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| Title | Complete a customer handover of complex network systems and services | | |
| Level | 4 | Credits | 10 |

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| 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 complete a customer handover 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.

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.

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 different worksites is required.

Outcomes and performance criteria

Outcome 1

Complete a customer handover of complex network systems and services.

Performance criteria

- 1.1 Post-installation site restoration and customer walk-through is completed in accordance with industry practice and customer requirements.
- Range fire stopping, associated contractor services, reinstatement.
- 1.2 Ownership of relevant cabling, and customer requirements are confirmed in terms of plans for commissioning and demarcation points.
- 1.3 Documentation is completed and is handed over to the customer with support materials in accordance with customer requirements.
- Range documentation may include but is not limited to – cable and equipment labelling, as-built documentation, test and diagnostic results and recording in electronic records systems; support materials may include but are not limited to – as built drawings, performance certification, maintenance materials, product leaflets and instructions, testing instructions, troubleshooting guides
- 1.4 Network records and technical documentation are updated in accordance with customer requirements.
- Range network records may include but are not limited to – cable distribution plans, network installation plans, underground cable plans, fibre optic grid plans, geographical information system, cable pair sheets, customer records, photographs, cable network alterations.
- 1.5 Handover process and findings are evaluated, and recommendations for improvements are documented in accordance with customer requirements.

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| 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 |

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| 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.