



Australian Government

ICTTEN432 Identify requirements for customer telecommunications equipment

Release: 1

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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 locate telecommunications equipment including telephony, audio, television and data, and to place associated cables within domestic, commercial or industrial installations. It includes planning access to new and 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.

Licensing, legislative, regulatory and certification requirements apply to telecommunications earthing systems. Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the ICT Information and Communications Technology Training Package Companion Volume Implementation Guide or the relevant regulator for details about licensing, legislative or certification requirements.

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 identify services required	1.1 Contact customer to arrange access to site, 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 proposed customer equipment 1.4 Establish intended uses of customer equipment to assist in

ELEMENT	PERFORMANCE CRITERIA
	identifying cabling requirements 1.5 Establish cabling requirements with customer 1.6 Locate existing facilities and systems including network facilities 1.7 Verify building construction by observation and confirm accessibility 1.8 Utilise existing floor plans and integrate into subsequent documentation 1.9 Notify customer, as required, that equipment or cabling 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 made about extent of new cabling required 2.2 Inspect cabling to ensure compliance with ACMA regulations, relevant legislation, regulations, codes and standards
3. Complete required reports and documentation	3.1 Complete all required documents promptly and accurately according to enterprise policy 3.2 Prepare a report on cabling infrastructure and equipment according to customer requirements 3.3 Obtain customer confirmation of documented requirements as required 3.4 Distribute relevant documentation promptly to required parties 3.5 Obtain sign-off from customer

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 and other drawings to determine job requirements
Writing	Uses clear, specific and industry-related terminology to produce and update workplace documentation

Skill	Description
Oral Communication	• 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	• Uses mathematical formulae to measure equipment requirements and calculate equipment costs within budgetary constraints
Navigate the world of work	• Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements
Interact with others	• Actively identifies requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience
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 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

ICTTEN432 Identify requirements for customer telecommunications equipment supersedes and is equivalent to ICTTEN401 Identify requirements for customer telecommunications 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 ICTTEN432 Identify requirements for customer telecommunications equipment

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Performance Evidence

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

- negotiate with customers about their equipment needs, such as telephony, video, audio, and data
- agree on services required, and availability and access to existing cabling
- identify locations of equipment and placement of cables on support structures
- verify installation based on permitted building conditions
- complete required reports and documentation, including order forms, service checklists, numerical estimates of capacity of cabling and quotation forms
- ensure the integrity of plans.

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:

- process of evaluating customer premises
- key features of floor and building plans that apply to customer telecommunications equipment
- costing processes as determined by enterprise procedures
- features and operating requirements for equipment
- legislation, codes and other formal agreements that impact the work activity
- typical manufacturer requirements for safe operation of equipment
- specific work health and safety (WHS) requirements relating to the activity and site conditions.

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 on which telecommunications installations can be conducted
- tools, equipment and personal protective equipment currently used in industry
- 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

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