



Australian Government

ICTTEN501 Provide consultancy and technical support in the customer premises equipment sector

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 provide advice to clients wishing to install or upgrade telecommunications equipment on their premises.

It applies to individuals who help organisations deploy converging technologies integrating data, wireless, optical and internet protocol (IP) networks within a customer premises in domestic, commercial or industrial installations.

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. Plan to provide consultancy and technical support in the CPE sector	1.1 Obtain consultancy requirements from client 1.2 Establish relationship with industry experts to maintain currency with latest industry innovations in the customer premises' equipment (CPE) sector 1.3 Access sources of product and technical information relating to change and innovation 1.4 Access and evaluate latest data relating to change and innovation in the CPE sector for company use within an appropriate timeframe

ELEMENT	PERFORMANCE CRITERIA
2. Assess customer needs	2.1 Develop knowledge and understanding of the client's business to provide an accurate solution according to requirements 2.2 Investigate communication requirements including networks, based on business needs and demands 2.3 Ascertain client's physical and financial parameters 2.4 Present reports and recommendations within client's timeframes
3. Provide consultancy and expert advice	3.1 Provide timely and accurate expert consultancy and advice to company staff and clients 3.2 Provide communication solutions that meet client's requirements and relevant legislation, codes, regulations and standards 3.3 Provide alternative solutions for clients where their needs cannot be better met in an innovative way 3.4 Provide a report on advice and solutions that match both the physical and financial demands of the client 3.5 Consult with client for an agreed solution
4. Control and manage product and technical information	4.1 Provide all relevant personnel with the latest product and technical information 4.2 Monitor the information flow process to ensure appropriate personnel have access to the latest data 4.3 Provide the client with final consultancy reports and recommendations

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	1.4, 3.2	Recognises and interprets technical and regulatory specifications and related documentation to determine job requirements
Writing	3.1, 3.2, 3.4, 3.5	Prepares specific expert information which conveys clear recommendations and uses terminology appropriate to present to relevant personnel

Oral Communication	3.1, 3.2, 3.5	• Liaises with customers to ensure requirements are properly understood and can be achieved within established timeframes • Uses listening and questioning skills to confirm understanding of requirements
Numeracy	3.4	• Interprets numerical information and applies mathematical calculations for dimensioning, cost and financial considerations
Navigate the world of work	2.1, 3.2	• Develops understanding related to current role using a range of formal and informal opportunities to develop knowledge skills and insight • Keeps up-to-date with relevant legislation and regulations and considers implications of these when providing solutions in the workplace
Interact with others	1.1, 1.2, 2.4, 4.1-4.3	• Considers purpose and possible actions to be taken as a result of any work related communication • Selects and uses communication conventions and protocols to suit purpose and audience • Recognises importance of building rapport to establish effective working relationships
Get the work done	1.3, 1.4, 2.2, 2.3, 3.3	• Understands key principles and concepts underpinning design and operation of digital systems and tools • Takes responsibility for planning and organising site access arrangements and sequencing own workload, identifying ways of combining elements for greater efficiency • Recognises potential of new and alternative approaches to enhance work practices and outcomes, and accepts the need to consider change • Makes decisions quickly and intuitively in familiar situations requiring immediate attention, drawing on past experience to identify key variables and determine the best course of action • When dealing with complex issues, may use intuition to identify the general problem area, switching to analytical processes to clarify goals and key issues, and using lateral thinking processes to generate possible communications solutions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTTEN501 Provide consultancy and technical support in the customer premises equipment sector	ICTTEN5024A Provide consultancy and technical support in the customer premises equipment sector	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 ICTTEN501 Provide consultancy and technical support in the customer premises equipment sector

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Performance Evidence

Evidence of ability to:

- provide consultancy advice related to a full range of customer premises' equipment (CPE) products including:
 - product models and equipment types
 - peripherals
 - facilities, including network facilities
 - system features
- provide alternative solutions where customer's needs cannot be met precisely
- prepare clear and concise reports to customers complete with recommendations and supporting data, including full financial considerations
- provide regular updates to both company personnel and clients as to the latest product and technical information.

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:

- summarise common customer telecommunications applications and related equipment
- outline connections to carrier infrastructure or equipment
- identify and describe current legislation relating to installation of telecommunications equipment and connection to carrier services
- explain the purpose of enterprise operations and policies
- summarise internet protocol (IP) networks
- outline new and emerging telecommunications technologies
- define 'customer premises' equipment.

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:

- a site with network or computer layout documentation and premises plans
- network components
- equipment specifications
- organisational guidelines
- business plan or model
- relevant legislation.

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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