Title: Develop solutions that meet telecommunications customer needs and disseminate to interested parties

Level: 5

Credits: 6

Purpose:
This unit standard is for people who currently are, or will be, selecting goods and services to satisfy customer needs. People assessed as competent in this unit standard are able to develop solutions using internal and external resources, disseminate solution to interested parties, and evaluate the effectiveness of the proposed solution.

Classification:
Telecommunications > Telecommunications - Service Delivery

Available grade:
Achieved

Prerequisites:
New Zealand Certificate in Engineering or Bachelor of Engineering; or demonstrate equivalent knowledge and skills.

Guidance Information
1. Complementary unit standard: Unit 4944, Identify customer requirements and initiate provision of telecommunications products and services.
2. General Range
   Solutions: telecommunications products, systems, or services. 
   Customers: internal, external, private, commercial, business, residential, dealers, retail outlets.

Outcomes and performance criteria

Outcome 1
Develop solutions that meet telecommunications customers' needs.

Performance criteria
1.1 Solutions to telecommunications customer’s needs are developed based on correct identification of these needs.
1.2 Developed solutions and how they meet identified needs are summarised and documented.
1.3 Technology used in developed solutions is identified and the relevant features and benefits are explained to the customer.

1.4 Developed solutions are financially viable for the customer and the provider.

1.5 Developed solutions comply with organisational policies and procedures and external regulations.

Range regulations – statutory, industry, permission to connect approvals.

1.6 Developed solutions are documented and include cost breakdowns.

1.7 Alternative, relevant solutions, drawing on the full range of available products and services which may meet identified customer needs, are offered.

1.8 Developed solutions are complete and available to customers by the agreed time.

Outcome 2

Disseminate developed solutions to customer needs to interested parties.

Performance criteria

2.1 Developed solutions are documented and presented in a format which meets the needs and expectations of the anticipated readers.

2.2 Solution documentation is accurate and complete.

Range sales, technical, overview, summary, cost.

2.3 Solution documentation is available to authorised personnel by the agreed time.

Range authorised personnel – training consultants, technicians, customers, management.

2.4 Documentation is filed in the correct place, by the agreed time, and is readily accessed by authorised personnel.

Outcome 3

Evaluate solutions developed to satisfy telecommunications customers’ needs.

Performance criteria

3.1 Feedback on the effectiveness of developed solutions is obtained from customers.

3.2 Documented feedback summarises the view of customers in relation to meeting the agreed operational needs and expectations and technical performance.
3.3 Options for improved solution development are identified and recommendations are made to relevant, authorised personnel.

3.4 Modifications to developed solution are identified and offered to customers promptly.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

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Consent and Moderation Requirements (CMR) reference 0003


Comments on this unit standard

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