ICTTEN3074A Recover customer premises equipment

Release: 1

ICTTEN3074A Recover customer premises equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to dismantle, package and dispose of recovered customer premises equipment.
	Licensing, legislative, regulatory and certification requirements apply to working at heights. If an elevated work platform (EWP) is required, verify state or territory law requirements for a licence to operate an EWP. Users should confirm requirements with the relevant federal, state or territory authority.
	If working at heights, achievement of the unit 'CPCPCM2015A Work safely on roofs' from the CPC08 Construction and Plumbing Services Integrated framework training Package fulfils this requirement.

Application of the Unit

Application of the unit	Technical staff who dismantle and recover customer premises systems and equipment apply the skills and knowledge in this unit.
	Relevant jobs roles include a supervisor in charge of installation and maintenance teams responsible for the new installations and upgrades of telecommunications customer equipment.
	This unit applies to indoor and outdoor installation within a customer premises. It may be applied to domestic, commercial or industrial installations.
	Communications equipment includes telephony, data, video, digital broadcasting, computer networks including local area networks (LAN) and multimedia in domestic, commercial or industrial installations.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to recover customer equipment	1.1. Obtain **relevant legislation**, **codes**, **regulations and standards**
	1.2. Notify **customer** for site access and location details of **customer equipment** for **recovery**
	1.3. Identify site **hazards** and notify customer to make site safe
	1.4. Arrange for **tools and lifting equipment** if required
2. Recover customer equipment	2.1. Verify equipment is out of operational service and disconnect from all power feeds
	2.2. Dismantle equipment and peripheral units according to occupational health and safety (**OHS**) **and environmental requirements** with minimal disruption to building occupants
	2.3. Package and label recovered equipment and dispose of according to arranged **disposal agreement**
3. Complete documentation and clean up worksite	3.1. Amend site records to show existing equipment layout
	3.2. Clean up and restore site to customer satisfaction
	3.3. Collect and dispose of waste material and debris according to environmental requirements
	3.4. Notify customer of job completion to obtain sign off and present with a copy of documentation

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills

• communication skills to liaise with customers to ensure requirements are known and can be met within timeframes
• literacy skills to:
    • interpret technical documentation, such as equipment manuals and specifications
    • update site records
• planning and organisational skills to:

REQUIRED SKILLS AND KNOWLEDGE

- arrange for tools and equipment
- make site access and equipment recovery arrangements
- set out project requirements
- problem solving skills to solve logistics problems
- safety awareness skills to disconnect equipment from power sources
- technical skills to:
  - dismantle and recover equipment
  - use hand and power tools

Required knowledge

- legislation, codes of practice and other formal agreements that impact on the work activity
- manufacturer requirements for safe operation of equipment
- overview knowledge of customer premises equipment and customer premises cabling
- regulatory and specific OHS requirements relating to the site
- types of power sources used with telecommunications equipment
- typical issues and challenges that occur on site

Evidence Guide

EVIDENCE GUIDE	
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.	
Overview o f assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • develop a recovery plan • safely disconnect, dismantle and recover customer premises equipment • package and label recovered equipment • apply OHS requirements and work practices.
Context of, and specific resources for assessment	Assessment must ensure: • site where recovery of customer premises equipment can be conducted • use of plant, tools and equipment currently used in industry • relevant regulatory and equipment documentation that impact on work activities.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit. • direct observation of the candidate making site safe • direct observation of the candidate performing recovery of customer premises equipment • review of plan for dismantling and recovery prepared by the candidate • oral or written questioning to assess knowledge of customer premises equipment and recovery issues.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • ICTCBL3052A Cut over new systems and equipment on customer premises • ICTTEN3075A Refurbish customer premises equipment. Aboriginal people and other people from a non-English

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EVIDENCE GUIDE	
	speaking background may have second language issues.
	Access must be provided to appropriate learning and assessment support when required.
	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.
	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.
	Where applicable, physical resources should include equipment modified for people with special needs.

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.	

Relevant legislation, ***codes***, ***regulations and standards*** may include:	• appropriate licences:
	  • crane
	  • forklift
	  • winch
	• Australian Construction Industry Forum (ACIF) standards and codes AS/ACIF S008:2006 and AS/ACIF S009:2006
	• AS Communications Cabling Manual (CCM) Volume 1

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	• 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 • environmental protection acts • OHS • road and traffic control legislation and codes.
Customer may be:	• asset manager • nominated customer representative • project manager • service provider.
Customer equipment may include:	• alarm systems • cable modem • cable TV (CATV) set-top boxes • digital reception equipment • digital subscriber line routers • home entertainment • internet protocol private branch exchange(IP PBX) • IP PBX server • IP security systems • IPTV • PBX • session initiation protocol (SIP)-enabled unified communication (UC) system • telephone handsets • video conferencing equipment • voice over internet protocol (VoIP) gateway • worldwide interoperability for microwave access (WiMAX) customer premises equipment (CPE).
Recovery can be associated with:	• cancellation of service • change of premises by customer • equipment upgrade

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	• new technology replacement • non-payment of account.
Hazards may include:	• building debris • earth potential rise (EPR) • glass fibre • live power lines • manual handling • mud and water • natural gas and other gas build up • optical fibre cable may contain hazardous light • radio frequency (RF) equipment emitting radiation • remote power feeding services which operate at above telecommunications network voltage (TNV) • vermin.

Tools and lifting equipment may include:	• tools:
	  • electrical:
	    • cordless drill
	    • power drills
	    • soldering iron
	  • hand:
	    • cutters
	    • hacksaws
	    • hammers
	    • pliers
	    • screwdrivers
	    • spanners
	• lifting equipment:
	  • fork lift
	  • pallet lift
	  • hydraulic lifter
	  • power lifter.

OHS and environmental requirements may relate to:	• decommissioning and isolating work site and lines prior to commencement • identifying other services, including power and gas • personal protective clothing: • earmuffs

RANGE STATEMENT	

	• gloves:
	   • leather
	   • plastic
	   • rubber
	• head protection
	• kneepads
	• masks
	• protective suits
	• safety boots
	• safety glasses
	• safety equipment:
	   • flashing lights
	   • gas and other hazard detection equipment
	   • safety barriers
	   • trench guards
	   • warning signs and tapes
	   • witches hats
	• safe working practices, such as the safe use and handling of:
	   • asbestos
	   • chemicals
	   • materials
	   • tools and equipment
	   • work platforms
	• special access requirements
	• suitable light and ventilation
	• environmental considerations:
	   • clean-up protection
	   • stormwater protection
	   • waste management.

Disposal agreement may refer to:	• customer owned equipment is returned to designated site • leased equipment is returned to leasing company for disposal.

Unit Sector(s)

Unit sector	Telecommunications

Co-requisite units

Co-requisite units		

Competency field

Competency field	Telecommunications networks engineering