



Australian Government

Assessment Requirements for ICTTEN604 Coordinate fault rectification and restoration of service following network outages

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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:

- prepare an action plan to manage fault rectification and service restoration
- coordinate implementation of action plan and manage repair activities
- apply escalation procedures
- finalise the administrative and notification processes.

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 alarm conditions and areas of the network or service they impact
- clarify connections to carrier infrastructure or equipment
- summarise customer care and service level agreements and policies
- outline electrical and optical principles underpinning telecommunications
- summarise escalation procedures and list appropriate tier level contacts
- summarise legislation and licensing requirements surrounding installation of telecommunications equipment
- describe network and transmission equipment faults
- outline work health and safety (WHS) requirements and work practices relevant to fault rectification
- explain power requirements and electrical safety
- outline protection switching
- list telecommunications applications and related equipment
- provide a detailed list of relevant test equipment
- outline transmission hierarchy and switching principles
- summarise typical performance parameters and faults that may be encountered.

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 where fault rectification and restoration of service may be conducted
- testing equipment currently used in industry
- manufacturer's and enterprise 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>