="list-style-type: none"> • cable records, such as: <ul style="list-style-type: none"> • cabinets • exchange cable • jumper cables • main distribution frame (MDF) • pillars • structured cable • system records and documentation such as: <ul style="list-style-type: none"> • access network equipment record exchange • customer equipment documentation • equipment records and documentation.
Relevant legislation, codes, regulations and standards include:	<ul style="list-style-type: none"> • Australian Communications Industry Forum (ACIF) standards and codes • AS Communications Cabling Manual (CCM) Volume 1 • AS/NZS 3000:2007 • AS/NZS 3080:2003 • AS/NZS 3084:2003 • AS/NZS 3085.1:2004 • AS/NZS IEC 61935.1:2006 • AS/NZS IEC 61935.2:2006 • AS/NZS ISO/IEC 14763.3:2007 • AS/NZS ISO/IEC 15018:2005 • AS/NZS ISO/IEC 24702:2007 • cabling security codes and regulations • Contract Law • technical standards AS/ACIF S008:2006 and AS/ACIF S009:2006 • Trade Practices Act.

Unit Sector(s)

Unit sector	Telecommunications
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Co-requisite units

Co-requisite units		

Competency field

Competency field	Cabling
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