



Australian Government

Department of Education, Employment and Workplace Relations

ICTTEN5024A Provide consultancy and technical support in the customer premises equipment sector

Release: 1

ICTTEN5024A Provide consultancy and technical support in the customer premises equipment sector

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes skills and knowledge required to provide consultancy to a client wishing to install or upgrade telecommunications equipment on their premises.</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>Technicians involved in planning and consultancy with organisations deploying converging technologies integrating data, wireless, optical and internet protocol (IP) networks apply the skills and knowledge in this unit.</p> <p>This unit applies to installation of cabling and equipment within customer premises in domestic, commercial or industrial installations.</p> <p>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. Plan to provide consultancy and technical support in the CPE sector	1.1. Obtain consultancy requirements from the client 1.2. Establish relationship with <i>industry</i> experts to maintain currency of latest industry innovations in the customer premises equipment (CPE) sector 1.3. Access sources of <i>product and technical information</i> relating to change and innovation 1.4. Access and evaluate latest data relating to change and innovation in the CPE sector for company use within an appropriate timeframe
2. Assess customer needs	2.1. Develop knowledge and understanding of the client's business to provide an accurate solution according to the requirements 2.2. Investigate communication requirements including <i>networks</i> , based on business needs and demands 2.3. Ascertain client's <i>physical and financial parameters</i> 2.4. Present reports and recommendations within client's timeframes
3. Provide consultancy and expert advice	3.1. Provide timely and accurate expert <i>consultancy</i> and advice to <i>company staff and clients</i> 3.2. Provide communication solutions that meet client's requirements and that meet <i>relevant legislation, codes, regulations and standards</i> 3.3. Provide alternative solutions for clients where their needs cannot be better met in an innovative way 3.4. Provide a report on advice and solutions that match both the physical and financial demands of the client 3.5. Consult with the client for an <i>agreed solution</i>
4. Control and manage product and technical information	4.1. Provide all relevant personnel with the latest product and technical information 4.2. Monitor the information flow process to ensure that appropriate personnel have access to the latest data 4.3. Provide the client with final consultancy reports and recommendations

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

REQUIRED SKILLS AND KNOWLEDGE

Required skills

- communication skills to liaise with customers to ensure requirements are known and can be met within timeframes
- literacy skills to interpret technical specifications and related documentation
- numeracy skills to make calculations for dimensioning, cost and financial considerations
- planning and organisation skills to make site access arrangements and plan and prioritise own work
- problem solving skills to develop communications solutions
- research skills to gain and maintain relevant and current technical product knowledge
- technical skills to:
 - interpret drawings related to customer's telecommunications equipment
 - provide expert advice on installation and upgrade
 - use databases and diagnostic equipment

Required knowledge

- common customer telecommunications applications and related equipment
- connections to carrier infrastructure or equipment
- current legislation relating to installation of telecommunications equipment and connection to carrier services
- enterprise operations and policies
- IP networks
- new and emerging technologies
- overview knowledge of customer premise equipment

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"> • provide consultancy advice related to full range of CPE products including: <ul style="list-style-type: none"> • product models and equipment types • peripherals • facilities including network facilities • system features • provide alternative solutions where customer's needs cannot be met precisely • prepare clear and concise reports to customers complete with recommendations and supporting data, including full financial considerations • provide regular updates to both company personnel and clients as to the latest product and technical information.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • site with: <ul style="list-style-type: none"> • network or computer layout documentation and premises plans • network components • equipment specifications • organisational guidelines • business plan or model • relevant legislation.
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 undertaking a practical exercise • review of reports completed by the candidate for different test examples and situations • oral or written questioning to assess knowledge of planning, types of systems and applications.

EVIDENCE GUIDE

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example with:

- ICTTEN5204A Produce technical solutions from business specifications.

Aboriginal people and other people from a non-English 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.

Industry may include:

- communications
- information technology
- multimedia industries.

Product and technical

- CPE product
- facilities including:

RANGE STATEMENT	
<i>information</i> relates to:	<ul style="list-style-type: none">• network facilities• system features• peripherals• product models and equipment types.

RANGE STATEMENT	
<i>Networks</i> may be:	<ul style="list-style-type: none"> • external • internal • in Australia • overseas.
<i>Physical and financial parameters</i> may include:	<ul style="list-style-type: none"> • physical parameters: <ul style="list-style-type: none"> • building size • equipment inventory • new equipment requirement • power requirements • site access • size of organisation • staffing • financial parameters: <ul style="list-style-type: none"> • capital expenditure • current budget allocation • current return on investment • forecast fund allocation • future return on investment • operational costs.
<i>Consultancy</i> may be:	<ul style="list-style-type: none"> • direct to a customer • through a third party considering provision of consultant's company product • supported by explanatory documentation.
<i>Company staff and clients</i> may include:	<ul style="list-style-type: none"> • own or partner company staff • sales and technical staff.
<i>Relevant legislation, codes, regulations and standards</i> include:	<ul style="list-style-type: none"> • Australian Communications Industry Forum (ACIF) standards and codes • Australian Communications and Media Authority (ACMA) technical standards • 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

RANGE STATEMENT	
	<ul style="list-style-type: none"> • Australian building codes and regulations • Australian Standards AS 3901, 3902 • fire regulations • heritage legislation • International Standards ISO 9000, 9001 • OHS • Trade Practices Legislation.
<i>Agreed solution</i> includes:	<ul style="list-style-type: none"> • cost details • equipment requirements • procurements information • recommended vendors • return on investment (RoI) information.

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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