



Australian Government

Assessment Requirements for ICTEDU301 Train customers in new technology

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Performance Evidence

Evidence of ability to:

- review and confirm predetermined training for telecommunications installation
- analyse learner characteristics and actual training needs
- prepare training material, including equipment specifications and guidelines
- conduct customer training on a telecommunications installation including:
 - demonstration
 - hands-on experience
 - feedback on performance
- complete training documentation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe in detail the content of learning to be provided
- explain common sources of technical training information
- summarise and explain appropriate training techniques for:
 - demonstration
 - individual and group activities
 - instruction
 - questioning.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the Telecommunications – Education field of work and include access to:

- a range of information and training resources
- customer premises equipment product information
- appropriate training facilities
- relevant industry software packages.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>