



Australian Government

ICTTEN305 Refurbish customer premises equipment

Release: 1

ICTTEN305 Refurbish customer premises equipment

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 renovate, repair and test recovered customer equipment for reinstallation.

It applies to individuals who are technically adept and may work 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.

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

Unit Sector

Telecommunications – Telecommunications Networks Engineering

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Process recovered equipment	1.1 Conduct a visual inspection of external condition of the customer equipment, and assess for refurbishment 1.2 Conduct functional tests on equipment to determine suitability for repair 1.3 Liaise with customers to ensure equipment condition and repairs are understood and accepted 1.4 Salvage, label and store functional equipment for use as spare parts 1.5 Label and scrap non-functional equipment and parts according to

ELEMENT	PERFORMANCE CRITERIA
	company procedures
2. Renovate and repair equipment	2.1 Clean and renovate equipment housing to acceptable standard for reuse 2.2 Conduct full functional and operational tests on equipment circuit boards for suitability for 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 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 packaging with documentation according to specification 3.3 Store and assemble completed packages for distribution according to company 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	1.4, 2.5, 2.6, 3.2,	Recognises and interprets technical documentation including equipment manuals and specifications
Writing	1.3, 1.4, 2.4, 2.6, 3.2,	Uses clear, specific and industry-related terminology to complete and update workplace documentation
Oral Communication	1.3	Effectively participates in verbal exchanges using collaborative and inclusive techniques including active listening and questioning and reading of verbal and non-verbal signals to convey and clarify information
Get the work	1.1-1.4,	Determines job priorities, resources and equipment, and works logically and systematically to undertake

done	2.1-2.6, 3.1-3.3	clearly defined and familiar tasks • Implements actions according to a predetermined plan, making slight adjustments if necessary • Takes responsibility for routine decision-making by selecting from a range of predetermined options in routine situations, identifying and taking some situational factors into account • Initiates standard procedures when responding to familiar equipment problems within immediate context • Understands purpose and some specific functions of some common digital tools used in work contexts
------	------------------	---

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTTEN305 Refurbish customer premises equipment	ICTTEN3075A Refurbish 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 ICTTEN305 Refurbish customer premises equipment

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:

- discuss the repair and refurbishment options with customer
- process recovered equipment
- renovate and repair equipment
- package refurbished product.

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 features and operating requirements of test equipment
- outline legislation, codes of practice and other formal agreements that impact the work activity
- summarise manufacturer's requirements for safe operation of equipment
- identify and describe operation of test equipment and the results they provide
- provide a summary of customer premises' equipment
- outline specific work health and safety (WHS) requirements relating to the activity and site conditions
- describe test methods and performance requirements
- outline typical issues and challenges that occur on site.

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 should be typical of those experienced in the telecommunications networks engineering field of work and include access to:

- systems and equipment to refurbish
- test equipment and tools for refurbishment currently used in industry
- manufacturer's specifications.

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>