



Australian Government

Assessment Requirements for ICTTEN616 Rectify client services following network outages and 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 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- coordinate at least two fault rectifications and at least two restorations of service following at least two network outages.

In the course of the above, the candidate must:

- 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.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- required legislation, codes, company work practices, regulations and standards, workplace health and safety (WHS) requirements for scoped work
- workplace documentation including action plans
- alarm conditions and areas of the network or service they impact
- connections to carrier infrastructure or equipment
- customer care and service level agreements and policies
- electrical and optical principles underpinning networks
- escalation procedures and list required tier level contacts
- network and transmission equipment faults
- power requirements and electrical safety
- protection switching
- network applications and required equipment

- required test equipment
- transmission hierarchy and switching principles
- performance parameters and faults that will be encountered.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes 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 Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>