



## Knowledge objective support for Telecoms Field Operative (Level 2)

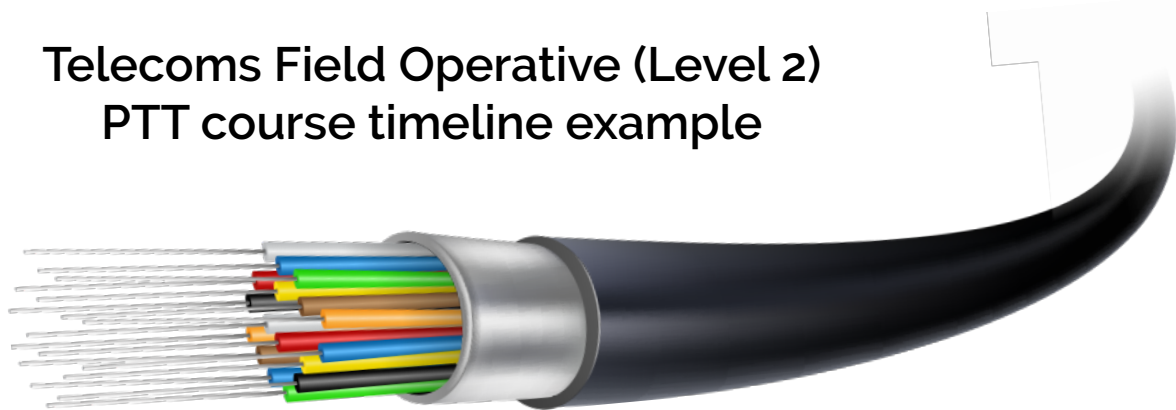


**Cover over 73% of knowledge objectives  
through PTT online training**

- 7 online courses covering objectives K1 - K10 and K13
- Aids learner understanding when blended with on-the-job tasks
- Flexible delivery to suit the learner and employer schedules
- Certificates of completion to prove knowledge for learner portfolio
- Proven, effective method of delivery

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## Telecoms Field Operative (Level 2) PTT course timeline example



PTT online courses are fully flexible in their delivery. Employers and apprentices can work with their apprenticeship provider to develop a schedule to suit them.

The topics covered by the PTT online courses could be reviewed periodically in virtual or classroom-based tutor support sessions to re-enforce learning through class-wide discussions.

Below is an example of how knowledge objectives K1 - K10 can be delivered in 4 months.

### Pre-learning (optional telecoms fundamentals training)

PAA: Analogue and digital signals

PAB: Signal impairments

#### Month 1

FOA: Telecoms access networks

PAC: Transmission fundamentals

K1, K2, K3, K4, K5, K6, K7, K8

K2, K3

#### Month 2

FOC: Optical fibre installation and testing

OMA: Optical fibre principles

K3, K5, K9, K10

K2, K3, K6

#### Month 3

EBB: Structured Cabling

TCF: Hybrid fibre coax systems

K3, K5, K10

K2, K3

#### Month 4

FPB: Telecoms testing and fault finding

K4, K9, K10, K13

Learners are given access to the above courses throughout their apprenticeships. This will allow them to revise the content when necessary to reinforce their knowledge gained on the job and prior to their end point assessment.

## Telecoms Field Operative (Level 2)

### Knowledge objectives

- K1 The principles of OFCOM and government targets for broadband coverage for the UK.
- K2 The UK telecom network including different types of fixed-line such as copper, full-fibre network and mobile broadband in the UK.
- K3 The identification and connection of telecom cables; the services and products they are associated with.
- K4 Service Level Agreements (SLA) and the impact of failing to meet these.
- K5 Running telecom cables in a range of environments such as overhead, underground, in customers' premises, business premises, exchanges and public areas. (Following industry standards.)
- K6 Employer health, safety and environmental policies and procedures and where to locate these to refer to. Keeping self, colleagues, customers and members of the public safe in line with legislation.
- K7 The safety at street and road works code of practice.
- K8 Risk assessments, method statements and their application to the role.
- K9 Fault-finding and problem-solving in the telecom network including the different types of testing involved on various points of intervention and the tools and techniques needed to locate issues.
- K10 The principles of testing, checking and installation. The completion process including signing off completed work and demonstrating service where required.
- K11 Customer service, understanding the differing needs and priorities of various customers. Adapting communication style to interact with customers or members of the public in a range of situations.
- K12 Escalation channels and the correct escalation process including when, how and to whom.
- K13 Task management systems, how to access and interpret the information critical to completing tasks, including the importance of keeping records up to date and keeping to expected completion times.
- K14 Network records and associated information, and how these can aid the task being worked on: address details, distribution points, nodes, size/capacity, connection points, exchange details.
- K15 GDPR (General Data Protection Regulations) and how they impact the role.

PTT course title	Objectives covered
FOA: Telecoms access networks	K1, K2, K3, K4, K5, K6, K7, K8
PAC: Transmission fundamentals	K2, K3
FOC: Optical fibre installation and testing	K3, K5, K9, K10
OMA: Optical fibre principles	K2, K3, K6
EBB: Structured Cabling	K3, K5, K10
TCF: Hybrid fibre coax systems	K2, K3
FPB: Telecoms testing and fault finding	K4, K9, K10, K13

- It is suggested the PTT courses PAA: "Analogue and digital signals" and PAB: "Signal impairments" are provided to introduce concepts that will aid understanding of the topics covered in the other courses in the study programme.
- The PTT course TCG: "Telecommunications system security" contains a module covering GDPR (K15). However, this objective is usually covered by internal employer policies and training.