



Telecoms Field Operative

Level 2



“Reach your full potential”

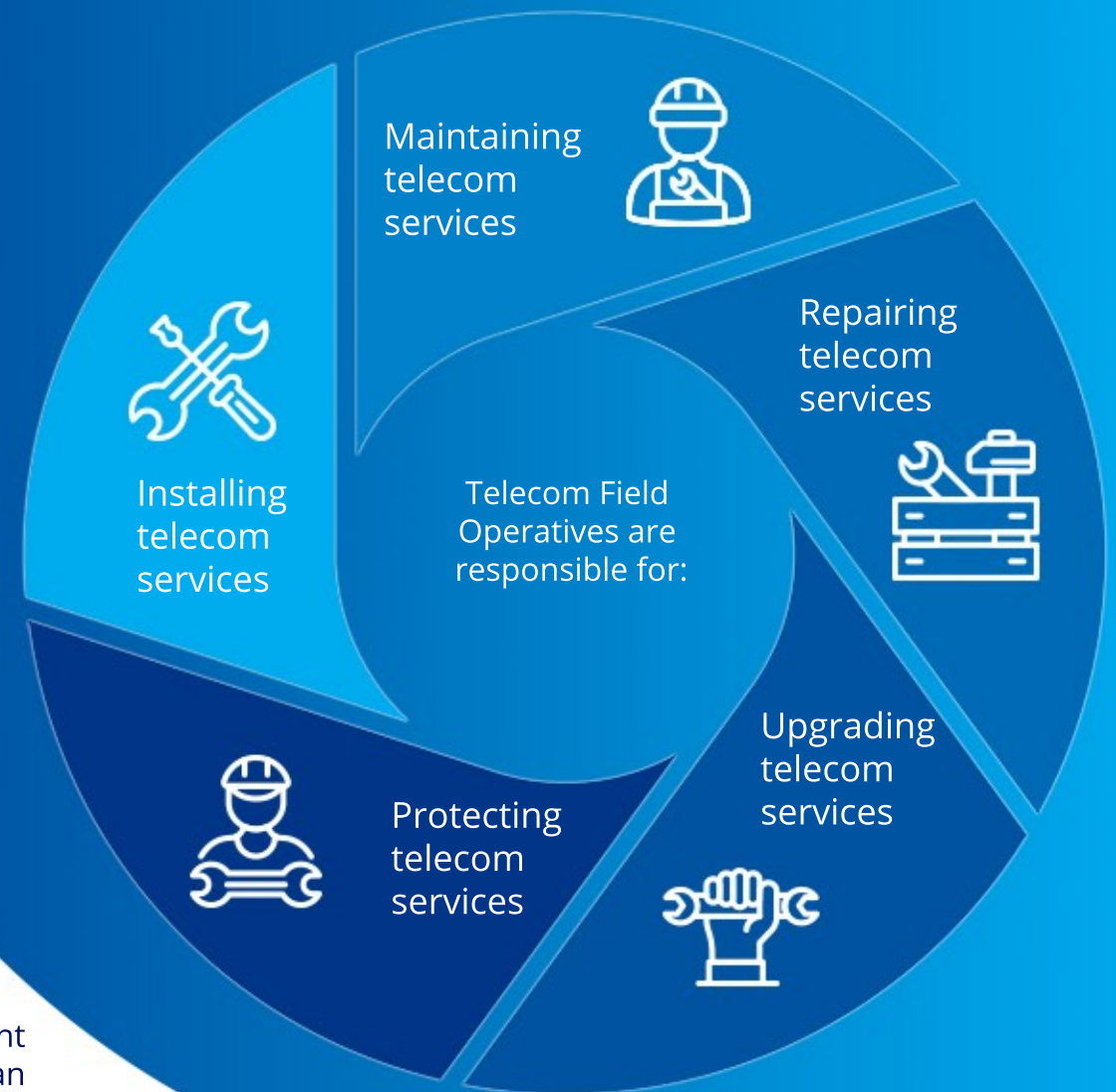


Level 2 Telecoms Field Operative Overview

As a Telecoms Field Operative, 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.



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 Joiner
- Copper Joiner
- 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
- Development of internal capability to deliver customer and account contracts on an ongoing and sustainable basis
- Produces a workforce that is customer focused
- Improve apprentice's knowledge and skills including how to maintain and repair the UK's National Telcom Access network including fault identification, major cable breakdowns etc.

Apprentice 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 mixture of face to face and online workshops, webinars, coaching sessions and workplace learning

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
- 6 x 1-hour virtual coaching sessions
- 6 x 1 ½ hour Reviews
- Development of portfolio evidence and assessment completion
- Completion of online learning modules as part of off the job activities

Typical Programme Length

Course duration 15-18 months plus EPA



Training and Support

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 and 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
- They will cover the knowledge needed for each module through interactive and informative sessions
- They will help plan independent learning activities
- They will provide one to one coaching via telephone, in the workplace or via virtual mediums like Teams
- They will provide feedback on written assignments and evidence submitted
- They will support you with preparation for end point assessment



Occupational Duties

Duty 1

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

Duty 2

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

Duty 3

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

Duty 6

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

Duty 5

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

Duty 4

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

Duty 7

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

Duty 8

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

Duty 9

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
- Task 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
- Organised
- Apply effective time management

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 BKSb maths and English initial assessments

Diagnostic Assessment:

Complete BKSb maths and English diagnostic assessments

Pre-Start Enrolment Form

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

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

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)

Eligibility

The eligibility criteria is as follows:

- UK/EU Resident for three years
- Not currently a student in Funded Learning

Expectations and Commitment

We ask apprentices to:

- Attend all face to face and 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 the qualification and apprenticeship within the given timeframe
- Complete all off the job activities to meet the 20% of 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



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:
 - o Correct identification of telecoms cables
 - o Installation of a new telecoms component
 - o Fault-finding on the telecoms network
- Practical assessments must be carried out over a total assessment time of 2.5 hours

Professional discussion

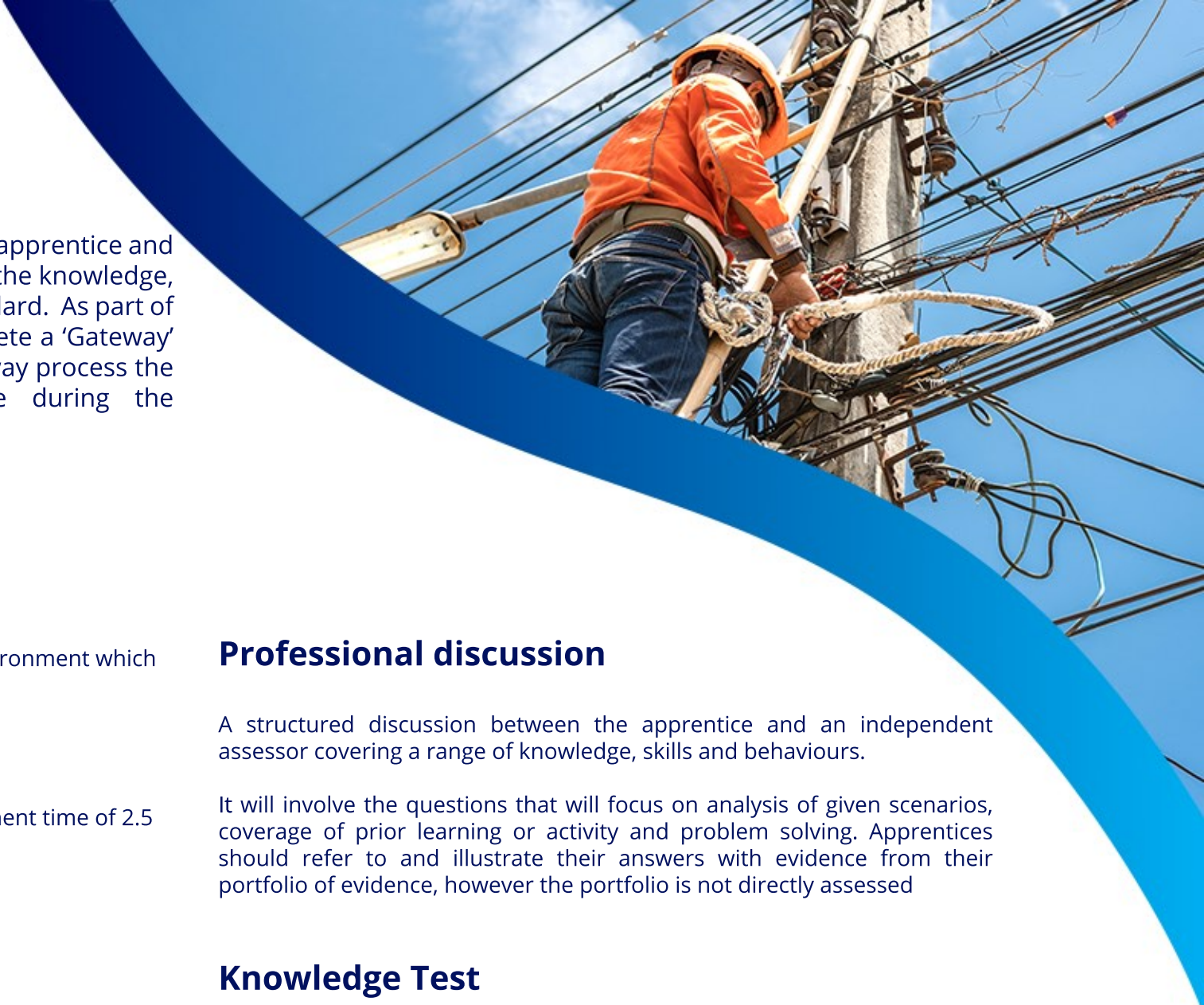
A structured discussion between the apprentice and an independent assessor covering a range of knowledge, skills and behaviours.

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



EPA JOURNEY

On-Programme Learning

Minimum
12 months
on-programme
learning

GATEWAY

Requirement
for Gateway
Level 2 Maths
& English

Planning Meeting

With the apprentice,
training provider,
employer and
End-point Assessor

Knowledge test

30 questions –
60-minute duration

Professional Discussion

Structured
discussion
lasting no more
than 60 minutes

Practical Demonstration

Consists of
simulated tasks –
2 ½ duration

Grading and Determination

Grading
Fail/Pass/Distinction

ESFA CERTIFICATION



“Reach your full potential”

Progression Opportunities

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