



Australian Government

Assessment Requirements for ICTTEN509

Provide expert advice and support on complex 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:

- methodically identify and rank likely causes of faults
- analyse and interpret test results
- apply enterprise escalation and outage procedures
- prioritise fault rectification in a timely manner and report progress
- organise repair of fault and conduct of tests to verify outcomes
- prepare documentation of fault:
 - nature
 - location
 - likely causes
 - repair methodology
 - recommendations relating to system redesign or specification.

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 information required to operate remote diagnostic equipment according to a test specification
- outline legislation, codes of practice and other formal agreements that impact the work activity
- explain manufacturer's requirements for effective operation of equipment
- summarise specific work health and safety (WHS) requirements relating to the activity and site conditions
- outline test methods and performance requirements

- explain 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 fault diagnostics may be conducted
- testing equipment currently used in industry
- relevant regulatory and equipment documentation impacting complex fault repairs.

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>