



Australian Government

ICTTEN406 Effect changes to existing customer premises equipment systems and equipment

Release: 1

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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 effect changes to existing customer premises' equipment (CPE), systems and products, through producing plans, carrying out alterations and testing new work.

It applies to individuals who may be working as linespeople, line installers and technicians for telecommunications carriers, contractors, other service providers or private providers who upgrade or modify customer equipment and systems.

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. Prepare requirements for alteration	1.1 Arrange site access according to required procedure and comply with site security arrangements and relevant legislation, codes, regulations and standards 1.2 Assess facilities and capacity to ensure requirements can be met 1.3 Evaluate existing system availability and access to accommodate proposed changes 1.4 Notify appropriate personnel of identified safety hazards at worksite

ELEMENT	PERFORMANCE CRITERIA
	1.5 Evaluate compatibility of existing and proposed systems and equipment before proceeding with planned changes 1.6 Negotiate planned system outages and outage time with the customer
2. Document specifications and plans for alteration	2.1 Produce an amendment plan of systems alterations to assess suitability with existing system 2.2 Produce specifications for alteration requirements according to customer requirements 2.3 Select materials and tools and equipment compatible with upgrade activity
3. Install additional equipment and program system feature changes	3.1 Produce an activity plan for minimal disruption of alterations to ongoing client activity 3.2 Carry out all alterations in a safe manner according to relevant standards and regulations and manufacturer's specifications 3.3 Test new work in isolation and when integrated with existing systems to confirm compatibility of alterations with existing network
4. Update plans and records	4.1 Update all plans and documents to show installed systems accurately and clearly 4.2 Complete documentation for customer support
5. Restore site to required condition	5.1 Remove waste and debris from worksite and dispose of according to environmental requirements to maintain safe worksite conditions 5.2 Recover obsolete equipment and return to customer or disposal of as agreed with customer 5.3 Notify customer of job completion and obtain sign-off

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
Writing	2.1, 2.2, 3.1, 4.1,	Completes workplace documentation accurately using

	4.2, 5.3	appropriate form and vocabulary for intended audience
Oral Communication	1.4, 5.3	Conveys specific messages efficiently and uses an appropriate tone and vocabulary for intended audience
Navigate the world of work	1.1, 3.2, 5.1, 5.2	Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements relevant to own work context
Interact with others	1.4, 1.6, 5.2	Selects appropriate form, channel and mode of communication when liaising with customers and personnel on technical and operational matters
Get the work done	1.1, 1.3, 1.5, 2.1, 2.2, 3.1, 3.3	- Prioritises and plans work to meet deadlines and client expectations - Uses digital technologies and systems to complete required tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTTEN406 Effect changes to existing customer premises equipment systems and equipment	ICTTEN4072A Effect changes to existing customer premises equipment systems and 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 ICTTEN406 Effect changes to existing customer premises equipment systems and equipment

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Performance Evidence

Evidence of ability to:

- identify customer's needs
- develop plans and drawings to give effect to planned changes to systems and equipment
- alter system and equipment including physical and programming change according to work health and safety (WHS) regulations and relevant standards
- identify, conduct and interpret tests appropriate to the change
- notify customer and relevant personnel of progress.

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:

- outline legislation, codes of practice and other formal agreements that impact changes to customer equipment and systems
- identify manufacturer's requirements for safe operation of equipment
- define network addressing
- consider specific WHS requirements relating to customer premises' equipment
- establish types of customer premises' equipment (CPE) that may require upgrade
- describe typical issues and challenges that occur on site
- identify vendor products.

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 network engineering field of work and include access to:

- systems and equipment to effect changes
- appropriate manuals and specifications
- relevant enterprise policies.

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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