



Australian Government

ICTTEN317 Locate, identify and rectify telecommunications network faults

Release: 1

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Modification History

Release	Comments
Release 1	This version released with ICT Information and Communications Technology Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to use systematic and logical fault-finding techniques according to safety requirements and work practices commonly used in network fault remediation.

It applies to cablers or technicians who install and maintain a broad range of telecommunications networks.

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

Unit Sector

Telecommunications – Telecommunications Network 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. Prepare for fault-finding activity	1.1 Obtain approval for site access from customer or site owner prior to site entry 1.2 Identify existing and potential site hazards, assess risks and implement risk control measures 1.3 Determine, from documentation or discussion with appropriate personnel, work to be undertaken, including reported fault location 1.4 Prepare testing in consultation with others affected by proposed work and sequence work according to established enterprise procedures

ELEMENT	PERFORMANCE CRITERIA
	1.5 Obtain required materials for testing, reporting and rectification work according to established enterprise procedures and job/work ticket requirements 1.6 Obtain required tools, equipment and testing devices according to enterprise procedures and check for correct operation and safety
2. Conduct network fault-finding activities	2.1 Establish nature of fault through analysis of source and available information 2.2 Select and safely use appropriate test equipment to locate, diagnose and analyse fault 2.3 Conduct tests according to test equipment operating instructions and requirements, and ensure diagnostic process does not compromise integrity of network element or system 2.4 Identify and test for faults efficiently without damage to equipment, circuits, surrounding environment or services 2.5 Evaluate test results to determine cause of fault/s using appropriate methods and processes
3 Action identified fault/s	3.1 Rectify faults or escalate to appropriate personnel according to test results and enterprise procedures 3.2 Confirm that fault rectification meets network performance requirements/levels 3.3 Use escalation process for dealing with unexpected situations according to enterprise procedures
4. Report fault-findings and rectification	4.1 Close out fault and update records using applicable work management systems 4.2 Restore worksite according to enterprise procedures 4.3 Notify appropriate personnel when work has been completed and obtain sign-off

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance, but not explicit in the performance criteria.

Skill	Description
Reading	Recognises and interprets technical documentation to determine important information

Skill	Description
Writing	• Uses clear, specific and industry-related terminology to develop basic reports and in all written tasks
Oral Communication	• Discusses technical requirements using specific and relevant language • Uses listening and questioning techniques to confirm understanding
Numeracy	• Evaluates and reviews technical data for specifications
Navigate the world of work	• Appreciates implications of legal and regulatory responsibilities related to own role • Seeks advice about expectations when preparing for work
Get the work done	• Determines job priorities and works logically and systematically to undertake clearly defined and familiar tasks • Implements actions according to a predetermined plan, making slight adjustments if necessary and addressing some unexpected issues • 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 • Diagnoses and implements standard solutions to for an increasing number of routine problems, seeking assistance from more experienced colleagues when required • Understands purposes and specific functions of common digital systems and uses them effectively to complete routine tasks

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guides are available from VETNet -

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