



Australian Government

ICTTEN401 Identify requirements for customer telecommunications equipment

Release: 1

ICTTEN401 Identify requirements for customer telecommunications 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 pinpoint equipment and place cables within domestic, commercial or industrial installations, and includes planning access to existing infrastructure and completing all necessary documentation.

It applies to individuals working as cablers and registered with an Australian Communications and Media Authority (ACMA) – accredited registrar.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the ICT Implementation Guide Companion Volume or the relevant regulator for details of licensing, legislative or certification requirements.

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. Prepare to identify services required	1.1 Contact customer to arrange access to site and identify customer equipment and discuss customer requirements 1.2 Assess site-specific safety requirements and enterprise work health and safety (WHS) processes and procedures 1.3 Confirm details of types and models of existing and proposed customer equipment 1.4 Establish intended uses of customer's equipment to assist in identifying cabling requirements

ELEMENT	PERFORMANCE CRITERIA
	1.5 Establish required cabling requirements with customer and make alternative recommendations 1.6 Locate existing facilities and systems including network facilities 1.7 Verify building construction by observation to confirm accessibility 1.8 Utilise existing floor plans where available and integrate into subsequent documentation 1.9 Notify customer where physical location may incur additional cost 1.10 Prepare a report on required services
2. Establish availability of and access to existing cabling	2.1 Calculate capacity of existing cabling against proposed usage to ensure appropriate decisions are taken on extent of new cabling required 2.2 Inspect cabling to ensure compliance with ACMA regulations, relevant legislation, codes, regulations and standards 2.3 Prepare a report on cabling infrastructure and equipment to meet customer requirements
3. Complete required reports and documentation	3.1 Complete all required documents promptly and accurately according to company policy 3.2 Obtain customer confirmation of documented requirements where required 3.3 Distribute relevant documentation promptly to required parties 3.4 Obtain sign-off from customer

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	1.2, 1.9, 3.1	Recognises and interprets technical documentation such as equipment manuals and specifications and other drawings to determine job requirements
Writing	1.4, 1.5, 1.7, 1.9,	Uses clear, specific and industry-related terminology

	1.10, 2.3, 3.1, 3.2, 3.4	to produce and update workplace documentation
Oral Communication	1.1, 1.3, 1.5, 1.9, 3.2, 3.4	Uses listening and questioning skills to confirm understanding for requirements, participates in a verbal exchange of ideas and solutions, and uses appropriate, detailed and clear language to address key personnel and disseminate information
Numeracy	1.9, 2.1	Uses mathematical formulae to measure equipment requirements and calculate equipment costs within budgetary constraints
Navigate the world of work	1.2, 2.2, 3.1	Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements
Interact with others	3.3	Actively identifies requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience
Get the work done	1.4, 1.5, 1.6, 1.7 3.4	- Determines job priorities, resources and equipment, and works logically and systematically to undertake 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 and logistics problems within immediate context

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTTEN401 Identify requirements for customer telecommunications equipment	ICTTEN4001B Identify requirements for customer telecommunications 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 ICTTEN401 Identify requirements for customer telecommunications equipment

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Performance Evidence

Evidence of ability to:

- discuss and negotiate with customers their needs and expectations for customer equipment
- identify services required, and availability and access to existing cabling
- identify locations of equipment and placement of cables on support structures and building faces for both internal and external locations for service delivery
- complete required reports and documentation including order forms, services checklists and quotation forms.

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:

- explain features and operating requirements of test equipment
- summarise legislation, codes of practice and other formal agreements that impact the work activity
- describe manufacturer's requirements for safe operation of equipment
- explain specific work health and safety (WHS) requirements relating to the activity and site conditions
- describe the process of evaluating a customer premises to determine 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:

- sites on which telecommunications installations can be conducted
- relevant databases, licensing requirements and other site- related documentation.

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>