



# Telecoms Field Operative [Level 2]



01233 - 632 111



[www.esp-ac.uk](http://www.esp-ac.uk)

**HEAD OFFICE**  
Williamson House, Wotton Road,  
Ashford, Kent, TN23 6LW

FORWARD TOGETHER



# Overview

## Level 2 Telecoms Field Operative

**As a Telecoms Field Operatives, the broad purpose of the role is to build, provide or repair telecom services for commercial or residential customers on the UK's National Telecom Access Network, as well as working on the copper and fibre connections to 4G & 5G services, homes and businesses from the local telephone exchanges. These connections deliver telephone, internet, data and TV services to households and businesses.**

Typically, a Telecoms Field Operative will interact with a number of different customers on a daily basis depending on their role. Types of customers an individual might interact with will include communication providers with whom the end customer has a contract for a telecom service e.g. Sky, Talk-Talk, BT, PlusNet, as well as interacting directly with the service providers' customers, these could be residential, or office based.

Depending on the specific role the employee could be working on telecom equipment in a telephone exchange, at height, in underground networks, in residential properties and business properties, at the side of the road and in any other places where a telecom service is required.

Maintaining  
telecom services

Repairing  
telecom services

Upgrading  
telecom services

Installing  
telecom services

Protecting  
telecom services



# Who is it for?

This qualification is designed for apprentices working in a telecom sector and works to identify and solve telecom problems in the field. Individuals will attend a variety of sites where they work to solve issues in a fast, efficient manner. Telecom Field Operatives will gain a broad range of knowledge and skills about installing and repairing telecom services. Areas of learning may include:

- How to run cables
- Measure and adjust signal levels
- Make and change connections
- Configure state of the art equipment
- Risk assessment and safe working practices

## Typical roles include:

- Trainee Engineer Copper
- Trainee Engineer Fibre
- Fibre Jointer
- Copper Jointer
- External Network Cabler Field Installation Engineers
- Network Infrastructure Engineer
- Nationwide Cable Network Field Force Engineer
- Telecoms Customer Service Engineer
- Access Field Technician
- Business Connections Field Engineer
- Installations Technician
- Overhead Installation Operative
- Telecommunications Installation Technician





# Why Do This Apprenticeship

## What Are The Benefits:

### Employer Benefits

- ✓ Development of workplace problem solving skills
- ✓ Brings latest knowledge and best practice into the business
- ✓ Apprentices develop the critical skills demanded by employers
- ✓ Reinforces the need for safe working practices resulting in reduced Health and Safety issues
- ✓ Increased industry knowledge and understanding
- ✓ Enhances reputation, provides customer reassurance by investing in trained staff
- ✓ Produces a workforce that is customer focused
- ✓ Improve apprentice knowledge and skills including how to maintain and repair the UK's National Telecom Access Network including fault identification, major cable breakdowns etc.

### Learner Benefits

- ✓ Gain skills from an industry driven approach
- ✓ Apprentices will be able to identify and prioritise work priorities and work effectively as an individual and team member
- ✓ Applies learnt theories and models to practical situations within the workplace
- ✓ Apprentices will be able to share their knowledge and replicate best-practice
- ✓ Provides individuals with additional core knowledge, skills, techniques and tools to be more successful in undertaking their role
- ✓ Develops apprentice's confidence and communication skills
- ✓ Develop and demonstrate a range of transferable skills and professional behaviours and attributes in the work environment
- ✓ Progression to higher qualifications





# Typical Programme Structure

The course is delivered via a mix of face to face and online workshops, webinars, coaching sessions and workplace learning

## Typical Programme Breakdown

- 10 x 7-hour workshops to cover knowledge elements of the standard (may include face to face and online workshop delivery)
- 2 x skills development workshops and workplace activities
- 3 x 4-hour EPA preparation workshops
- 6x 1-hour virtual coaching sessions
- 6 x 1hr reviews
- Development of portfolio evidence and assessment completion
- Completion of online learning modules as part of the off-the-job activities

## Programme Length

Course duration 15-18 months plus EPA



## How is training delivered

An essential element of the ESP delivery model is to ensure you are supported at each stage in your journey to enable you to fully succeed.

Learners will be supported by Learning Skills Coaches who are experts in their field, working closely with employers to ensure learners gain the skills, knowledge and behaviours to demonstrate competency as a Telecoms Field Operative.



## Our Learning And Skills Coaches will:

Deliver online and face to face workshops

Cover the knowledge needed for each module through interactive and informative sessions

Help plan independent learning activities

Provide one to one coaching via telephone, in the workplace or via virtual mediums like Teams

Provide feedback on written assignments and evidence submitted

Support you with preparation for End Point Assessment

# Duties

01

Contributes to the installation of the UK's super-fast fibre telecoms network and includes cable installation, recovery of older products, joining and splicing new cables, installing new access connection points or cabinets and installation of overhead fibre services

02

Maintain and repair the UK's National Telecom Access Network including fault identification, major cable breakdowns and rectification of copper or fibre products

03

Provide and install infrastructure to upgrade mobile services supplying masts for 4G and future roll out of 5G networks

04

Identify and use appropriate calibrated digital testing equipment for copper or fibre products

05

Use risk assessments and safe systems of work to keep self and others safe, recognising high-risk situations and bringing work to a stop in a safe manner when necessary

06

Communicate effectively with the end user, listen and understand issues to faults or service, demonstrate the working service providing clear explanations as to how to get the best performance from their products

07

Use digital task management software to work remotely downloading and completing tasks and managing risks

08

Work on and around live copper fibre cables that provide number of customers, identify working circuits and understand the implications to the customers of loss of digital services

09

Provision of new telecom services in business and residential properties such as phone, broadband products, TV connection, private circuits and business systems or services



# Programme Summary

## Knowledge

- Principles of OFCOM and government targets for broadband coverage
- UK telecom network including types of fixed-line, full fibre network and mobile broadband
- Identification and connection of telecom cables
- Service level agreements and the impact of failing to meet them
- Running telecom cables in a range of environments
- Employer health, safety and environmental policies and procedures; maintaining safe practices in line with legislation
- The safety at street and road works code of practice
- Risk assessments and method statements
- Fault-finding and problem-solving in the telecom network
- Different types of testing involved on various points of intervention and the tools and techniques needed to locate issues
- Principles of testing, checking and installation
- The completion process including signing of completed work and demonstrating service where required
- Customer service, understanding the differing needs and priorities
- Escalation channels and the correct escalation process
- Tasks management systems
- How to access and interpret the information critical to completing tasks
- Network records and associated information
- GDPR (General Data Protection Regulations) and how they impact the role

## Skills

- Complete Risk Assessment
- Follow method statements
- Identify structure and composition of telecom network cables
- Interpret telecom network plans
- Safe working practices, following procedure
- Select and use appropriate equipment
- Install and test components
- Fault find and problem solving
- Maintaining safety standards
- Communication
- Identify and take appropriate action when working around other utility services

## Behaviours

- Deliver polite, courteous, and professional service
- Safeguard customer welfare
- Safe working
- Self-motivated
- Apply effective time management
- Organised

# Pre-Enrolment Activities

Before being accepted on to the apprenticeship you will need to complete the following pre-enrolment activities:

## IAG Workshop

Attend a virtual workshop session to provide an overview of the following:

- Overview of the apprenticeship programme
- 20% off-the-job Training
- Attendance at masterclasses and workshops

## Initial Assessment

Complete BKSBS Maths and English initial assessments

## Diagnostic Assessment

Complete BKSBS Maths and English diagnostic assessments

## Pre-Start Enrolment Form

This form will provide us with basic information about your qualifications and past and current experience

## Skills Scan

Complete skills scan to identify the areas that will be covered during the course to determine whether there are development opportunities and scope for the learner to complete the apprenticeship

## Remote pre-enrolment Review

Attend 1 :1 remote session with the Learning and Skills Coach to talk through the pre-enrolment activities and skills scan to confirm suitability

## Enrolment form (online)

Complete formal online enrolment form

## Apprentice Agreement and Commitment Statement (online):

Read, discuss and agree the apprentice agreement and commitment statement

## Formal on-boarding

Apprentice invited to induction introduction to the apprenticeship programme and first learning session

# Expectations and Commitment

## We ask apprentices to:

Attend all face to face, virtual workshops, and master classes as per the delivery plan

Attend all programme reviews with the Learning and Skills Coach

Submit and upload assignments and evidence to the online e-portfolio (OneFile) by the stipulated target date to ensure completion of and qualification of the apprenticeship within the given timeframe

Complete all off-the-job activities to meet the 20% off-the-job requirement. Record all activities and reflections on OneFile

Complete at least 4 to 6 hours of self-study each week inclusive of any online learning activities

Complete shadowing of colleagues and mentoring

## Eligibility

The eligibility criteria are as follows:

IUK/EU Resident for three years

Not currently a student in funded learning

Apprentices will need GCSE grade A to C or a Level 2 Functional Skill in Maths and English. Apprentices who do not currently hold this are required to complete Level 2 Functional Skills in Maths and English prior to end point assessment (EPA)





# End Point Assessment

The End Point Assessment will begin once the employer, apprentice and ESP are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. As part of this process apprentices, employers and ESP will complete a 'Gateway' discussion to confirm competence. As part of the gateway process the apprentice will complete a Portfolio of Evidence during the on-programme period.

**The End Point Assessment consists of the following:**

## Practical Demonstration

Practical demonstration of 3 separate tasks in a simulated environment which will include:

- Correct identification of telecoms cables
- Installation of a new telecom's component
- Fault-finding on the telecoms network
- Practical assessments must be carried out over a total assessment time of 2 1/2 hours

## Professional Discussion

A structured discussion between the apprentice and an independent assessor covering a range of knowledge, skills and behaviours.

It will involve the questions that will focus on analysis of given scenarios, coverage of prior learning or activity and problem solving. Apprentices should refer to and illustrate their answers with evidence from their portfolio of evidence, however the portfolio is not directly assessed

## Knowledge Test

The Knowledge Test will consist of 30 questions. These questions will consist of closed response questions, e.g. multiple choice and be based upon the KSB mapped to this method

- To assess knowledge, skills and behaviours mapped to this element
- 30 questions
- 60-minute duration
- Closed book



## On programme learning

Minimum 12 months



## Gateway

Requirement for Gateway  
Level 2 Maths & English



## Planning / Meeting

With the apprentice, training provider,  
employer and End Point Assessor



## Practical demonstration

2 1/5 hrs. of simulated tasks



## Professional discussion

Structured discussion lasting no more than 1 hour



## Grading and determination

Grading Fail/Pass/Distinction

## ESFA certification



## Knowledge

30-minute questions, 1 hour duration





## Forward Together

### Progression Opportunities

- ✓ Qualifications and further study
  - Team Leader/ Supervisor Level 3
  - Operational/Department Manager Level 5
- ✓ Increased potential or promotion opportunities in work

