



Australian Government

ICTTEN319 Recover customer premises equipment

Release: 1

ICTTEN319 Recover customer premises equipment

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 develop and enact a recovery plan and recover, package and label communications equipment including telephony, data, video, digital broadcasting and computer networks on residential, commercial or industrial installations, according to all safety requirements and work practices.

It applies to technical staff who dismantle and recover customer premises systems and equipment for new installations or upgrades of indoor or outdoor telecommunications equipment.

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 to recover customer equipment	1.1 Notify customer to obtain site access and location details of customer equipment for recovery 1.2 Identify site hazards and notify customer to make site safe 1.3 Arrange for tools and lifting equipment as required
2. Recover customer equipment	2.1 Ensure equipment is out of operational service and disconnect from all power feeds 2.2 Dismantle equipment and peripheral units according to work health and safety (WHS) and environmental requirements with

ELEMENT	PERFORMANCE CRITERIA
	minimal disruption to building occupants 2.3 Package and label recovered equipment and dispose of according to arranged disposal agreement
3. Complete documentation and clean-up worksite	3.1 Amend site records to show existing equipment layout 3.2 Clean-up and restore site to customer satisfaction 3.3 Collect and dispose of waste material and debris according to environmental requirements 3.4 Notify customer of job completion to obtain sign-off and present with a copy of documentation

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, including equipment manuals and specifications
Writing	Uses clear, specific and industry-related terminology to complete and update workplace documentation
Oral Communication	- Liaises with customers about technical requirements, using specific and relevant language - Uses listening and questioning techniques to confirm understanding
Navigate the world of work	Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements
Get the work done	- Determines job priorities, resources and equipment, and works logically and systematically to undertake clearly defined and familiar tasks - Implements actions according to established procedures, 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 logistical problems within immediate context

Unit Mapping Information

ICTTEN319 Recover customer premises equipment supersedes and is equivalent to
ICTTEN304 Recover customer premises equipment.

Links

Companion Volume Implementation Guides are available from VETNet -

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

Assessment Requirements for ICTTEN319 Recover customer premises equipment

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Performance Evidence

The candidate must demonstrate, on two separate occasions, the ability to perform the tasks outlined in the elements, performance criteria, and foundation skills, and to:

- discuss equipment recovery options with customer
- develop a recovery plan
- safely disconnect, dismantle and recover customer premises equipment
- package and label recovered equipment
- notify customer of progress and obtain sign-off
- apply work health and safety (WHS) requirements and work practices.

Knowledge Evidence

The candidate must demonstrate the knowledge required to perform the tasks outlined in the elements, performance criteria, and foundation skills, which includes knowledge about:

- legislation, regulations, codes, standards and other formal agreements that impact the work activity, in particular:
 - specific WHS and environmental requirements
- manufacturer requirements for safe operation of equipment
- customer premises equipment and customer premises cabling
- types of power sources used with telecommunications equipment
- nature of customer equipment recovery and the documentation required to affect recovery with stakeholders
- equipment used for recovery work
- typical issues and challenges that occur on site.

Assessment Conditions

Skills must be assessed in a workplace or simulated environment where conditions are typical of those in a telecommunications work environment or workplace.

Access is required to:

- site/s where recovery of customer premises equipment can be conducted
- plant, tools and equipment currently used in industry
- relevant regulatory and equipment documentation that impact work activities.

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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