



Australian Government

Department of Education, Employment and Workplace Relations

ICTPMG4048A Schedule installation of customer premises equipment

Release: 1

ICTPMG4048A Schedule installation of customer premises equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge to effectively schedule the installation of customer premises equipment (CPE). It includes planning, provisioning and monitoring of customer premises installations. CPE may be for small to medium enterprises or large government organisations with installations in computer networking, security installations, radio frequency identification (RFID), cable TV (CATV), home networks and internet protocol TV (IPTV) networks. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.
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Application of the Unit

Application of the unit	Lead foremen or estimators with appropriate authority to direct the activities of customer premises installation staff, building workers, contractors, manufacturers and vendors apply the skills and knowledge in this unit.
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan installation project	1.1. Obtain relevant legislation, codes, regulations and standards and follow occupational health and safety (OHS) and environmental requirements for the given work 1.2. Plan work schedules for relevant parties to provision services and deliverables in correct sequence for satisfactory project completion within the specified timeframe 1.3. Order materials in advance of needs to avoid work delays 1.4. Negotiate the provision and connection of required network capacity and facilities with network provider 1.5. Determine customer equipment types and quantities and organise timing of delivery according to work schedule timeframe 1.6. Determine essential criteria for selecting labour resources in order to satisfy regulatory, enterprise and client requirements 1.7. Calculate installation workloads to complete task within specified timeframe
2. Provision resources for installation project	2.1. Arrange for connection of network services to customer equipment 2.2. Coordinate logistics associated with the delivery of material to site according to the installation timeframe 2.3. Allocate labour to the installation as determined in the planning stage 2.4. Ensure that all installation personnel are advised of installation and customer requirements
3. Monitor and adjust resource allocations	3.1. Adjust labour resources as necessary, to meet budget and completion timeframe 3.2. Monitor work progress against project schedules and budgets

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communications skills to efficiently deal with employees, labour hire companies, customers, consultants, contractors and suppliers
- learning skills to proactively keep up to date with changes in the CPE area
- literacy skills to read and interpret basic technical data
- numeracy skills to estimate or calculate cost of labour and materials
- planning and organisational skills to:
 - improve systems and procedures
 - prioritise and organise own work
 - efficiently plan work schedules
- research skills to source alternative parts supplies
- technology skills to use software and hardware when:
 - planning work schedules
 - ordering supplies

Required knowledge

- Australian Communications and Media Authority (ACMA) licensing requirements (cabling provider rules)
- operation of computers and application of software programs as used in the Telecommunications Industry
- industry cabling practices
- OHS procedures
- overview of project management including:
 - phases of project management
 - roles and responsibilities within project management
 - project reporting
- telecommunications components and assemblies
- telecommunications CPE

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • plan an installation project • plan work schedules of installation team • organise supply of materials • arrange for connection of network services.
Context of, and specific resources for assessment	Assessment must ensure: • work site where scheduling may be conducted • use of computer hardware and software currently used in industry.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • review of scheduling different CPE types in different locations • review of an oral and written report with completed documentation • direct observation of the candidate scheduling a CPE installation.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • ICTCBL4004A Schedule and supply cabling installation • ICTCBL4023A Supervise cabling project. Aboriginal people and other people from a non-English speaking background may have second language issues. Access must be provided to appropriate learning and assessment support when required.

EVIDENCE GUIDE

	Assessment processes and techniques must be culturally appropriate, and appropriate to the oral communication skill level, and language and literacy capacity of the candidate and the work being performed. In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. Where applicable, physical resources should include equipment modified for people with special needs.
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Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Relevant legislation, codes, regulations and standards may include:

- Communications Alliance:
 - Australian Communications Industry Forum (ACIF) standards and codes
- AS/ACIF S008:2006 and AS/ACIF S009:2006 AS Communications Cabling Manual (CCM) Volume 1
- AS/NZS 3000:2007
- AS/NZS 3080:2003
- AS/NZS 3084:2003
- AS/NZS 3085.1:2004
- AS/NZS IEC 61935.1:2006
- AS/NZS IEC 61935.2:2006
- AS/NZS ISO/IEC 14763.3:2007
- AS/NZS ISO/IEC 15018:2005
- AS/NZS ISO/IEC 24702:2007

RANGE STATEMENT	
	• Australian building codes and regulations • cabling security codes and regulations • compliance with appropriate ACMA technical standard requirements for underground, aerial, Category 5 or Category 6, 6A, 7 or 7A and unshielded twisted pairs (UTP) • Environmental Protection Acts • fire regulations • noise abatement and heritage legislation • OHS • relevant international standards • Trade Practices Act.
<i>OHS and environmental requirements</i> may relate to:	• environmental considerations: • clean-up protection • noise, dust and clean-up management • stormwater protection • waste management • decommissioning and isolating worksite and lines prior to commencement • identifying other services, including power and gas • safe working practices, such as the safe use and handling of: • asbestos • chemicals • materials • tools and equipment • work platforms • safety equipment: • flashing lights • gas and other hazard detection equipment • safety barriers • trench guards • warning signs and tapes • witches hats • special access requirements • suitable light and ventilation.
<i>Work schedules</i> may include:	• building works • connection to network boundary • council approvals

RANGE STATEMENT	
	• cutover of customer equipment • delivery of network services from carrier • installation of customer equipment • jumpering of building distributor • loading of database information • logistics.
Relevant parties may include:	• carrier • clients • CPE installation contractors • earthmoving or building work contractors • equipment vendors • inspectors • local council • regulatory bodies.
Customer equipment may include:	• answering machine • cable modem • cable TV set-top boxes • digital subscriber line routers • fax machine • Internet protocol (IP) PBX • IP PBX server • key telephone system • PBX • Session initiation protocol (SIP)-enabled UC system • telephone handsets • video conferencing equipment • voice over internet protocol (VoIP) gateway • worldwide interoperability for microwave access (WiMAX) CPE.
Essential criteria may include:	• experience • licences • physical abilities • project management skills • qualification • vendor certifications.
Network services may include:	• the provision of: • bandwidth • digital or analogue circuits • exchange circuits

RANGE STATEMENT

	• radio spectrum • virtual PBX • wireless access.
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Unit Sector(s)

Unit sector	Telecommunications
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Co-requisite units

Co-requisite units		

Competency field

Competency field	Project management
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