



Department of Education and Training

Telecommunications Training Package  
ICT02

Version 3

Purchasing Guide

**TRAINING PACKAGE**

**ICT02**

**PURCHASING GUIDE**

**VERSION 3**

**Western Australian Department of Education and Training**

**February 2009**

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## Foreword

This Purchasing Guide has been generated to enable the stakeholders in the Telecommunications Industry in Western Australia to participate in the managed implementation of the National Telecommunications Training Package ICT02 **Version 3**.

Information within this Guide should provide guidance on how competency standards may be selected and applied to achieve suitable outcomes and qualifications, for and within an industry.

The Telecommunications Training Package ICT02 was endorsed by Ministers for Vocational Education and Training on 27 December 2002.

The Telecommunications Training Package ICT02 **Version 3** was released on the National Training Information Service (NTIS) on the 8 January 2009.

## Introduction

This Purchasing Guide provides information that will facilitate the implementation of the Telecommunications Training Package ICT02 **Version 3** in Western Australia. This Guide is designed to aid Registered Training Organisations (RTOs) to convert from Telecommunications ICT02, Version 2 Training Package qualifications to the revised Telecommunications ICT02, Version 3 Training Package qualifications within the scope of their training delivery.

The Guide should be read in conjunction with the **endorsed components** of the Telecommunications Training Package ICT02 **Version 3**.

The Guide provides information on:

- Transition arrangements
- Funding
- A mapping of current publicly funded qualifications to Training Package qualifications
- An allocation of nominal hours to units of competency and total hours for qualifications
- A mapping of current Traineeship and Apprenticeship courses to new qualifications
- A set of appropriate sample, or model, training programs at each AQF level

## Obtaining the Training Package

The Telecommunications Training Package ICT02 can be purchased from:

### **TVET Australia Product Services**

Level 21  
390 St Kilda Road  
Melbourne VIC 3000  
Telephone: (03) 9832 8188  
Facsimile: (03) 9832 8199  
Email: [enquiries@tvetaustralia.com.au](mailto:enquiries@tvetaustralia.com.au)  
Web: [www.tvetaustralia.com.au](http://www.tvetaustralia.com.au)

OR

### **Innovation and Business Skills Australia Ltd**

Level 2, Building B  
192 Burwood Road  
Hawthorn VIC 3122  
Telephone: (03) 9815 7000  
Facsimile: (03) 9815 7001  
Email: [reception@ibsa.org.au](mailto:reception@ibsa.org.au)  
Web: [www.ibsa.org.au](http://www.ibsa.org.au)

Information on National Training Packages is also available through the National Training Information Service (NTIS), which can be located on the Internet at:  
[www.ntis.gov.au](http://www.ntis.gov.au)

**All RTOs who have Training Package qualifications on their Scope of Delivery must obtain a copy of the relevant Training Package.**

## Version Modification History

The version details of this endorsed Training Package are in the table below. The latest information is at the top of the table.

Version	Release Date	Modification History
3.0	TBA	<p>New qualifications added:</p> <ul style="list-style-type: none"> <li>• CUF30207</li> <li>• CUF40307</li> <li>• CUF40307</li> <li>• ICT20508</li> <li>• ICT30408</li> <li>• ICT30508</li> <li>• ICT40508</li> <li>• ICT40608</li> <li>• ICT40708</li> <li>• ICT50508</li> <li>• ICT60408</li> </ul> <p>Existing qualifications updated:</p> <ul style="list-style-type: none"> <li>• ICT20208 replaces ICT20202</li> <li>• ICT20308 replaces ICT20302</li> <li>• ICT20408 replaces ICT20402</li> <li>• ICT30208 replaces ICT30202</li> <li>• ICT40208 replaces ICT40202</li> <li>• ICT40408 replaces ICT40402</li> </ul> <p>Minor changes made to existing qualifications:</p> <ul style="list-style-type: none"> <li>• ICT30302</li> <li>• ICT40302</li> <li>• ICT50202</li> <li>• ICT50302</li> <li>• ICT50402</li> <li>• ICT60202</li> <li>• ICT60302</li> </ul> <p>Additional units added:</p> <ul style="list-style-type: none"> <li>• ICTTC155A</li> <li>• ICTTC156A</li> <li>• ICTTC157A</li> <li>• ICTTC160A</li> <li>• ICTTC161A</li> <li>• ICTTC162A</li> <li>• ICTTC163A</li> <li>• ICTTC164A</li> <li>• ICTTC165A</li> <li>• ICTTC166A</li> <li>• ICTTC167A</li> <li>• ICTTC168A</li> <li>• ICTTC169A</li> <li>• ICTTC170A</li> <li>• ICTTC171A</li> <li>• ICTTC172A</li> <li>• ICTTC173A</li> </ul> <p>Qualifications deleted:</p> <ul style="list-style-type: none"> <li>• ICT20102</li> <li>• ICT30102</li> <li>• ICT40102</li> </ul>

3.0 (cont.)		<ul style="list-style-type: none"> <li>• ICT50102</li> <li>• ICT60102</li> </ul> <p>Units deleted</p> <ul style="list-style-type: none"> <li>• ICTTC071C</li> <li>• ICTTC106C</li> <li>• ICTCC100A</li> <li>• ICTCC101A</li> <li>• ICTCC110A</li> <li>• ICTCC111A</li> <li>• ICTCC112A</li> <li>• ICTCC120A</li> <li>• ICTCC121A</li> <li>• ICTCC130A</li> <li>• ICTCC231A</li> <li>• ICTCC241A</li> <li>• ICTCC251A</li> <li>• ICTCC252A</li> <li>• ICTCC260A</li> <li>• ICTCC261A</li> <li>• ICTCC270A</li> <li>• ICTCC300A</li> <li>• ICTCC301A</li> <li>• ICTCC320A</li> <li>• ICTCC330A</li> <li>• ICTCC331A</li> <li>• ICTCC340A</li> <li>• ICTCC341A</li> <li>• ICTCC351A</li> <li>• ICTCC352A</li> <li>• ICTCC360A</li> <li>• ICTCC361A</li> <li>• ICTCC410A</li> <li>• ICTCC411A</li> <li>• ICTCC412A</li> <li>• ICTCC413A</li> <li>• ICTCC420A</li> <li>• ICTCC431A</li> <li>• ICTCC470A</li> <li>• ICTCC471A</li> <li>• ICTCC472A</li> <li>• ICTCC473A</li> <li>• ICTCC480A</li> <li>• ICTCC481A</li> <li>• ICTCC482A</li> <li>• ICTCC610A</li> <li>• ICTCC611A</li> <li>• ICTCC620A</li> <li>• ICTCC621A</li> <li>• ICTCC630A</li> <li>• ICTCC640A</li> <li>• ICTCC641A</li> <li>• ICTCC670A</li> <li>• ICTCC680A</li> <li>• ICTCC681A</li> <li>• ICTCC682A</li> <li>• ICTCC683A</li> <li>• ICTCC684A</li> <li>• ICAITI133A</li> <li>• ICAITAD045B</li> </ul>
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3.0 (cont.)		<ul style="list-style-type: none"> <li>• ICAITB069B</li> <li>• BSX154L402</li> <li>• BSX154L408</li> <li>• BSZ401A</li> <li>• BSZ402A</li> <li>• BSZ403A</li> <li>• BSZ404A</li> <li>• BSZ407A</li> <li>• BSZ408A</li> </ul> <p>Please see Training Package for the full modification history details</p>
2.0	6/9/2005	Additional unit ICTTC153A added to document
1.0	27/12/2002	Primary release, fully revised replacement for ICT97

## **Transition Arrangements**

Registered Training Organisations (RTOs) are required to deliver Training Package qualifications within 12 months of the release date of the Training Package on to the National Training Information Service (NTIS). A current accredited course, however, may be used until its accreditation expires.

### **Transition to New Qualifications**

Students currently enrolled in a Training Package qualification in Telecommunications should be permitted to complete the program they enrolled in initially, unless the move to the related qualification from a Training Package can be made without disadvantage to a student.

## **Funding**

Some learners may only achieve a Statement of Attainment during their enrolment period with the RTO. Separate funding is not provided to assess the learner who has left his/her studies and then, at a later date, wants to complete an integrated assessment to achieve a certificate qualification. The RTO will be required to make special arrangements to issue the final qualification. This process may involve an invitation to the employer (if applicable) to participate in the assessment in the workplace.

## **Nominal Duration of Qualifications**

The maximum nominal hours are identified for each Training Package qualification. Nominal hours may vary within a qualification depending on the units of competency selected and the delivery strategies used; however, training delivery will not be funded beyond the maximum nominal hours indicated. Nominal hours are for structured training only and include both delivery and assessment.

### **Definition of nominal hours (supervised)**

Nominal hours are the hours of training nationally required to achieve the outcomes of the Unit of Competency. In Western Australia, nominal hours are used as a mechanism for funding allocation.

## Employability Skills

### *What are the employability skills?*

Employability skills are non-technical skills and competencies which have always been an important part of an individual's effective and successful participation in the workplace. Their explicit inclusion in Training Packages represents the progression of competency based training into a system which develops the full range of transferable skills, attitudes and behaviour required for successful participation in the workplace.

Employability skills have been developed from a business and industry need for a broader range of skills beyond the Mayer Key Competencies that were developed in 1992. The 2002 report, *Employability Skills for the Future*, published by the Business Council of Australia and the Australian Chamber of Commerce and Industry, outlined an 'Employability Skills Framework' which identifies eight employability skills. They are:

- **communication skills**, which contribute to productive and harmonious relations between employees and customers
- **teamwork skills**, which contribute to productive working relationships and outcomes
- **problem-solving skills**, which contribute to productive outcomes
- **initiative and enterprise skills**, which contribute to innovative outcomes
- **planning and organising skills**, which contribute to long-term and short-term strategic planning
- **self-management skills**, which contribute to employee satisfaction and growth
- **learning skills**, which contribute to ongoing improvement and expansion in employee and company operations and outcomes
- **technology skills**, which contribute to effective execution of tasks.

### *The Employability Skills Framework*

The Employability Skills Framework details the employability skills and the elements, or facets, of those skills that employers identified as important. Facets are examples of skills and behaviour which contribute to the overall application of each particular employability skill. The nature, emphasis and context of these facets vary across industries.

## ***Employability skills and Training Packages***

The National Quality Council endorsed the approach to explicitly embed the applicable employability skills into each individual unit of competency. In 2005 and 2006 specifically developed tools were used by Industry Skills Councils to review and embed employability skills into Training Package qualifications.

In many cases the skills and knowledge identified by the Employability Skills Framework already existed in Training Packages. Industry Skills Councils reviewed each Training Package and, where gaps existed or changes were required, modified the competency standards. For some Training Packages, the Framework was further modified to capture industry specific requirements. These requirements were then mapped to existing Training Packages and embedded and strengthened in units of competency.

Employability skills are said to be explicitly embedded when units of competency are written in a manner which makes the relationships between employability skills and the other performance requirements clear and readily identifiable.

### ***Employability skills summary***

Once the units of competency in a qualification have been mapped against the Framework, an Employability Skills Summary is created for every qualification in a Training Package. Summaries broadly identify the application of each employability skill in the context of the job role(s) covered by the qualification. They are designed to assist in identifying and including relevant industry applications of the employability skills into learning and assessment strategies.

### ***Reporting employability skills***

#### **Training Package Qualification Awards**

From 1 January 2009, RTOs have been required to add the following mandatory sentence to all qualification testamurs issued for Training Package qualifications:

“A summary of the employability skills developed through this qualification can be downloaded from <http://employabilityskills.training.com.au> “

#### **Mandatory Student Information**

“From 1 July 2008, RTOs are required to inform all students issued with Training Package qualifications that Employability Skills Summaries for Training Package qualifications can be downloaded from: <http://employabilityskills.training.com.au>

## Qualifications and Nominal Hours

The following table provides a summary of the qualifications and nominal hours in the Telecommunications Training Package ICT02 **Version 3**

<b>National ID</b>	<b>Training Package Qualification Title</b>	<b>Maximum Nominal Hours</b>
ICT20208	Certificate II in Telecommunications	460
ICT20308	Certificate II in Telecommunications Cabling	480
ICT20408	Certificate II in Telecommunications Access Network Cabling	440
ICT20508	Certificate II in Telecommunications Digital Reception Technology	336
ICT30208	Certificate III in Telecommunications	320
ICT30408	Certificate III in Telecommunications Access and Associated Services	810
ICT30508	Certificate III in Telecommunications Digital Reception Technology	320
ICT40208	Certificate IV in Telecommunications Engineering	340
ICT40408	Certificate IV in Telecommunications Network Planning	410
ICT40508	Certificate IV in Telecommunications Networks	865
ICT40608	Certificate IV in Telecommunications Computer Telephony Integration	1015
ICT40708	Certificate IV in Telecommunications Radio Communications	1110
ICT50508	Diploma of Telecommunications Networks	605
ICT60408	Advanced Diploma of Telecommunications Networks	560

## Units of Competency and Nominal Hours

The following table provides a summary of the units of competency and nominal hours in the Telecommunications Training Package ICT02 **Version 3**

National ID	Training Package Unit Title	Max Nominal Hours
<b>Imported Units</b>		
AUM8011A	Provide customer service	16
BSBCCO202A	Conduct data collection	40
BSBCCO301A	Use multiple information systems	40
BSBCCO302A	Deploy customer service field staff	25
BSBCCO303A	Conduct a telemarketing campaign	40
BSBCCO304A	Provide sales solutions to customers	40
BSBCCO305A	Process credit applications	40
BSBCCO306A	Process complex accounts, service severance and defaults	40
BSBCCO401A	Administer customer contact telecommunications technology	25
BSBCCO402A	Gather, collate and record information	40
BSBCCO601A	Optimise customer contact operations	80
BSBCCO602A	Manage customer contact information	80
BSBCCO603A	Design and launch new customer contact facilities	80
BSBCCO604A	Develop and maintain a service level strategy	80
BSBCCO605A	Develop and maintain a customer contact marketing strategy	80
BSBCCO606A	Forecast and plan using customer contact traffic information analysis	80
BSBCCO607A	Manage customer contact centre staffing	80
BSBCCO608A	Manage customer contact operational costs	80
BSBCCO609A	Integrate customer contact operations within the organisation	80
BSBFLM303C	Contribute to effective workplace relationships	30
BSBIND101A	Work effectively in a contact centre environment	40
BSBITA601A	Configure and optimise customer contact technology	80
BSBMGT618A	Develop a contact centre business plan	80
BSBMKG610A	Develop, implement and monitor marketing campaign	80
BSBWOR401A	Establish effective workplace relationships	40
CPPSEC3034A	Operate information gathering equipment	10
HLTFA301B	Apply first aid	20
ICAA4041C	Determine and confirm client business expectations and needs	35
ICAA5045B	Produce network architecture design	25
ICAA5056B	Prepare disaster recovery and contingency plans	30
ICAA5144B	Determine best-fit topology for a local network	20
ICAA5145B	Identify best-fit topology for a wide area network	20
ICAA5241B	Design an enterprise wireless local area network	25
ICAI5152B	Implement risk management processes	20
ICAI5173B	Install and configure a single-segment local area network switch	10
ICAI5176B	Install and configure router	20
ICAB4059B	Develop detailed technical design	55
ICAB4136B	Use structured query language to create database structures and manipulate data	55

<b>National ID</b>	<b>Training Package Unit Title</b>	<b>Max Nominal Hours</b>
ICAB4169B	Use development software and IT tools to build a basic website	20
ICAB4170B	Build a database	30
ICAB4178B	Build a graphical user interface	20
ICAB4225B	Automate processes	40
ICAB4235B	Build basic perimeter security into a network	20
ICAB4236B	Build security into a virtual private network	20
ICAB4240B	Build an enterprise wireless network	20
ICAB5160B	Build and configure a server	55
ICAB5237B	Build a high performance security perimeter	25
ICAB5238B	Build a highly secure firewall	25
ICAD4217B	Create technical documentation	20
ICAI3101B	Install and manage network protocols	30
ICAI4029C	Install network hardware to a network	40
ICAI4030B	Install software to networked computers	35
ICAI4097B	Install and configure a network	45
ICAI4188B	Install and maintain a server	20
ICAI5176B	Install and configure router	20
ICAI5196B	Implement secure encryption technologies	20
ICAI5197B	Install and maintain valid authentication processes	25
ICAS3032B	Provide network systems administration	20
ICAS3120B	Configure and administer a network operating system	40
ICAS4119B	Monitor and administer system security	20
ICAS4124B	Monitor and administer network security	20
ICAS5123B	Manage network security	45
ICAT3025B	Run standard diagnostic tests	15
ICAU1128B	Operate a personal computer	20
ICAU2013B	Integrate commercial computing packages	25
PSPGOV309A	Address client needs	30
TAAASS401C	Plan and organise assessment	10
TAAASS402C	Assess competence	15
TAAASS404B	Participate in assessment validation	20
TAADEL401B	Plan and organise group-based delivery	20
TAADEL403B	Facilitate individual learning	15
TAADEL404B	Facilitate work-based learning	15
<b>ICT Units</b>		
ICTTC001D	Identify requirements for customer's telecommunications equipment	60
ICTTC002D	Prepare design drawings and specification for a cable installation	120
ICTTC003D	Estimate and quote for customer equipment installation	60
ICTTC004D	Schedule and supply cabling installation	60
ICTTC005D	Install cable support systems	60
ICTTC006D	Place and secure cable	60
ICTTC008D	Terminate metallic conductor cable	60

<b>National ID</b>	<b>Training Package Unit Title</b>	<b>Max Nominal Hours</b>
ICTTC009D	Place, secure and terminate structured cabling and certify installation	30
ICTTC010D	Place, secure and terminate customer premises optical fibre cable	30
ICTTC011D	Place, secure and terminate coaxial cable	20
ICTTC012D	Install functional and protective telecommunications earthing system	80
ICTTC013D	Perform an accurate customer premises cable and system test	60
ICTTC014D	Hand over systems and equipment	60
ICTTC015D	Locate and identify cable system faults	60
ICTTC016D	Joint metallic conductor cable on customer premises	80
ICTTC017D	Alter services to existing cable system	80
ICTTC018D	Install underground enclosures and pipe/conduit	60
ICTTC019D	Install underground cable	60
ICTTC020D	Construct aerial cable supports	60
ICTTC021D	Install aerial cable	60
ICTTC022D	Organise and monitor cabling to ensure compliance with regulatory and industry standards	40
ICTTC023D	Supervise cabling project	100
ICTTC024D	Provide high level consultancy and technical support in the CPE sector	120
ICTTC025D	Develop and deliver training associated with new and/or modified products	120
ICTTC026D	Develop and deliver product technical information to company staff	120
ICTTC027D	Develop CPE installation project plans	120
ICTTC028D	Organise resources	60
ICTTC029D	Plan the development and growth of the telecommunications network	120
ICTTC030D	Forecast service demand	120
ICTTC031D	Prepare a project brief	120
ICTTC032D	Undertake a civil site survey	40
ICTTC033D	Develop project management plan	120
ICTTC034D	Prepare a detailed design brief	40
ICTTC035D	Organise material supply	60
ICTTC036D	Undertake qualification testing of new or enhanced equipment and systems	120
ICTTC037D	Design a telecommunications project	120
ICTTC038D	Design an electronic system for a telecommunications network	120
ICTTC039D	Prepare project specifications	120
ICTTC040D	Assign a transmission path	40
ICTTC041D	Schedule resources	40
ICTTC042D	Undertake system administration	120
ICTTC043D	Undertake network traffic management	120
ICTTC044D	Co-ordinate fault rectification and restoration of service following network outages	120
ICTTC045D	Ensure that network changes are implemented as planned with minimal impact to the customer	120
ICTTC046D	Undertake network performance analysis	120



<b>National ID</b>	<b>Training Package Unit Title</b>	<b>Max Nominal Hours</b>
ICTTC047D	Undertake management of the common channel signalling (CCS) network	120
ICTTC048D	Schedule customer premises equipment installation	40
ICTTC049D	Install customer premises systems and equipment	60
ICTTC050D	Install radio controlled customer premises equipment	60
ICTTC051D	Install PC based customer premises equipment system programs	60
ICTTC052D	Cut over new customer premises systems and equipment	80
ICTTC053D	Train customers	40
ICTTC054D	Provide infrastructure for telecommunications network equipment	80
ICTTC055D	Install an antenna/wave guide	60
ICTTC056D	Install telecommunications network equipment	80
ICTTC057D	Test cable bearers	80
ICTTC058D	Acceptance test new systems and equipment	120
ICTTC059D	Commission telecommunications network equipment	120
ICTTC060D	Integrate new systems and equipment into the telecommunications network	120
ICTTC061D	Cut over new and replacement network equipment	120
ICTTC062D	Build a telecommunications tower/mast	60
ICTTC064D	Haul underground cable	40
ICTTC065D	Splice carrier/service provider optic fibre cable	60
ICTTC066D	Joint and terminate coaxial cable	60
ICTTC067D	Rearrange and cut over cable	60
ICTTC068D	Install telecommunications service to a building	60
ICTTC069D	Install network cable equipment	60
ICTTC070D	Install mobile telecommunications in motor vehicles	80
ICTTC072D	Effect changes to existing CPE systems and equipment	60
ICTTC073D	Cut over CPE additions, moves and changes	60
ICTTC074D	Recover customer premises equipment	60
ICTTC075D	Refurbish customer premises equipment	60
ICTTC076D	Complete equipment and software upgrades	80
ICTTC077D	Commission an electronic unit	60
ICTTC078D	Commission an electronic system	60
ICTTC079D	Schedule CPE maintenance	60
ICTTC080D	Undertake preventative maintenance of CPE systems and equipment	60
ICTTC081D	Perform tests and fault diagnosis remote from customer premises	80
ICTTC082D	Locate and rectify CPE faults on site on a first in basis	40
ICTTC083D	Locate and rectify complex CPE system and equipment faults	40
ICTTC084D	Provide expert advice and support on complex CPE faults	40
ICTTC085D	Monitor, analyse and action telecommunications network alarms	60
ICTTC086D	Undertake routine maintenance of the telecommunications network	60
ICTTC087D	Undertake remote repair of network faults	60
ICTTC088D	Locate and rectify network faults on a first in basis	60
ICTTC089D	Repair and replace telecommunications network hardware	60

<b>National ID</b>	<b>Training Package Unit Title</b>	<b>Max Nominal Hours</b>
ICTTC090D	Analyse and organise repair of complex telecommunications network faults	120
ICTTC091D	Analyse and organise repair of highly complex telecommunications network faults	120
ICTTC092D	Undertake outage management	60
ICTTC093D	Manage spare parts	60
ICTTC094D	Verify new software and hardware releases	120
ICTTC095D	Conduct radio frequency measurements	60
ICTTC096D	Conduct field tests of radio and wireless networks	60
ICTTC097D	Conduct tests on handset enhancements and international roaming agreements	120
ICTTC098D	Monitor the capacity of and recommend changes to the mobile network	120
ICTTC099D	Remotely locate and identify cable network faults	60
ICTTC100D	Locate and diagnose cable faults	60
ICTTC101D	Locate and diagnose electronic faults	60
ICTTC102D	Repair communication system faults	60
ICTTC103D	Maintain cable network	40
ICTTC104D	Maintain an electronic system	60
ICTTC105D	Locate and rectify mobile communication faults on a first in basis	80
ICTTC126D	Complete all administrative work associated with CPE activity	40
ICTTC127D	Supervise worksite activities	40
ICTTC130C	Prepare site for support installation	60
ICTTC131C	Install an above ground equipment enclosure	60
ICTTC132C	Erect cable supports	60
ICTTC133C	Construct underground telecommunications infrastructure	60
ICTTC134C	Fix aerial cable	60
ICTTC135C	Joint metallic conductor cable Access Network	60
ICTTC136C	Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule	60
ICTTC137C	Install, maintain and modify customer premises communications cabling: ACMA Open Rule	60
ICTTC138B	Install, maintain and modify customer premises communications cabling: ACMA Lift Rule	60
ICTTC140B	Use hand and power tools	40
ICTTC141B	Work effectively in a telecommunications technology team	40
ICTTC142B	Use photonics devices	120
ICTTC143B	Integrate specialised photonics devices into telecommunications systems	120
ICTTC144B	Use a virtual instrument	120
ICTTC145B	Perform photonics device laboratory techniques	120
ICTTC146B	Test and manipulate WDM devices and systems	120
ICTTC147B	Administer a data communications network (LAN or WAN)	80
ICTTC148B	Test and measure mobile phone equipment performance	80
ICTTC149B	Apply knowledge of Access Network architecture and core components	60
ICTTC150B	Apply knowledge of internal and external influences upon enterprise and telecommunications industry	60
ICTTC151B	Plan the access network	80

<b>National ID</b>	<b>Training Package Unit Title</b>	<b>Max Nominal Hours</b>
ICTTC152B	Brief the project	60
ICTTC153B	Work safely near power infrastructure	30
ICTTC155A	Construct and operate a simple radio communications device	40
ICTTC156A	Install digital reception equipment	50
ICTTC157A	Locate and rectify digital reception equipment faults	40
ICTTC160A	Set up and operate a contractor business	40
ICTTC161A	Operate a contractor business with employees	20
ICTTC162A	Install a cable lead in	30
ICTTC163A	Install a satellite antenna	30
ICTTC164A	Install a terrestrial antenna	30
ICTTC165A	Install a complex digital reception system	30
ICTTC166A	Integrate customer digital reception equipment	30
ICTTC167A	Integrate data delivery modes	40
ICTTC168A	Design and implement an enterprise VoIP and unified communications network	60
ICTTC169A	Produce and evaluate architecture designs for convergent cellular mobile networks	80
ICTTC170A	Follow OHS and environmental policy and procedures	20
ICTTC171A	Produce and evaluate architecture designs for WiMAX networks	80
ICTTC172A	Install and configure an MPLS network with VPN tunnelling	60
ICTTC173A	Plan, organise and undertake work activities	20

## Qualifications which replace qualifications from an existing version of a Training Package

The following table provides an overview of the qualifications from the Telecommunications Training Package ICT02 **Version 3** which replaces qualifications from the existing version of the Telecommunications Training Package ICT02 **Version 2**

Existing Training Package ICT02 Version 2 Current Qualification			Revised Training Package ICT02 Version 3 Replacement Qualification		
National ID	Qualification Title	Hours	National ID	Qualification Title	Hours
ICT20102	<i>Certificate II in Customer Contact</i>			<i>DELETED</i>	
ICT20202	Certificate II in Telecommunications	460	ICT20208	Certificate II in Telecommunications	460
ICT20302	Certificate II in Telecommunications Cabling	460	ICT20308	Certificate II in Telecommunications Cabling	480
ICT20402	Certificate II in Telecommunications Access Network	440	ICT20408	Certificate II in Telecommunications Access Network	440
	New qualification – no previous equivalent		ICT20508	Certificate II in Telecommunications Digital Reception Technology	316
ICT30102	<i>Certificate III in Customer Contact</i>			<i>DELETED</i>	
ICT30202	Certificate III in Telecommunications	320	ICT30208	Certificate III in Telecommunications	320
	New qualification – no previous equivalent		ICT30408	Certificate III in Telecommunications Access and Associated Services	810
	New qualification – no previous equivalent		ICT30508	Certificate III in Telecommunications Digital Reception Technology	320
ICT40102	<i>Certificate IV in Customer Contact</i>			<i>DELETED</i>	
ICT40202	Certificate IV in Telecommunications Engineering	340	ICT40208	Certificate IV in Telecommunications Engineering	340
ICT40402	Certificate IV in Telecommunications Network Planning	0	ICT40408	Certificate IV in Telecommunications Network Planning	410
	New qualification – no previous equivalent		ICT40508	Certificate IV in Telecommunications Networks	865
	New qualification – no previous equivalent		ICT40608	Certificate IV in Telecommunications Computer Telephony	1015
	New qualification – no previous equivalent		ICT40708	Certificate IV in Telecommunications Radio Communications	1110
ICT50102	<i>Diploma of Customer Contact Leadership</i>			<i>DELETED</i>	
	New qualification – no previous equivalent		ICT50508	Diploma of Telecommunications Networks	605
ICT60102	<i>Advanced Diploma of Customer Contact Management</i>			<i>DELETED</i>	
	New qualification – no previous equivalent		ICT60408	Advanced Diploma of Telecommunications Networks	580

## Existing units of competency which are replaced by units of competency from the revised Telecommunications Training Package ICT02 Version 3

The following table provides an overview of the units of competency from the Telecommunications Training Package ICT02 **Version 2** which are replaced by the units of competency from the Telecommunications Training Package ICT02 **Version 3**

Telecommunications Training Package ICT02 Version 2			Telecommunications Training Package ICT02 Version 3		
National ID	Units of Competency Title	Hours	National ID	Units of Competency Title	Hours
BSX154L402	Apply skills in scope management			DELETED	
BSX157L408	Apply skills in risk management			DELETED	
BSZ401A	Plan assessment			DELETED	
BSZ402A	Conduct assessment			DELETED	
BSZ403A	Review assessment			DELETED	
BSZ404A	Train small groups			DELETED	
BSZ407A	Deliver training systems			DELETED	
BSZ408A	Review training			DELETED	
ICAITU133A	Send and retrieve information over the Internet using browsers and emails			DELETED	
ICAITAD045B	Produce network communication design			DELETED	
ICAITB069B	Develop software			DELETED	
ICTCC110A	Work effectively in a contact centre environment	40	BSBIND101A	Work effectively in a contact centre environment	40
ICTCC270A	Conduct data collection	40	BSBCCO202A	Conduct data collection	40
ICTCC320A	Use multiple information systems	40	BSBCCO301A	Use multiple information systems	40
ICTCC331A	Deploy customer service field staff	25	BSBCCO302A	Deploy customer service field staff	25
ICTCC340A	Conduct a telemarketing campaign	40	BSBCCO303A	Conduct a telemarketing campaign	40
ICTCC341A	Provide sales solutions to customers	40	BSBCCO304A	Provide sales solutions to customers	40
ICTCC360A	Process high risk credit applications	40	BSBCCO305A	Process high risk credit applications	40
ICTCC361A	Process complex accounts, service severance and defaults	40	BSBCCO306A	Process complex accounts, service severance and defaults	40
ICTCC420A	Administer customer contact telecommunications technology	25	BSBCCO401A	Administer customer contact telecommunications technology	25
ICTCC472A	Gather, collate and record information	40	BSBCCO402A	Gather, collate and record information	40

Telecommunications Training Package ICT02 Version 2			Telecommunications Training Package ICT02 Version 3		
National ID	Units of Competency Title	Hours	National ID	Units of Competency Title	Hours
ICTCC480A	Provide leadership in a contact centre	50	BSBMGT405A	Provide personal leadership	50
ICTCC610A	Optimise customer contact operations	80	BSBCCO601A	Optimise customer contact operations	80
ICTCC611A	Manage customer contact information systems	80	BSBCCO602A	Manage customer contact information systems	80
ICTCC621A	Design and launch new customer contact facilities	80	BSBCCO603A	Design and launch new customer contact facilities	80
ICTCC630A	Develop and maintain a service level strategy	80	BSBCCO604A	Develop and maintain a service level strategy	80
ICTCC640A	Develop and maintain a customer contact marketing strategy	80	BSBCCO605A	Develop and maintain a customer contact marketing strategy	80
ICTCC670A	Forecast and plan using call traffic information analysis	80	BSBCCO606A	Forecast and plan using call traffic information analysis	80
ICTCC680A	Manage customer contact centre staffing	80	BSBCCO607A	Manage customer contact centre staffing	80
ICTCC681A	Manage customer contact operational costs	80	BSBCCO608A	Manage customer contact operational costs	80
ICTCC683A	Strategic integration of customer contact operations	80	BSBCCO609A	Integrate customer contact operations within the organisation	80
ICTCC620A	Configure and optimise customer contact technology	80	BSBITA601A	Configure and optimise customer contact technology	80
ICTCC682A	Develop a contact centre business plan	80	BSBMGT618A	Develop a contact centre business plan	80
ICTCC641A	Campaign design and fulfilment	80	BSBMKG610A	Campaign design and fulfilment	80
ICTCC100A	<i>Follow Occupational Health and Safety</i>			<i>DELETED</i>	
ICTCC101A	<i>Communicate effectively in a customer contact centre</i>			<i>DELETED</i>	
ICTCC111A	<i>Respond to inbound customer contact</i>			<i>DELETED</i>	
ICTCC112A	<i>Conduct outbound contact operations</i>			<i>DELETED</i>	
ICTCC120A	<i>Use basic computer technology</i>			<i>DELETED</i>	
ICTCC121A	<i>Use an enterprise information system</i>			<i>DELETED</i>	
ICTCC130A	<i>Provide quality customer service</i>			<i>DELETED</i>	
ICTCC231A	<i>Fulfil customer requests</i>			<i>DELETED</i>	
ICTCC241A	<i>Process sales</i>			<i>DELETED</i>	
ICTCC251A	<i>Receive and action customers fault reports</i>			<i>DELETED</i>	
ICTCC252A	<i>Resolve customer complaints</i>			<i>DELETED</i>	
ICTCC260A	<i>Process low risk credit applications</i>			<i>DELETED</i>	

Telecommunications Training Package ICT02 Version 2			Telecommunications Training Package ICT02 Version 3		
National ID	Units of Competency Title	Hours	National ID	Units of Competency Title	Hours
ICTCC261A	Process basic customer account enquiries			DELETED	
ICTCC300A	Organise work priorities and development			DELETED	
ICTCC301A	Manage workplace relationships in a contact centre			DELETED	
ICTCC330A	Manage customer relationships			DELETED	
ICTCC351A	Negotiate with customers on major faults			DELETED	
ICTCC352A	Resolve complex customer complaints			DELETED	
ICTCC410A	Lead operations in a contact centre			DELETED	
ICTCC411A	Monitor safety in a contact centre			DELETED	
ICTCC412A	Implement continuous improvement in a contact centre			DELETED	
ICTCC413A	Lead innovation and change in a customer contact centre			DELETED	
ICTCC431A	Implement customer service strategies in a contact centre			DELETED	
ICTCC470A	Implement information systems in a contact centre			DELETED	
ICTCC471A	Acquire product or service knowledge			DELETED	
ICTCC473A	Analyse information			DELETED	
ICTCC481A	Lead teams in a contact centre			DELETED	
ICTCC482A	Develop teams and individuals in a contact centre			DELETED	
ICTCC684A	Conduct a contact centre audit			DELETED	
ICTTC001C	Identify requirements for customer's telecommunications equipment	0	ICTTC001D	Identify requirements for customer's telecommunications equipment	60
ICTTC002C	Prepare design drawings and specification for a cable installation	0	ICTTC002D	Prepare design drawings and specification for a cable installation	120
ICTTC003C	Estimate and quote for customer equipment installation	0	ICTTC003D	Estimate and quote for customer equipment installation	60
ICTTC004C	Schedule and supply cabling installation	0	ICTTC004D	Schedule and supply cabling installation	60
ICTTC005C	Install cable support systems	60	ICTTC005D	Install cable support systems	60
ICTTC006C	Place and secure cable	60	ICTTC006D	Place and secure cable	60

Telecommunications Training Package ICT02 Version 2			Telecommunications Training Package ICT02 Version 3		
National ID	Units of Competency Title	Hours	National ID	Units of Competency Title	Hours
ICTTC008C	Terminate metallic conductor cable	60	ICTTC008D	Terminate metallic conductor cable	60
ICTTC009C	Place, secure and terminate structured cabling and certify installation	30	ICTTC009D	Place, secure and terminate structured cabling and certify installation	30
ICTTC010C	Place, secure and terminate customer premises optical fibre cable	30	ICTTC010D	Place, secure and terminate customer premises optical fibre cable	30
ICTTC011C	Place, secure and terminate coaxial cable	20	ICTTC011D	Place, secure and terminate coaxial cable	20
ICTTC012C	Install functional and protective telecommunications earthing system	80	ICTTC012D	Install functional and protective telecommunications earthing system	80
ICTTC013C	Perform an accurate customer premises cable and system test	60	ICTTC013D	Perform an accurate customer premises cable and system test	60
ICTTC014C	Hand over systems and equipment	60	ICTTC014D	Hand over systems and equipment	60
ICTTC015C	Locate and identify cable system faults	60	ICTTC015D	Locate and identify cable system faults	60
ICTTC016C	Joint metallic conductor cable on customer premises	80	ICTTC016D	Joint metallic conductor cable on customer premises	80
ICTTC017C	Alter services to existing cable system	80	ICTTC017D	Alter services to existing cable system	80
ICTTC018C	Install underground enclosures and pipe/conduit	60	ICTTC018D	Install underground enclosures and pipe/conduit	60
ICTTC019C	Install underground cable	60	ICTTC019D	Install underground cable	60
ICTTC020C	Construct aerial cable supports	60	ICTTC020D	Construct aerial cable supports	60
ICTTC021C	Install aerial cable	60	ICTTC021D	Install aerial cable	60
ICTTC022C	Organise and monitor cabling to ensure compliance with regulatory and industry standards	40	ICTTC022D	Organise and monitor cabling to ensure compliance with regulatory and industry standards	40
ICTTC023C	Supervise cabling project	0	ICTTC023D	Supervise cabling project	100
ICTTC024C	Provide high level consultancy and technical support in the CPE sector	0	ICTTC024D	Provide high level consultancy and technical support in the CPE sector	120
ICTTC025C	Develop and deliver training associated with new and/or modified products	0	ICTTC025D	Develop and deliver training associated with new and/or modified products	120
ICTTC026C	Develop and deliver product technical information to company staff	0	ICTTC026D	Develop and deliver product technical information to company staff	120
ICTTC027C	Develop CPE installation project plans	0	ICTTC027D	Develop CPE installation project plans	120
ICTTC028C	Organise resources	0	ICTTC028D	Organise resources	60



Telecommunications Training Package ICT02 Version 2			Telecommunications Training Package ICT02 Version 3		
National ID	Units of Competency Title	Hours	National ID	Units of Competency Title	Hours
ICTTC029C	Plan the development and growth of the telecommunications network	0	ICTTC029D	Plan the development and growth of the telecommunications network	120
ICTTC030C	Forecast service demand	0	ICTTC030D	Forecast service demand	120
ICTTC031C	Prepare a project brief	0	ICTTC031D	Prepare a project brief	120
ICTTC032C	Undertake a civil site survey	0	ICTTC032D	Undertake a civil site survey	40
ICTTC033C	Develop project management plan	0	ICTTC033D	Develop project management plan	120
ICTTC034C	Prepare a detailed design brief	0	ICTTC034D	Prepare a detailed design brief	40
ICTTC035C	Organise material supply	0	ICTTC035D	Organise material supply	60
ICTTC036C	Undertake qualification testing of new or enhanced equipment and systems	0	ICTTC036D	Undertake qualification testing of new or enhanced equipment and systems	120
ICTTC037C	Design a telecommunications project	0	ICTTC037D	Design a telecommunications project	120
ICTTC038C	Design an electronic system for a telecommunications network	0	ICTTC038D	Design an electronic system for a telecommunications network	120
ICTTC039C	Prepare project specifications	0	ICTTC039D	Prepare project specifications	120
ICTTC040C	Assign a transmission path	0	ICTTC040D	Assign a transmission path	40
ICTTC041C	Schedule resources	0	ICTTC041D	Schedule resources	40
ICTTC042C	Undertake system administration	0	ICTTC042D	Undertake system administration	120
ICTTC043C	Undertake network traffic management	0	ICTTC043D	Undertake network traffic management	120
ICTTC044C	Co-ordinate fault rectification and restoration of service following network outages	0	ICTTC044D	Co-ordinate fault rectification and restoration of service following network outages	120
ICTTC045C	Ensure that network changes are implemented as planned with minimal impact to the customer	0	ICTTC045D	Ensure that network changes are implemented as planned with minimal impact to the customer	120
ICTTC046C	Undertake network performance analysis	0	ICTTC046D	Undertake network performance analysis	120
ICTTC047C	Undertake management of the common channel signalling (CCS) network	0	ICTTC047D	Undertake management of the common channel signalling (CCS) network	120
ICTTC048C	Schedule customer premises equipment installation	0	ICTTC048D	Schedule customer premises equipment installation	40
ICTTC049C	Install customer premises systems and equipment	60	ICTTC049D	Install customer premises systems and equipment	60

Telecommunications Training Package ICT02 Version 2			Telecommunications Training Package ICT02 Version 3		
National ID	Units of Competency Title	Hours	National ID	Units of Competency Title	Hours
ICTTC050C	Install radio controlled customer premises equipment	0	ICTTC050D	Install radio controlled customer premises equipment	60
ICTTC051C	Install PC based customer premises equipment system programs	0	ICTTC051D	Install PC based customer premises equipment system programs	60
ICTTC052C	Cut over new customer premises systems and equipment	80	ICTTC052D	Cut over new customer premises systems and equipment	80
ICTTC053C	Train customers	40	ICTTC053D	Train customers	40
ICTTC054C	Provide infrastructure for telecommunications network equipment	80	ICTTC054D	Provide infrastructure for telecommunications network equipment	80
ICTTC055C	Install an antenna/wave guide	60	ICTTC055D	Install an antenna/wave guide	60
ICTTC056C	Install telecommunications network equipment	80	ICTTC056D	Install telecommunications network equipment	80
ICTTC057C	Test cable bearers	0	ICTTC057D	Test cable bearers	80
ICTTC058C	Acceptance test new systems and equipment	0	ICTTC058D	Acceptance test new systems and equipment	120
ICTTC059C	Commission telecommunications network equipment	0	ICTTC059D	Commission telecommunications network equipment	120
ICTTC060C	Integrate new systems and equipment into the telecommunications network	0	ICTTC060D	Integrate new systems and equipment into the telecommunications network	120
ICTTC061C	Cut over new and replacement network equipment	0	ICTTC061D	Cut over new and replacement network equipment	120
ICTTC062C	Build a telecommunications tower/mast	60	ICTTC062D	Build a telecommunications tower/mast	60
ICTTC064C	Haul underground cable	40	ICTTC064D	Haul underground cable	40
ICTTC065C	Splice carrier/service provider optic fibre cable	60	ICTTC065D	Splice carrier/service provider optic fibre cable	60
ICTTC066C	Joint and terminate coaxial cable	60	ICTTC066D	Joint and terminate coaxial cable	60
ICTTC067C	Rearrange and cut over cable	60	ICTTC067D	Rearrange and cut over cable	60
ICTTC068C	Install telecommunications service to a building	60	ICTTC068D	Install telecommunications service to a building	60
ICTTC069C	Install network cable equipment	60	ICTTC069D	Install network cable equipment	60
ICTTC070C	Install mobile telecommunications in motor vehicles	80	ICTTC070D	Install mobile telecommunications in motor vehicles	80
<i>ICTTC071C</i>	<i>Install Pay TV set top box</i>			<i>DELETED</i>	
ICTTC072C	Effect changes to existing CPE systems and equipment	0	ICTTC072D	Effect changes to existing CPE systems and equipment	60

Telecommunications Training Package ICT02 Version 2			Telecommunications Training Package ICT02 Version 3		
National ID	Units of Competency Title	Hours	National ID	Units of Competency Title	Hours
ICTTC073C	Cut over CPE additions, moves and changes	0	ICTTC073D	Cut over CPE additions, moves and changes	60
ICTTC074C	Recover customer premises equipment	60	ICTTC074D	Recover customer premises equipment	60
ICTTC075C	Refurbish customer premises equipment	60	ICTTC075D	Refurbish customer premises equipment	60
ICTTC076C	Complete equipment and software upgrades	0	ICTTC076D	Complete equipment and software upgrades	80
ICTTC077C	Commission an electronic unit	60	ICTTC077D	Commission an electronic unit	60
ICTTC078C	Commission an electronic system	0	ICTTC078D	Commission an electronic system	60
ICTTC079C	Schedule CPE maintenance	0	ICTTC079D	Schedule CPE maintenance	60
ICTTC080C	Undertake preventative maintenance of CPE systems and equipment	0	ICTTC080D	Undertake preventative maintenance of CPE systems and equipment	60
ICTTC081C	Perform tests and fault diagnosis remote from customer premises	0	ICTTC081D	Perform tests and fault diagnosis remote from customer premises	80
ICTTC082C	Locate and rectify CPE faults on site on a first in basis	0	ICTTC082D	Locate and rectify CPE faults on site on a first in basis	40
ICTTC083C	Locate and rectify complex CPE system and equipment faults	0	ICTTC083D	Locate and rectify complex CPE system and equipment faults	40
ICTTC084C	Provide expert advice and support on complex CPE faults	0	ICTTC084D	Provide expert advice and support on complex CPE faults	120
ICTTC085C	Monitor, analyse and action telecommunications network alarms	0	ICTTC085D	Monitor, analyse and action telecommunications network alarms	60
ICTTC086C	Undertake routine maintenance of the telecommunications network	0	ICTTC086D	Undertake routine maintenance of the telecommunications network	60
ICTTC087C	Undertake remote repair of network faults	0	ICTTC087D	Undertake remote repair of network faults	60
ICTTC088C	Locate and rectify network faults on a first in basis	60	ICTTC088D	Locate and rectify network faults on a first in basis	60
ICTTC089C	Repair and replace telecommunications network hardware	60	ICTTC089D	Repair and replace telecommunications network hardware	60
ICTTC090C	Analyse and organise repair of complex telecommunications network faults	0	ICTTC090D	Analyse and organise repair of complex telecommunications network faults	120
ICTTC091C	Analyse and organise repair of highly complex telecommunications network faults	0	ICTTC091D	Analyse and organise repair of highly complex telecommunications network faults	120
ICTTC092C	Undertake outage management	0	ICTTC092D	Undertake outage management	60

Telecommunications Training Package ICT02 Version 2			Telecommunications Training Package ICT02 Version 3		
National ID	Units of Competency Title	Hours	National ID	Units of Competency Title	Hours
ICTTC093C	Manage spare parts	60	ICTTC093D	Manage spare parts	60
ICTTC094C	Verify new software and hardware releases	0	ICTTC094D	Verify new software and hardware releases	120
ICTTC095C	Conduct radio frequency measurements	0	ICTTC095D	Conduct radio frequency measurements	60
ICTTC096C	Conduct field tests of radio and wireless networks	60	ICTTC096D	Conduct field tests of radio and wireless networks	60
ICTTC097C	Conduct tests on handset enhancements and international roaming agreements	0	ICTTC097D	Conduct tests on handset enhancements and international roaming agreements	120
ICTTC098C	Monitor the capacity of and recommend changes to the mobile network	0	ICTTC098D	Monitor the capacity of and recommend changes to the mobile network	120
ICTTC099C	Remotely locate and identify cable network faults	0	ICTTC099D	Remotely locate and identify cable network faults	60
ICTTC100C	Locate and diagnose cable faults	0	ICTTC100D	Locate and diagnose cable faults	60
ICTTC101C	Locate and diagnose electronic faults	0	ICTTC101D	Locate and diagnose electronic faults	60
ICTTC102C	Repair communication system faults	60	ICTTC102D	Repair communication system faults	60
ICTTC103C	Maintain cable network	40	ICTTC103D	Maintain cable network	40
ICTTC104C	Maintain an electronic system	60	ICTTC104D	Maintain an electronic system	60
ICTTC105C	Locate and rectify mobile communication faults on a first in basis	80	ICTTC105D	Locate and rectify mobile communication faults on a first in basis	80
<i>ICTTC106C</i>	<i>Locate and rectify Pay TV set top unit faults</i>			<i>DELETED</i>	
ICTTC126C	Complete all administrative work associated with CPE activity	40	ICTTC126D	Complete all administrative work associated with CPE activity	40
ICTTC127C	Supervise worksite activities	40	ICTTC127D	Supervise worksite activities	40
ICTTC130B	Prepare site for support installation	60	ICTTC130C	Prepare site for support installation	60
ICTTC131B	Install an above ground equipment enclosure	60	ICTTC131C	Install an above ground equipment enclosure	60
ICTTC132B	Erect cable supports	60	ICTTC132C	Erect cable supports	60
ICTTC133B	Construct underground telecommunications infrastructure	60	ICTTC133C	Construct underground telecommunications infrastructure	60
ICTTC134B	Fix aerial cable	60	ICTTC134C	Fix aerial cable	60
ICTTC135B	Joint metallic conductor cable Access Network	60	ICTTC135C	Joint metallic conductor cable Access Network	60

Telecommunications Training Package ICT02 Version 2			Telecommunications Training Package ICT02 Version 3		
National ID	Units of Competency Title	Hours	National ID	Units of Competency Title	Hours
ICTTC136B	Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule	60	ICTTC136C	Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule	60
ICTTC137B	Install, maintain and modify customer premises communications cabling: ACMA Open Rule	60	ICTTC137C	Install, maintain and modify customer premises communications cabling: ACMA Open Rule	60
ICTTC138A	Install, maintain and modify customer premises communications cabling: ACMA Lift Rule	60	ICTTC138B	Install, maintain and modify customer premises communications cabling: ACMA Lift Rule	60
ICTTC140A	Use hand and power tools	40	ICTTC140B	Use hand and power tools	40
ICTTC141A	Work effectively in a telecommunications technology team	40	ICTTC141B	Work effectively in a telecommunications technology team	40
ICTTC142A	Use photonics devices	0	ICTTC142B	Use photonics devices	120
ICTTC143A	Integrate specialised photonics devices into telecommunications systems	0	ICTTC143B	Integrate specialised photonics devices into telecommunications systems	120
ICTTC144A	Use a virtual instrument	0	ICTTC144B	Use a virtual instrument	120
ICTTC145A	Perform photonics device laboratory techniques	0	ICTTC145B	Perform photonics device laboratory techniques	120
ICTTC146A	Test and manipulate WDM devices and systems	0	ICTTC146B	Test and manipulate WDM devices and systems	120
ICTTC147A	Administer a data communications network (LAN or WAN)	0	ICTTC147B	Administer a data communications network (LAN or WAN)	80
ICTTC148A	Test and measure mobile phone equipment performance	0	ICTTC148B	Test and measure mobile phone equipment performance	80
ICTTC149A	Apply knowledge of Access Network architecture and core components	0	ICTTC149B	Apply knowledge of Access Network architecture and core components	60
ICTTC150A	Apply knowledge of internal and external influences upon enterprise and telecommunications industry	0	ICTTC150B	Apply knowledge of internal and external influences upon enterprise and telecommunications industry	60
ICTTC151A	Plan the access network	0	ICTTC151B	Plan the access network	80
ICTTC152A	Brief the project	0	ICTTC152B	Brief the project	60
ICTTC153A	Work safely near power infrastructure	30	ICTTC153B	Work safely near power infrastructure	30
	no previous equivalent - new unit		ICTTC155A	Construct and operate a simple radio communications device	40
	no previous equivalent - new unit		ICTTC156A	Install digital reception equipment	50

Telecommunications Training Package ICT02 Version 2			Telecommunications Training Package ICT02 Version 3		
National ID	Units of Competency Title	Hours	National ID	Units of Competency Title	Hours
	no previous equivalent - new unit		ICTTC157A	Locate and rectify digital reception equipment faults	40
	no previous equivalent - new unit		ICTTC160A	Set up and operate a contractor business	40
	no previous equivalent - new unit		ICTTC161A	Operate a contractor business with employees	20
	no previous equivalent - new unit		ICTTC162A	Install a cable lead in	30
	no previous equivalent - new unit		ICTTC163A	Install a satellite antenna	30
	no previous equivalent - new unit		ICTTC164A	Install a terrestrial antenna	30
	no previous equivalent - new unit		ICTTC165A	Install a complex digital reception system	30
	no previous equivalent - new unit		ICTTC166A	Integrate customer digital reception equipment	30
	no previous equivalent - new unit		ICTTC167A	Integrate data delivery modes	40
	no previous equivalent - new unit		ICTTC168A	Design and implement an enterprise VoIP and unified communications network	60
	no previous equivalent - new unit		ICTTC169A	Produce and evaluate architecture designs for convergent cellular mobile networks	80
	no previous equivalent - new unit		ICTTC170A	Follow OHS and environmental policy and procedures	20
	no previous equivalent - new unit		ICTTC171A	Produce and evaluate architecture designs for WiMAX networks	80
	no previous equivalent - new unit		ICTTC172A	Install and configure an MPLS network with VPN tunnelling	60
	no previous equivalent - new unit		ICTTC173A	Plan, organise and undertake work activities	20

## Traineeships, Apprenticeships and Pre-Apprenticeships

The following table provides a summary of the qualifications in the Telecommunications Training Package Training Package ICT02 **Version 3** and the accredited traineeship, apprenticeship and pre-apprenticeship courses they will replace.

Telecommunications Training Package ICT02				Telecommunications Training Package ICT02 VERSION 3		
National ID	Current Qualification			Replacement Qualification		
	Qualification Title	TRAINEESHIP/APPRENTICESHIP	Hours	National ID	Qualification Title	Hours
<b>Traineeship</b>						
ICT20202	Cert II in Telecommunications	Telecommunications (level 2)	460	ICT20208	Cert II in Telecommunications	460
ICT20302	Cert II in Telecommunications Cabling	Telecommunications (Cabling) (level 2)	460	ICT20308	Cert II in Telecommunications Cabling	480
ICT20402	Cert II in Telecommunications Access Network	Telecommunications Access Network (level 2)	440	ICT20408	Cert II in Telecommunications Access Network Cabling	440
ICT30202	Cert III in Telecommunications	Telecommunications (level 3)	320	ICT30208	Cert III in Telecommunications	320

## Examples of Training Package Programs

Units of competency may be customised so that the tasks involved in demonstrating competence are designed to meet the requirements of an individual enterprise or to satisfy regulations in a particular state or territory.

Each qualification in the Telecommunications Training Package ICT02 **Version 3** may be customised to meet the context in which the training is taking place. A qualification can also be customised to accommodate a learner's chosen career pathway.

The following are examples of suitable training programs for Telecommunications Training Package ICT02 **Version 3**. The models are not intended to be prescriptive but illustrate ways that qualifications can be achieved.



## ICT20208 – Certificate II in Telecommunications

<b>Qualification Title</b>	Certificate II in Telecommunications
<b>Qualification Code</b>	ICT20208
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b></p> <p>A successful assessment outcome is the completion of 9 units, comprising:</p> <ul style="list-style-type: none"> <li>- 3 core units plus;</li> <li>- 6 elective units in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</li> </ul> <p><b>Substitution of Electives</b></p> <p>When substituting elective units from other Training Packages, the units selected should be appropriate to the level and integrity of the qualification and to the workplace outcomes it is designed to meet.</p> <p>A maximum of 2 units of the electives may be substituted with:</p> <ul style="list-style-type: none"> <li>- 1 unit at Certificate III level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package and/or</li> <li>- 1 unit at Certificate II level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package or</li> <li>- 2 units at Certificate II level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package</li> </ul> <p><b>Licensing, legislative, regulatory and certification considerations</b></p> <p>The six units set ICTTC005D, ICTTC006D, ICTTC008D, ICTTC012D, ICTTC017D and ICTTC022D that meets the Australian Communications and Media Authority (ACMA) requirements for Cabling Provider Rules (CPR) registration, is generally used as a part of a more specialised customer cabling qualification. This set is usually regarded as more suitable for new entrants where limited industry experience has been obtained and forms the major part of specialised qualifications, such as ICT20308 Certificate II in Telecommunications Cabling. When delivered as a set within state/territory funding approved programs, the two benchmark CPR units (ICTTC136C and ICTTC137C) are not required.</p> <p>All training programs should be conducted with reference to the regulatory regime of the prevailing statutory authority - currently the Australian Communications Media Authority (ACMA).</p>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

EXAMPLE PROGRAM		
Unit Code	Unit Title	Nominal Hours
<b>Core Units</b>		
ICTTC140B	Use hand and power tools	40
ICTTC141B	Work effectively in a telecommunications technology team	40
ICTTC170A	Follow OHS and environmental policy and procedures	20
<b>Elective Units</b>		
ICTTC005D	Install cable support systems	60
ICTTC006D	Place and secure cable	60
ICTTC017D	Alter services to existing cable systems	80

ICTTC022D	Organise and monitor cabling to ensure compliance with regulatory and industry standards	40
ICTTC136C	Install, maintain and modify customers premises communications cabling: ACMA Restricted Rule	60
ICTTC137C	Install, maintain and modify customer premises communications cabling: ACMA Open Rule	60
<b>TOTAL</b>		<b>460</b>

## ICT20308 – Certificate II in Telecommunications Cabling

<b>Qualification Title</b>	Certificate II in Telecommunications Cabling
<b>Qualification Code</b>	ICT20308
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b></p> <p>A successful assessment outcome is the completion of 9 units, comprising:</p> <ul style="list-style-type: none"> <li>- 9 core units in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</li> </ul> <p><b>Licensing, legislative, regulatory and certification considerations</b></p> <p>The six units set ICTTC005D, ICTTC006D, ICTTC008D, ICTTC012D, ICTTC017D and ICTTC022D that meets the Australian Communications and Media Authority (ACMA) requirements for Cabling Provider Rules (CPR) registration, is generally used as a part of a more specialised customer cabling qualification. This set is usually regarded as more suitable for new entrants where limited industry experience has been obtained and forms the major part of specialised qualifications, such as ICT20308 Certificate II in Telecommunications Cabling. When delivered as a set within state/territory funding approved programs, the two benchmark CPR units (ICTTC136C and ICTTC137C) are not required.</p> <p>All training programs should be conducted with reference to the regulatory regime of the prevailing statutory authority - currently the Australian Communications Media Authority (ACMA).</p>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

<b>EXAMPLE PROGRAM</b>		
<b>Unit Code</b>	<b>Unit Title</b>	<b>Nominal Hours</b>
<b>Core Units</b>		
ICTTC005D	Install cable support systems	60
ICTTC006D	Place and secure cable	60
ICTTC008D	Terminate metallic conductor cable	60
ICTTC012D	Install functional and protective telecommunications earthing system	80
ICTTC017D	Alter services to existing cable system	80
ICTTC022D	Organise and monitor cabling to ensure compliance with regulatory and industry standards	40
ICTTC140B	Use hand and power tools	40
ICTTC141B	Work effectively in a telecommunications technology team	40
ICTTC170A	Follow OHS and environmental policy and procedures	20
<b>TOTAL</b>		<b>480</b>

## ICT20408 – Certificate II in Telecommunications Access Network Cabling

<b>Qualification Title</b>	Certificate II in Telecommunications Access Network
<b>Qualification Code</b>	ICT20408
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b></p> <p>A successful assessment outcome is the completion of 9 units, comprising:</p> <ul style="list-style-type: none"> <li>- 7 core units plus;</li> <li>- 2 elective units in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</li> </ul> <p>All training and assessment programs should be undertaken in reference to an Access Network owner such as Telstra, Optus, one of the railways or other similar organisations.</p> <p><b>Substitution of Electives</b></p> <p>When substituting elective units from other Training Packages, the units selected should be appropriate to the level and integrity of the qualification and to the workplace outcomes it is designed to meet.</p> <p>A maximum of 2 units of the electives may be substituted with:</p> <ul style="list-style-type: none"> <li>- 1 unit at Certificate III level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package and/or</li> <li>- 1 unit at Certificate II level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package or</li> <li>- 2 units at Certificate II level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package</li> </ul> <p>All training programs should be conducted with reference to the regulatory regime of the prevailing statutory authority - currently the Australian Communications Media Authority (ACMA).</p>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

<b>EXAMPLE PROGRAM</b>		
<b>Unit Code</b>	<b>Unit Title</b>	<b>Nominal Hours</b>
<b>Core Units</b>		
ICTTC064D	Haul underground cable	40
ICTTC068D	Install telecommunications service to a building	60
ICTTC133C	Construct underground telecommunications infrastructure	60
ICTTC135C	Joint metallic conductor cable Access Network	60
ICTTC140B	Use hand and power tools	40
ICTTC141B	Work effectively in a telecommunications technology team	40
ICTTC170A	Follow OHS and environmental policy and procedures	20
<b>Elective Units</b>		
ICTTC065D	Splice carrier/service provider optic fibre cable	60
ICTTC066D	Joint and terminate coaxial cable	60
<b>TOTAL</b>		<b>440</b>

## ICT20508 – Certificate II in Telecommunications Digital Reception Technology

<b>Qualification Title</b>	Certificate II in Telecommunications Digital Reception
<b>Qualification Code</b>	ICT20508
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b></p> <p>A successful assessment outcome is the completion of 10 units, comprising:</p> <ul style="list-style-type: none"> <li>- 7 core units plus;</li> <li>- 2 workplace skills units and;</li> <li>- 1 signal source unit in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</li> </ul> <p><b>Licensing, legislative, regulatory and certification considerations</b></p> <p>All training programs should be conducted with reference to the regulatory regime of the prevailing statutory authority – currently the Australian Communications Media Authority (ACMA).</p>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

EXAMPLE PROGRAM		
Unit Code	Unit Title	Nominal Hours
<b>Core Units</b>		
ICTTC011D	Place, secure and terminate coaxial cable	20
ICTTC053D	Train customers	40
ICTCC140B	Use hand and power tools	40
ICTTC156A	Install digital reception equipment	50
ICTTC157A	Locate and rectify digital reception equipment faults	40
ICTTC170A	Follow OHS and environmental policy and procedures	20
AUM8011A	Provide customer service	16
<b>Workplace Skills Units</b>		
ICTTC141B	Work effectively in a telecommunications technology team	40
ICTTC173A	Plan, organise and undertake work activities	20
<b>Signal Source Unit</b>		
ICTTC164A	Install a terrestrial antenna	30
<b>TOTAL</b>		<b>316</b>

## ICT30208 – Certificate III in Telecommunications

<b>Qualification Title</b>	Certificate III in Telecommunications
<b>Qualification Code</b>	ICT30208
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b> A successful assessment outcome is the completion of 6 'Group' 3 units in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</p> <p><b>Substitution of Group 3 units</b> When substituting units from other Training Packages, the units selected should be appropriate to the level and integrity of the qualification and to the workplace outcomes it is designed to meet.</p> <p>A maximum of 2 'Group 3' units may be substituted with:                      - 1 unit at Certificate IV level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package and/or                      - 1 unit at Certificate III level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package or                      - 2 units at Certificate III level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package</p> <p><b>Licensing, legislative, regulatory and certification considerations</b> All training programs should be conducted with reference to the regulatory regime of the prevailing statutory authority - currently the Australian Communications Media Authority (ACMA).</p>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

EXAMPLE PROGRAM		
Unit Code	Unit Title	Nominal Hours
<b>Group 3 Units</b>		
ICTTC009D	Place, secure and terminate structured cabling and certify installation	30
ICTTC010D	Place, secure and terminate customer premises optical fibre cable	30
ICTTC013D	Perform an accurate customer premises cable and system test	60
ICTTC015D	Locate and identify cable system faults	60
ICTTC056D	Install telecommunications networks equipment	80
ICTTC065D	Splice carrier/service provider optic fibre cable	60
<b>TOTAL</b>		<b>320</b>

## ICT30408 – Certificate III in Telecommunications Access and Associated Services

<b>Qualification Title</b>	Certificate III in Telecommunications Access and Associated Services
<b>Qualification Code</b>	ICT30408
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b> A successful assessment outcome is the completion of 15 units, comprising:</p> <ul style="list-style-type: none"> <li>- 11 core units plus;</li> <li>- 4 elective units in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</li> </ul> <p><b>Substitution of Electives</b> When substituting elective units from other Training Packages, the units selected should be appropriate to the level and integrity of the qualification and to the workplace outcomes it is designed to meet.</p> <p>A maximum of 4 units of the electives may be substituted with:</p> <ul style="list-style-type: none"> <li>- 1 to 4 units at Certificate III level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package and/or</li> <li>- 1 to 2 units at Certificate IV level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package</li> </ul> <p><b>Licensing, legislative, regulatory and certification considerations</b> All training programs should be conducted with reference to the regulatory regime of the prevailing statutory authority - currently the Australian Communications Media Authority (ACMA).</p>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

EXAMPLE PROGRAM		
Unit Code	Unit Title	Nominal Hours
<b>Core Units</b>		
ICTTC016D	Joint metallic conductor cable on customer premises	80
ICTTC018D	Install underground enclosures and pipe/conduit	60
ICTTC019D	Install underground cable	60
ICTTC064D	Haul underground cable	40
ICTTC065D	Splice carrier/service provider optic fibre cable	60
ICTTC068D	Install telecommunications service to a building	60
ICTTC133C	Construct underground telecommunications infrastructure	60
ICTTC136C	Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule	60
ICTTC140B	Use hand and power tools	40
ICTTC141B	Work effectively in a telecommunications technology team	40
ICTTC170A	Follow OHS and environmental policy and procedures	20
<b>Elective Units</b>		
ICTTC056D	Install telecommunications network equipment	80
ICTTC066D	Joint and terminate coaxial cable	60

ICTTC131C	Install an above ground equipment enclosure	60
ICTTC153B	Work safely near power infrastructure	30
<b>TOTAL</b>		<b>810</b>



## ICT30508 – Certificate III in Telecommunications Digital Reception Technology

<b>Qualification Title</b>	Certificate III in Telecommunications Digital Reception Technology
<b>Qualification Code</b>	ICT30508
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b></p> <p>A successful assessment outcome is the completion of 7 units, comprising:</p> <ul style="list-style-type: none"> <li>- 2 core units plus;</li> <li>- 5 elective units in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</li> </ul> <p><b>Selecting Electives for Different Outcomes:</b></p> <p>The context for this qualification varies, and this must guide the selection of elective units. To select appropriate elective units for particular outcomes at this level, please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.</p> <p><b>Licensing, legislative, regulatory and certification considerations</b></p> <p>All training programs should be conducted with reference to the regulatory regime of the prevailing statutory authority - currently the Australian Communications Media Authority (ACMA).</p>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

EXAMPLE PROGRAM		
Unit Code	Unit Title	Nominal Hours
Select the <b>2 (two)</b> Core units NOT completed in ICT20508 Certificate II in Telecommunications Digital Reception Technology. Each Unit is allocated 30 nominal hours		
<b>Core Units</b>		
ICTTC162A	Install a cable lead in	30
ICTTC163A	Install a satellite antenna	30
ICTTC164A	Install a terrestrial antenna	30
<b>Elective Units</b>		
ICTTC015D	Locate and identify cable system faults	60
ICTTC017D	Alter services to existing cable system	80
ICTTC095D	Conduct radio frequency measurements	60
ICTTC165A	Install a complex digital reception system	30
ICTTC166A	Integrate customer digital reception equipment	30
<b>TOTAL</b>		<b>320</b>

## ICT40208 – Certificate IV in Telecommunications Engineering

<b>Qualification Title</b>	Certificate IV in Telecommunications Engineering
<b>Qualification Code</b>	ICT40208
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b> A successful assessment outcome is the completion of 6 Group 4 units in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</p> <p><b>Substitution of Group 4 units</b> When substituting elective units from other Training Packages, the units selected should be appropriate to the level and integrity of the qualification and to the workplace outcomes it is designed to meet.</p> <p>A maximum of 2 Group 4 units may be substituted with:</p> <ul style="list-style-type: none"> <li>- 1 unit at Certificate IV level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package and</li> <li>- 1 unit at Diploma level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- 2 units at Diploma level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package</li> </ul>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

<b>EXAMPLE PROGRAM</b>		
<b>Unit Code</b>	<b>Unit Title</b>	<b>Nominal Hours</b>
<b>Group 4 Units</b>		
ICTTC001D	Identify requirements for customer's telecommunications equipment	60
ICTTC004D	Schedule and supply cabling installation	60
ICTTC028D	Organise resources	60
ICTTC035D	Organise material supply	60
ICTTC041D	Schedule resources	40
ICTTC048D	Schedule customer premises equipment installation	40
<b>TOTAL</b>		<b>320</b>

## ICT40408 – Certificate IV in Telecommunications Network Planning

<b>Qualification Title</b>	Certificate IV in Telecommunications Network Planning (Training Unit Set)
<b>Qualification Code</b>	ICT40408
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b> A successful assessment outcome is the completion of 10 units, comprising:</p> <ul style="list-style-type: none"> <li>- 6 core units plus;</li> <li>- 4 elective units in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</li> </ul> <p><b>Substitution of Electives</b> When substituting elective units from other Training Packages, the units selected should be appropriate to the level and integrity of the qualification and to the workplace outcomes it is designed to meet.</p> <p>All 4 elective units may be substituted with:</p> <ul style="list-style-type: none"> <li>- 1 unit at Certificate III or Diploma level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package</li> <li>and</li> <li>- 3 units at Certificate IV level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package</li> </ul> <p><b>Licensing, legislative, regulatory and certification considerations</b> All training programs should be conducted with reference to the regulatory regime of the prevailing statutory authority - currently the Australian Communications Media Authority (ACMA).</p>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

EXAMPLE PROGRAM TRAINING UNIT SET		
Unit Code	Unit Title	Nominal Hours
<b>Core Units</b>		
BSBPMG401A	Apply project scope management techniques	30
BSBPMG407A	Apply risk management techniques	40
ICTTC149B	Apply knowledge of Access Network architecture and core components	60
ICTTC150B	Apply knowledge of internal and external influences upon enterprise and telecommunications industry	60
ICTTC151B	Plan the access network	80
ICTTC152B	Brief the project	60
<b>Elective Units – Block A</b>		
BSBFLM303C	Contribute to effective workplace relationships	30
<b>Elective Units – Block B – Training Unit Set</b>		
TAADEL401B	Plan and organise group-based delivery	20
TAADEL403B	Facilitate individual learning	15
TAADEL404B	Facilitate work-based learning	15
<b>TOTAL</b>		<b>410</b>

## ICT40508 – Certificate IV in Telecommunications Networks

<b>Qualification Title</b>	Certificate IV in Telecommunications Networks
<b>Qualification Code</b>	ICT40508
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b> A successful assessment outcome is the completion of 20 units, comprising:</p> <ul style="list-style-type: none"> <li>- 16 core units plus;</li> <li>- 4 elective units in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</li> </ul> <p><b>Substitution of Electives</b> When substituting elective units from other Training Packages, the units selected should be appropriate to the level and integrity of the qualification and to the workplace outcomes it is designed to meet.</p> <p>A maximum of 4 elective units may be substituted with:</p> <ul style="list-style-type: none"> <li>- 1 to 4 units at Certificate IV level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package and/or</li> <li>- 1 to 2 units at a Diploma level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package</li> </ul> <p><b>Licensing, legislative, regulatory and certification considerations</b> All training programs should be conducted with reference to the regulatory regime of the prevailing statutory authority - currently the Australian Communications Media Authority (ACMA)</p>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

EXAMPLE PROGRAM		
Unit Code	Unit Title	Nominal Hours
Core Units marked with an asterisk* have prerequisite units. Please refer to the Information and Communications Technology Training Package ICA05 Version 3 for full details.		
<b>Core Units</b>		
*ICAB4235B	Build basic perimeter security into a network	20
*ICAB4236B	Build security into a virtual private network	20
*ICAB4240C	Build an enterprise wireless network	20
*ICAI3101B	Install and manage network protocols	30
*ICAI4030B	Install software to networked computers	35
*ICAI4097C	Install and configure a network	45
*ICAI4188B	Install and maintain a server	20
*ICAS3032B	Provide network systems administration	20
*ICAS3120B	Configure and administer a network operating system	40
*ICAT3025B	Run standard diagnostic tests	15
ICTTC056D	Install telecommunications network equipment	80
ICTTC058D	Acceptance test new systems and equipment	120
ICTTC059D	Commission telecommunications network equipment	120
ICTTC140B	Use hand and power tools	40
ICTTC141B	Work effectively in a telecommunications technology team	40

ICTTC170A	Follow OHS and environmental policy and procedures	20
Elective Units marked with an asterisk* have prerequisite units. Please refer to the Information and Communications Technology Training Package ICA05 Version 3 for full details.		
<b>Elective Units</b>		
ICTTC136C	Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule	60
ICTTC137C	Install, maintain and modify customer premises communications cabling: ACMA Open Rule	60
*ICAB4169B	Use development software and IT tools to build a basic website	20
*ICAB4225B	Automate processes	40
<b>TOTAL</b>		<b>865</b>

## ICT40608 – Certificate IV in Telecommunications Computer Telephony Integration

<b>Qualification Title</b>	Certificate IV in Telecommunications Computer Telephony Integration
<b>Qualification Code</b>	ICT40608
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b></p> <p>A successful assessment outcome is the completion of 22 units, comprising:</p> <ul style="list-style-type: none"> <li>- 18 core units plus;</li> <li>- 4 elective units in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</li> </ul> <p><b>Substitution of Electives</b></p> <p>When substituting elective units from other Training Packages, the units selected should be appropriate to the level and integrity of the qualification and to the workplace outcomes it is designed to meet.</p> <p>A maximum of 4 elective units may be substituted with:</p> <ul style="list-style-type: none"> <li>- 1 to 4 units at Certificate IV level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package and/or</li> <li>- 1 to 2 units at Diploma level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package</li> </ul> <p>As the Australian Communications Media Authority (ACMA) Open Registration requirements are met within the core competencies of this qualification, units ICTTC136C and ICTTC137C cannot be taken as substitution electives</p> <p><b>Licensing, legislative, regulatory and certification considerations</b></p> <p>All training programs should be conducted with reference to the regulatory regime of the prevailing statutory authority - currently ACMA.</p>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

EXAMPLE PROGRAM		
Unit Code	Unit Title	Nominal Hours
<b>Core Units</b>		
ICAI3101B	Install and manage network protocols	30
ICAI4097C	Install and configure a network	45
ICAT3025B	Run standard diagnostic tests	15
ICAU1128B	Operate a personal computer	20
ICAU2013B	Integrate commercial computing packages	25
ICTTC005D	Install cable support systems	60
ICTTC006D	Place and secure cable	60
ICTTC008D	Terminate metallic conductor cable	60
ICTTC009D	Place, secure and terminate structured cabling and certify installation	30
ICTTC012D	Install functional and protective telecommunications earthing system	80
ICTTC017D	Alter services to existing cable system	80
ICTTC022D	Organise and monitor cabling to ensure compliance with regulatory and industry standards	40

ICTTC049D	Install customer premises systems and equipment	60
ICTTC088D	Locate and rectify network faults on a first in basis	60
ICTTC089D	Repair and replace telecommunications network hardware	60
ICTTC140B	Use hand and power tools	40
ICTTC141B	Work effectively in a telecommunications technology team	40
ICTTC170A	Follow OHS and environmental policy and procedures	20
<b>Elective Units</b>		
ICTTC011D	Place, secure and terminate coaxial cable	20
ICTTC056D	Install telecommunications network equipment	80
ICTTC068D	Install telecommunications service to a building	60
ICTTC153B	Work safely near power infrastructure	30
<b>TOTAL</b>		<b>1015</b>

## ICT40708 – Certificate IV in Telecommunications Radio Communications

<b>Qualification Title</b>	Certificate IV in Telecommunications Radio Communications
<b>Qualification Code</b>	ICT40708
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b></p> <p>A successful assessment outcome is the completion of 17 units, comprising:</p> <ul style="list-style-type: none"> <li>- 8 core units plus;</li> <li>- 5 Installation Stream units plus;</li> <li>- 5 Field Operations Stream units plus;</li> <li>- 4 elective units in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</li> </ul> <p>The <b>Installation Stream</b> has been specifically designed for the digital sector of the Telecommunications Industry. The <b>Field Operations Stream</b> has been designed for operatives that work within the broad area of Radio Communications. These Streams should be used to describe the specific job profile that relates to this qualification. When adhering to the above qualification requirements, the Streams contain the minimum industry recommendations to assist training providers, employers and trainees with the development of training plans.</p> <p>(Note: the use of streams does not alter nationally recognised qualification titles)</p> <p><b>Selecting Electives for Different Outcomes:</b></p> <p>The context for this qualification varies, and this must guide the selection of elective units. For an example of appropriate elective units for “Jobs involving work at heights” at this level, please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.</p> <p><b>Licensing, legislative, regulatory and certification considerations</b></p> <p>All training programs should be conducted with reference to the regulatory regime of the prevailing statutory authority - currently the Australian Communications Media Authority (ACMA).</p>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

EXAMPLE PROGRAM		
Unit Code	Unit Title	Nominal Hours
<b>Core Units</b>		
ICTTC055D	Install an antenna/wave guide	60
ICTTC066D	Joint and terminate coaxial cable	60
ICTTC101D	Locate and diagnose electronic faults	60
ICTTC104D	Maintain an electronic system	60
ICTTC140B	Use hand and power tools	40
ICTTC141B	Work effectively in a telecommunications technology team	40
ICTTC155A	Construct and operate a simple radio communications device	40
ICTTC170A	Follow OHS and environmental policy and procedures	20
<b>Installation Stream Units</b>		
ICTTC056D	Install telecommunications network equipment	80



ICTTC077D	Commission an electronic unit	60
ICTTC078D	Commission an electronic system	60
ICTTC089D	Repair and replace telecommunications network hardware	60
ICTTC102D	Repair communication system faults	60
<b>Field Operations Stream Units</b>		
PSPGOV309A	Address client needs	30
HLTFA301B	Apply first aid	20
CPPSEC3034A	Operate information gathering equipment	10
ICTTC014D	Hand over systems and equipment	60
ICTTC088D	Locate and rectify network faults on a first in basis	60
<b>Elective Units</b>		
ICTTC054D	Provide infrastructure for telecommunications network equipment	80
ICTTC136C	Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule	60
ICTTC137C	Install, maintain and modify customer premises communications cabling: ACMA Open Rule	60
ICTTC153B	Work safely near power infrastructure	30
<b>TOTAL</b>		<b>1110</b>

## ICT50508 – Diploma of Telecommunications Networks

<b>Qualification Title</b>	Diploma of Telecommunications Networks
<b>Qualification Code</b>	ICT50508
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b></p> <p>A successful assessment outcome is the completion of 9 units, comprising:</p> <ul style="list-style-type: none"> <li>- 3 core units plus;</li> <li>- 6 elective units in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</li> </ul> <p><b>Substitution of Electives</b></p> <p>When substituting elective units from other Training Packages, the units selected should be appropriate to the level and integrity of the qualification and to the workplace outcomes it is designed to meet.</p> <p>A maximum of 2 units of the elective may be substituted with:</p> <ul style="list-style-type: none"> <li>- 1 unit at Certificate IV or Diploma level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package and/or</li> <li>- 1 to 2 units at Diploma level either from ICT02 Telecommunications or from ICA05 Information and Communications Technology Training Package.</li> </ul>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

<b>EXAMPLE PROGRAM</b>		
<b>Unit Code</b>	<b>Unit Title</b>	<b>Nominal Hours</b>
<b>Core Units</b>		
ICAA5144B	Determine best-fit topology for a local network	20
ICAI5173B	Install and configure a single-segment local area network switch	10
ICAI5176B	Install and configure router	20
ICTTC037D	Design a telecommunications project	120
ICTTC147B	Administer a data communications network (LAN or WAN)	80
ICTTC168A	Design and implement an enterprise VoIP and unified communications network	60
<b>Other Elective Units</b>		
ICAB5160B	Build and configure a server	55
ICTTC039D	Prepare project specifications	120
ICTTC060D	Integrate new systems and equipment into the telecommunications network	120
<b>TOTAL</b>		<b>605</b>

## ICT60408 – Advanced Diploma of Telecommunications Networks

<b>Qualification Title</b>	Advanced Diploma of Telecommunications Networks
<b>Qualification Code</b>	ICT60408
<b>Qualification Packaging Rules</b>	<p><b>Requirements for Completion</b> A successful assessment outcome is the completion of 10 units, comprising:</p> <ul style="list-style-type: none"> <li>- 6 core units plus;</li> <li>- 4 elective units in accordance with ICT02 Telecommunications Training Package Assessment Guidelines.</li> </ul> <p><b>Substitution of Electives</b> When substituting elective units from other Training Packages, the units selected should be appropriate to the level and integrity of the qualification and to the workplace outcomes it is designed to meet.</p> <p>A maximum of 2 elective units may be substituted with:</p> <ul style="list-style-type: none"> <li>- 1 unit at Diploma level either from ICT02 Telecommunications Training Package or from another currently endorsed Training Package and</li> <li>- 1 unit at Advanced Diploma level either from ICT02 Telecommunications or from ICA05 Information and Communications Technology Training Package</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- 2 units at Advanced Diploma level either from ICT02 Telecommunications or from ICA05 Information and Communications Technology Training Package</li> </ul>

The following table outlines ONE example of a training program for this qualification. Please refer to the Telecommunications Training Package ICT02 Version 3 for the full details of available options.

EXAMPLE PROGRAM		
Unit Code	Unit Title	Nominal Hours
Core Units marked with an asterisk* have prerequisite units. Please refer to the Information and Communications Technology Training Package ICA05 Version 3 for full details of these Units.		
<b>Core Units</b>		
*ICAA5045C	Produce network architecture design	25
*ICAA5145B	Identify best-fit topology for a wide area network	20
ICAA5241C	Design an enterprise wireless local area network	25
ICAI5152B	Implement risk management processes	20
ICTTC033D	Develop project management plan	120
ICTTC172A	Install and configure an MPLS network with VPN tunnelling	60
Elective Units marked with an asterisk* have prerequisite units. Please refer to the Information and Communications Technology Training Package ICA05 Version 3 for full details of these Units.		
<b>Elective Units</b>		
*ICAB5237B	Build a high performance security perimeter	25
*ICAS5123C	Manage network security	45
ICTTC036D	Undertake qualification testing of new or enhanced equipment and systems	120
ICTTC042D	Undertake system administration	120
<b>TOTAL</b>		<b>580</b>