



Australian Government

Department of Education, Employment and Workplace Relations

ICTEDU3053A Train customers in new technology

Release: 1

ICTEDU3053A Train customers in new technology

Modification History

Not Applicable

Unit Descriptor

<p>Unit descriptor</p>	<p>This unit describes the performance outcomes, skills and knowledge required to conduct training for customers on telecommunications equipment. It involves assessing the type of training suitable for the product and customer, delivering and checking the training.</p> <p>The equipment may be a new installation or technology or an upgrade for an existing network or subsystem deploying Next Generation Networks (NGN).</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>Customer premises equipment (CPE) installation staff or dedicated trainers involved in very large installations apply the skills and knowledge in this unit.</p> <p>The unit applies to convergent technology applications, such as internet protocol TV (IPTV), digital TV and internet protocol (IP) based customer equipment.</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. Identify training required	1.1. Confirm <i>training to be provided</i> with the installation quote 1.2. Assess customer's expertise and actual <i>training details</i> 1.3. Identify and prepare for specialised training needs 1.4. Provide quotes for enhanced training and confirm with the customer
2. Conduct training	2.1. Demonstrate and explain relevant <i>equipment, functions and network facilities</i> 2.2. Provide customers with hands-on experience operating the equipment 2.3. Provide feedback to customers on their operational ability 2.4. Provide customers with relevant <i>product literature</i> 2.5. Provide enhanced training as agreed
3. Check training	3.1. <i>Measure</i> customer's skill in the use of the equipment 3.2. Review training delivery and note improvements 3.3. Update and store records according to organisational requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to use information to ascertain training needs
- communication skills to:
 - communicate with customers, employer, supervisors, work associates, team members and other contractors
 - give constructive feedback
 - organise and give demonstrations
 - provide clear information
- literacy skills to complete and maintain documentation
- numeracy skills to cost training

REQUIRED SKILLS AND KNOWLEDGE

- planning and organisational skills to manage training program

Required knowledge

- content of learning to be provided
- learner characteristics and needs
- sources and availability of technical training information
- training techniques:
 - demonstration
 - individual and group activities
 - instruction
 - questioning

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"> • identify training needs required for CPE installation • conduct customer training on a CPE installation including: <ul style="list-style-type: none"> • demonstration • hands-on experience • feedback on performance • complete training documentation.
Context of, and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • training resources • CPE product information • training rooms.
Methods 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"> • review of training plans prepared by the candidate • direct observation of the candidate conducting a training program session • oral or written questioning of the candidate on the training process and review.
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"> • ICTEDU5025A Develop and deliver training associated with new and modified products. <p>Aboriginal people and other people from a non-English speaking background may have second language issues.</p> <p>Access must be provided to appropriate learning and assessment support when required.</p>

EVIDENCE GUIDE

	<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.

Training to be provided may be:

- general
- specific to particular products.

Training details may include:

- enhanced with specific price structure
- language, literacy and numeracy levels
- learning styles
- product specifications
- past learning and work experiences
- specific needs.

Equipment, functions and network facilities may include:

- NGN:
 - broadband access
 - data transfer

RANGE STATEMENT	
	<ul style="list-style-type: none"> • home networks • IP based systems • IP PBX • IP security networks • IPTV • mobile data • mobile telephony • multimedia • remote telemetry • video • voice over internet protocol (VoIP).
<i>Product literature</i> may include:	<ul style="list-style-type: none"> • configuration • equipment plans • explanatory booklets • manuals • training aids • user guides.
<i>Measure</i> may include:	<ul style="list-style-type: none"> • informal review or discussion • learner evaluations • learner feedback • observation.

Unit Sector(s)

Unit sector	Telecommunications
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Co-requisite units

Co-requisite units	

Competency field

Competency field	Education
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