



Australian Government

Assessment Requirements for ICTTEN413 Undertake remote diagnosis and repair of network faults

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.

Performance Evidence

Evidence of ability to:

- communicate effectively with relevant parties, using appropriate technical and non-technical language
- diagnose and identify faults, including using fault history and ranking likely causes
- plan and coordinate repair of network faults
- apply enterprise escalation and outage procedures following related work health and safety (WHS) requirements and work practices
- ensure customers and others are kept notified of works 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:

- describe telecommunications systems and equipment and technologies likely to be encountered in remote networks
- explain principles and use of path protection
- outline key components of a telecommunications network
- describe test equipment and test procedures required for determining network faults
- evaluate test results and specify solutions
- explain typical problems and challenges that arise in Network Operations Centres (NOCs) and in the field.

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 remote diagnosis and repair of network may be conducted
- test equipment currently used in industry
- manufacturer's technical 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>