



Australian Government

Department of Education, Employment and Workplace Relations

ICTWOR3028A Organise resources

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to organise resources for a telecommunications project in a customer environment. It involves preparing and evaluating tenders, organising equipment and labour resources and customer training. 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	Technical staff who organise resources supply apply the skills and knowledge in this unit. This unit may be applied to domestic, commercial or industrial installations for indoor and outdoor installation within a customer premises for customer cabling and equipment. Telecommunications applications include digital telephony, data, video, digital broadcasting, computer networks with local area networks (LAN) and multimedia. Relevant job roles include team leader, planner and scheduler of new installations and maintenance teams.
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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. Organise for third party supply	1.1. Develop specifications and company criteria for material supply and purchasing and include in appropriate tender documents 1.2. Prepare tender documents according to company policy 1.3. Identify likely material suppliers and invite to tender and supply 1.4. Evaluate and accept tenders as appropriate to company policy 1.5. Negotiate price and conditions of purchase to company guidelines and satisfaction
2. Organise supply of equipment and material	2.1. Develop specifications detailing types and quantities of equipment and material 2.2. Notify supplier to deliver equipment and material to the designated location within the specified timeframe
3. Organise customer training	3.1. Ascertain detail of training required from the customer and establish timeframe for customer training 3.2. Determine and organise resources to undertake the level of training required
4. Assess and organise labour resources	4.1. Produce an estimate of total labour resources required using standard installation times and allowing for contingencies 4.2. Determine required labour skills to meet resource allocation for planned activities 4.3. Establish a workforce with required numbers and skills of staff to meet demand 4.4. Notify workforce of job requirements and organise priorities to ensure agreed timeframe with the customer is met

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

REQUIRED SKILLS AND KNOWLEDGE**Required skills**

- communication skills to:
 - work in teams
 - convey information, including technical and operational matters to others
 - liaise with internal and external personnel on technical and operational matters
- literacy skills to:
 - interpret technical documentation such as equipment manuals and specifications
 - prepare and interpret work procedures
- numeracy skills to estimate materials and resource requirements
- planning and organisational skills to:
 - apply inventory analysis techniques and tools
 - organise, coordinate and sequence material supply requirements
- problem solving skills to:
 - analyse supply logistics
 - develop and implement a supply plan
 - solve civil and logistics problems
- project management skills to:
 - review job progress against agreed goals
 - set team goals
 - manage tasks
 - work systematically with required attention to detail and adhere to all safety requirements
- technical skills to:
 - assess requirements
 - interpret drawings related to supply of materials

Required knowledge

- appropriate engineering and design practices and procedures
- appropriate tools, equipment and materials required to do the work
- enterprise permit procedures
- enterprise recording procedures
- occupational health and safety (OHS) practices
- overview knowledge of work planning and organisation theory
- relevant plant and equipment operations
- relevant statutory requirements
- time management techniques

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- develop tenders for customer premises equipment (CPE) products, equipment, peripherals and associated equipment
- assess tenders and provide a clear report outlining all options, including recommendations with supporting reasons
- organise supply of equipment and material to designated location to meet specified timeframe
- identify labour needs and organise labour to meet installation schedules
- determine customer training needs.

Context of, and specific resources for assessment

Assessment must ensure:

- site for organising resources for a telecommunications project
- enterprise and site related documentation
- regulatory, supplier and equipment documentation that impact on activities.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- ICTWOR3035A Organise material supply
- ICTWOR3041A Schedule resources.

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.

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.

EVIDENCE GUIDE

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.

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.

Tender may be invited by:

- letter and in the press
- price and conditions of purchase according to company guidelines
- procedures that are enterprise specific
- supplier agreements.

Material suppliers may be:

- partner companies
- preferred or approved suppliers
- tenderers.

Evaluate and accept tenders may involve consideration of:

- ability to meet planned timeframe
- capacity
- company performance
- delivery times
- performance and quality
- price
- product type
- quality assurance processes
- reputation.

RANGE STATEMENT	
Equipment may include:	• asymmetrical digital subscriber line (ADSL) modem • data switch • network equipment • optical multiplexer • private automatic branch exchange (PABX) switch • peripherals • router • set top box • telephone systems.
Customer training may be undertaken by:	• a third party: • communications consultant • contractor to a major supplier • installation staff • specialist trainers.
Labour skills may include:	• construction • consultancy • design • human resources • marketing • planning • project management • sales • technical.

Unit Sector(s)

Unit sector	Telecommunications
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Co-requisite units

Co-requisite units		

Co-requisite units		

Competency field

Competency field	Workplace effectiveness
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