



Australian Government

ICTTEN321 Maintain an electronic system

Release: 1

ICTTEN321 Maintain an electronic system

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 inspect critical aspects of electronic systems and replace and dispose of items performing below specification and required operating levels.

It applies to individuals with the capacity to apply skills in electrical, workplace safety and power tools, working as technicians on site and from remote locations.

This work does not include major servicing of equipment or repair due to breakdowns.

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 maintain system	1.1 Consult with customer or property owner to arrange site access as required 1.2 Plan schedule of routine preventive maintenance for electronic system based on recommended maintenance periods according to manufacturer handbooks and specifications 1.3 Report to appropriate person the impact of proposed maintenance activities on customer service delivery 1.4 Confirm equipment is accessible and correctly set-up for onsite preventive maintenance activities and for remote interrogation if required

ELEMENT	PERFORMANCE CRITERIA
	1.5 Confirm alarms are functioning according to manufacturer specifications and enterprise guidelines 1.6 Take corrective action when anomalies or faults are detected, according to enterprise guidelines and manufacturer specifications
2. Undertake preventive maintenance routines on site and remotely	2.1 Conduct preventive maintenance according to planned schedule 2.2 Report to appropriate person any instances where maintenance activities cannot be fully met or where there are identified defects outside the planned schedule 2.3 Verify equipment is functioning against expected operational parameters to confirm operational status 2.4 Take corrective action when faults are detected, according to enterprise guidelines and manufacturer specifications 2.5 Escalate to next level of support as required, where preventive maintenance activity falls outside own level of expertise 2.6 Dispose of onsite waste materials according to safe working practices and approved procedures
3. Make recommendations and update records	3.1 Record results of routine tests and make recommendations 3.2 Store records according to enterprise guidelines

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 such as equipment manuals and specifications
Writing	Uses clear, specific and industry related terminology to develop network documentation, update workplace records, and in written communications with customers
Oral Communication	- Participates in verbal exchanges about technical and operational requirements using specific and relevant language - Uses listening and questioning techniques to confirm understanding
Numeracy	Evaluates and reviews technical data to calculate measurements and adjustments to equipment
Navigate the world of	Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements

Skill	Description
work	
Interact with others	• Selects and uses appropriate conventions and protocols when communicating with customers and co-workers in a range of work contexts
Get the work done	• Determines job priorities and works logically and systematically to undertake clearly defined and familiar tasks and organise necessary equipment and resources • Seeks assistance from more experienced colleagues as required • 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 • Initiates standard procedures when responding to familiar problems within immediate context • Understands purposes and specific functions of common digital systems and uses them effectively to complete routine tasks

Unit Mapping Information

ICTTEN320 Commission an electronic unit supersedes and is equivalent to ICTTEN306 Commission an electronic unit.

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 ICTTEN321 Maintain an electronic system

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Performance Evidence

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

- identify maintenance required
- communicate maintenance details to customer/s and work associates
- undertake manufacturer preventive maintenance routines on site and remotely
- conduct tests
- interpret test results
- complete documentation according to enterprise guidelines.

Note: Evidence must be provided at least once when a specific volume or frequency is not stated.

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:

- features and operating requirements across a range of electronic equipment
- legislation, codes, enterprise guidelines and other formal agreements that impact the work activity, in particular:
 - specific work health and safety (WHS) and environmental requirements
- manufacturer requirements for safe operation of equipment and correction of faults
- testing methods and performance requirements of equipment under test
- troubleshooting and repair procedures
- typical issues and challenges that occur on site and when conducting remote maintenance procedures.

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 suitable for maintenance of a range of equipment
- test 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.

Links

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