



Australian Government

ICTEDU301 Train customers in new technology

Release: 1

ICTEDU301 Train customers in new technology

Modification History

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

Application

This unit describes the skills and knowledge required to conduct training for customers on telecommunications equipment including convergent technology applications, such as internet protocol television (IPTV), digital television and internet protocol (IP) based customer equipment. It involves assessing the type of training suitable for the product and customer, delivering and checking the training.

It applies to individuals involved with installation of new technology or an upgrade of an existing network or subsystem deploying next generation networks (NGN) for customer premises equipment (CPE) installation, or as dedicated trainers involved in very large installations.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Telecommunications – Education

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify training required	1.1 Confirm training to be provided with installation quote 1.2 Assess customer's expertise and actual training details 1.3 Identify and prepare for specialised training needs 1.4 Provide quotes for enhanced training and confirm with customer

2. Conduct training	2.1 Demonstrate and explain relevant equipment, functions and network facilities 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 product literature 2.5 Provide enhanced training as agreed
3. Check training	3.1 Measure customer's skill using the equipment 3.2 Review training delivery and note improvements 3.3 Update and store records according to organisational requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.3, 2.4, 3.1, 3.2, 3.3,	Evaluates and integrates facts and ideas to construct meaning and develop training plans from a range of sources
Writing	1.3, 1.4, 2.1-2.5, 3.2, 3.3	Communicates relationships between ideas and information in a style appropriate to audience and purpose
Oral Communication	1.1, 1.4, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1	Demonstrates flexibility in spoken texts by choosing appropriate structures and strategies while instructing, providing constructive feedback or interacting with customers, employer, supervisors, work associates, team members and other contractors
Numeracy	1.1, 1.4, 3.1,	Identifies and comprehends relevant mathematical information in familiar activities or texts such as costing training
Navigate the world of work	3.3	- Complies with explicit policies and procedures - Explores and implements, where identified, implicit expectations of policies and procedures
Interact with others	1.2, 2.1, 2.2, 2.3, 2.4, 2.5	- Identifies and takes steps to follow accepted communication practices and protocols - Recognises common cultural and other differences of people in the work context, and makes

		adjustments in addressing differences Elicits feedback and provides feedback to others
Get the work done	1.1, 1.3, 3.1, 3.2	- Plans and implements routine tasks and workload making limited decisions on sequencing, timing and collaboration, seeks assistance in setting priorities - Makes low-impact decisions within familiar situations, based on a range of predefined or routine solutions, and evaluates effectiveness of outcome

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTEDU301 Train customers in new technology	ICTEDU3053A Train customers in new technology	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for ICTEDU301 Train customers in new technology

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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

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