



Australian Government

Department of Education, Employment and Workplace Relations

ICTTEN3075A Refurbish customer premises equipment

Release: 1

ICTTEN3075A Refurbish customer premises equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to renovate, repair and test recovered customer equipment for reinstallation.</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

Application of the unit	<p>Technical staff who renovate and test recovered customer premises systems and equipment apply the skills and knowledge in this unit.</p> <p>Relevant jobs roles include supervisors in charge of installation and maintenance teams responsible for the new installations and upgrades of telecommunications customer equipment.</p> <p>Refurbishment can occur on all types of customer premises equipment (CPE), including telephony, data, video, digital broadcasting and computer networks, including local area networks (LAN) and multimedia in domestic, commercial or industrial installations.</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. Process recovered equipment	1.1. Conduct a visual inspection of the <i>external condition</i> of the <i>customer equipment</i> for acceptability 1.2. Conduct <i>functional tests</i> on equipment to determine equipment suitable for repair 1.3. Salvage, label and store functional equipment for use as spare parts 1.4. Label and scrap non-functional equipment and parts according to company procedures
2. Renovate and repair equipment	2.1. Clean and <i>renovate equipment housing</i> to acceptable standard for reuse 2.2. Conduct full functional and operational tests on equipment circuit boards for suitability of reuse 2.3. Repair and rectify faulty equipment circuit boards for reuse 2.4. Reassemble equipment circuit boards into renovated housings and relabel accordingly 2.5. Reload new compatible software according to manufacturer's specifications 2.6. Conduct a final acceptance test on the refurbished equipment according to manufacturer's specifications and record test results
3. Package refurbished product and complete documentation	3.1. Prepare and place new labels on equipment and parts before using protective wrapping 3.2. Seal and label <i>packaging</i> with <i>documentation</i> according to specification 3.3. Store and assemble completed packages for distribution according to company requirements

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

REQUIRED SKILLS AND KNOWLEDGE

- literacy skills to:
 - read and interpret technical documentation, such as equipment manuals and specifications
 - record test results
 - update site records
- planning and organisational skills to organise equipment
- problem solving skills to solve equipment problems
- task management skills to work systematically with required attention to detail and adherence to all safety requirements
- technical skills to:
 - repair and test recovered equipment
 - repair circuit boards
 - test equipment
 - use hand and power tools

Required knowledge

- features and operating requirements of test equipment
- legislation, codes of practice and other formal agreements that impact on the work activity
- manufacturer's requirements for safe operation of equipment
- operate equipment according to a test specification
- overview knowledge of customer premises equipment
- specific OHS requirements relating to the activity and site conditions
- test methods and performance requirements
- typical issues and challenges that occur on site

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"> • process recovered equipment • renovate and repair equipment • package refurbished product.
Context of, and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • systems and equipment to refurbish • test equipment and tools for refurbishment currently used in industry • manufacturer's specifications.
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"> • direct observation of the candidate renovating, repairing and testing equipment • review of documentation and test results prepared by the candidate • oral or written questioning to assess required knowledge.
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"> • ICTTEN3074A Recover customer premises equipment. <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> <p>Assessment processes and techniques must be culturally</p>

EVIDENCE GUIDE

	<p>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.

External condition may include:

- chemical or insect intrusion
- cracks in plastic
- deep scratches or scuff marks that will not buff out
- holes in plastic
- liquid
- major discolouration
- modifications
- non-removable paint
- physical damage.

Customer equipment may include:

- alarm systems
- cable modem
- cable TV (CATV) set-top boxes
- digital reception equipment
- digital subscriber line routers

RANGE STATEMENT	
	<ul style="list-style-type: none"> • home entertainment • internet protocol private branch exchange (IP PBX) • IP PBX server • IP security systems • internet protocol TV (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) CPE.
Functional tests may relate to:	<ul style="list-style-type: none"> • beep and speech • dial tone • existence of crackle or noise • intercom buttons • lamp indication • lamp lights • microphone and microphone lights • side-tone confirmation • speaker operation • two way speech and music • volume control.
Renovate equipment housing may include:	<ul style="list-style-type: none"> • polishing metal casing • removing labels and stickers • repairing physical defects • replacing of fixtures on enclosure • respraying of enclosure.
Packaging may include:	<ul style="list-style-type: none"> • cardboard boxes • pallets • plastic bags.
Documentation may include:	<ul style="list-style-type: none"> • certification of worthiness • guarantee details • loaded software details • test results.

Unit Sector(s)

Unit sector	Telecommunications
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Co-requisite units

Co-requisite units	

Competency field

Competency field	Telecommunications networks engineering
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