



Australian Government

ICTPMG402 Schedule installation of customer premises equipment

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.

Application

This unit describes the skills and knowledge to effectively schedule the installation of customer premises equipment (CPE), including planning, provisioning and monitoring of customer premises installations.

It applies to individuals with a range of telecommunications skills, involves a degree of autonomy and may include limited supervision of others.

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

Unit Sector

Telecommunications – project management

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. Plan installation project	1.1 Obtain relevant legislation, codes, regulations and standards, and follow work health and safety (WHS) and environmental requirements for given work 1.2 Plan work schedules for relevant parties to provision services and deliverables in correct sequence for satisfactory project completion within specified timeframe 1.3 Order materials in advance of needs to avoid work delays

	1.4 Negotiate provision and connection of required network capacity and facilities with network provider 1.5 Determine customer equipment types and quantities, and organise timing of delivery according to work schedule timeframe 1.6 Determine essential criteria for selecting labour resources to satisfy regulatory, enterprise and customer requirements 1.7 Calculate installation workloads to complete task within specified timeframe
2. Provision resources for installation project	2.1 Arrange for connection of network services to customer equipment 2.2 Coordinate logistics associated with delivery of material to site according to installation timeframe 2.3 Allocate labour to installation as determined in planning stage 2.4 Ensure that all installation personnel are advised of installation and customer requirements
3. Monitor and adjust resource allocations	3.1 Adjust labour resources as necessary to meet budget and completion timeframe 3.2 Monitor work progress against project schedules and budgets

Foundation Skills

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

Reading	1.1, 1.5, 1.6	- Analyses and interprets various textual material to determine key information, requirements and responsibilities - Researches relevant codes and standards to ensure latest requirements, regulations and standards are adhered to
Writing	1.2, 1.4, 1.5, 1.6, 2.1, 2.2, 2.4	Develops material for a specific audience using clear and detailed language to convey explicit information
Oral Communication	1.4, 1.5, 1.6, 2.1, 2.2, 2.3, 2.4	Explains information using relevant language suitable for specific audiences
Numeracy	1.7, 2.2, 2.3, 3.2	Uses mathematical calculations to determine staffing and logistical requirements and to plan for the future
Navigate the	1.1, 1.6	Recognises and follows explicit and implicit protocols and meets expectations associated

world of work		with own role • Takes personal responsibility for adherence to legal and regulatory responsibilities relevant to own work context with specific reference to workplace safety
Get the work done	1.1, 1.2, 1.3, 1.5, 1.6, 1.7, 2.1, 2.2, 2.3, 3.1, 3.2	• Applies formal processes when planning more complex tasks, producing plans with logically sequenced steps, and reflecting some awareness of time and resources constraints • Implements standard decisions for routine tasks • Initiates standard procedures when responding to familiar problems within the immediate context • Recognises general design and operating principles of digital tools and uses this information when planning the installation of new technologies

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTPMG402 Schedule installation of customer premises equipment	ICTPMG4048A Schedule installation of customer premises equipment	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 ICTPMG402 Schedule installation of customer premises equipment

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Performance Evidence

Evidence of the ability to:

- access relevant information and plan an installation project
- schedule work for the installation team according to the plan
- organise supply of materials in a timely manner
- arrange for connection of network services
- monitor and apply contingencies if required.

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:

- discuss the importance and requirements of Australian Communications and Media Authority (ACMA) licensing
- outline the use of computers and application of software programs used in the telecommunications industry
- outline industry cabling practices
- identify work health and safety (WHS) procedures
- outline the stages of project management including:
 - phases of project management
 - roles and responsibilities within project management
 - project reporting
- identify telecommunications components and assemblies
- identify telecommunications customer premises equipment (CPE).

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 – project management field of work and include access to:

- a work site where scheduling may be conducted
- relevant hardware and software.

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

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