

Title	Prepare for the installation of complex network systems and services		
Level	4	Credits	10

Purpose	<p>This standard is intended for technicians who work on complex telecommunications networks.</p> <p>People credited with this unit standard are able to prepare for the installation of complex network systems and services.</p>
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Classification	Telecommunications > Telecommunications - Service Delivery
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Available grade	Achieved
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Guidance Information

- 1 Learning and assessment within this unit standard must be carried out in accordance with the following legislation, guidelines, and codes of practice, as relevant to role, and any subsequent amendments:
 - New Zealand Telecommunications Forum Inc., Customer Complaints Code, available from <https://www.tcf.org.nz/industry/resources/publications/industry-standards-guides/>;
 - Health and Safety at Work Act 2015;
 - Privacy Act 1993;
 - Resource Management Act 1991;
 - Telecommunications Act 2001, all available from <http://legislation.govt.nz/>.
- 2 Definitions

Complex refers to three or more components and/or services used together in networks or enterprise solution systems.

Consent refers to any permit that must be obtained for work before that work can commence.

Customer refers to internal and external customers to the organisation and may include but are not limited to vendors/suppliers, business partners, the public, government, service providers, team members, network owners.

Specifications refer to detailed job specifications, drawings, instructions, manufacturer's specifications and instructions or any employer or company specifications.

Industry practice refers to practices that competent technicians within the industry recognise as current industry best practice.
- 3 For the purpose of this unit standard, assessment can take place in a core network, access network, or wireless technology telecommunications work environment.
- 4 Range

Evidence for three customer engagement situations is required.

Outcomes and performance criteria

Outcome 1

Prepare for the installation of complex network systems and services.

Performance criteria

- 1.1 Specifications, plans, consent, and customer requirements are obtained prior to the work commencing in accordance with industry practice.
- 1.2 Regulatory compliance is checked, and requirements are communicated to customers in accordance with industry practice.
- 1.3 Equipment is provisioned, and timing and scope established in accordance with customer requirements.
- 1.4 Site safety plan is implemented, and preparatory site works are completed in accordance with customer requirements.
- 1.5 Network installation plans, records, and other technical documentation are checked, and requirements confirmed and provided to relevant customers in accordance with customer requirements.

Range documentation may include but is not limited to – cable distribution plans, underground cable plans, cable pair sheets, utility service location plans.

- 1.6 Customer first contact and walk through is completed, expectations confirmed, any issues actioned, and relevant documents updated in accordance with industry practice.
- 1.7 Network installation plans, records, and other technical documentation is updated and provided to relevant customers in accordance with customer requirements.

Range documentation may include but is not limited to – as-built drawings, cable distribution plans, customer records, cable network alterations.

Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	23 May 2019	N/A

Consent and Moderation Requirements (CMR) reference	0101
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Connexis Infrastructure ITO qualifications@connexis.org.nz if you wish to suggest changes to the content of this unit standard.