

Title	Evaluate the provision and delivery 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 evaluate the provision and delivery 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.

Quality assurance processes refer to the processes specified in the quality plan.

Quality plan refers to any contract specific policy, processes, procedures, testing or certification requirements for site works.

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

Work plans refer to any job specifications or plans given to the operator prior to undertaking a job.
- 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

Evaluate the provision and delivery of complex network systems and services.

Performance criteria

- 1.1 Evaluation of specifications identifies areas for improvement to site safety and action plans in accordance with industry practice.
- 1.2 Evaluation of quality assurance processes identifies areas for improvement to the quality plan in accordance with industry practice.
- 1.3 Evaluation of work processes and procedures identifies areas for improvement to work plans in accordance with industry practice.
- 1.4 Evaluation of variations identifies areas for improvement in timing and scheduling in accordance with industry practice.
- 1.5 Evaluation of permit and consent issues identifies areas for improvement in training and professional development in accordance with industry practice.
- 1.6 Evaluation of health and safety practices identifies areas for improvement to workplace behaviours in accordance with industry practice.
- 1.7 Evaluation of faults and remedial actions identifies ways to improve equipment, components and services in accordance with industry practice.

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.