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# SA104 Smart Awards FTTP Customer Installation QUALIFICATION SPECIFICATION



## Introduction

This qualification covers the installation of a Fibre to the Premises (FTTP) circuit from an existing Customer Splice/Service Point (CSP) or pre-provided coil into residential customer premises to deliver a working FTTP service. Learners are provided with the knowledge and skills to identify the hazards and potential risks involved in working safely at the customer's property when installing FTTP. It also develops learners' awareness of compliance with health and safety legislation.

This qualification is aimed at individuals working in a telecommunications (or similar utility) environment. It assesses learners' knowledge, skills, and ability to install FTTP into residential premises, covering the associated dangers, safety precautions, and quality standards required for fibre installation.

This qualification ensures that learners involved in the installation of FTTP to residential properties are suitably trained. It does not cover rooftop working.

Key Information	
Name	Smart Awards Level 2 SA104 Smart Awards FTTP Customer Installation
Accreditation	This qualification is approved by: <ul style="list-style-type: none"><li>• Industry qualification SA104</li></ul>
Level	2
Duration	1 day
Guided Learning Hours (Ofqual)	8 hours
Time/Notional Learning Hours (SQA Accreditation)	
Ofqual Total Qualification	
RQF - Ofqual Credit - Credit value represents the size of a unit which is determined by the learning time. One credit = 10 hours of notional learning.	1
Age	16 Plus
Qualification Type	Vocationally Related Qualification
Smart Awards Product Area	Safety and Craft Qualifications
Sector Subject Area	5.2 - Building and construction
Certification	This qualification is valid for a period of three (3) years from the date of certificate issue. To remain compliant and eligible to work on telecommunications networks, individuals must renew their qualification before the expiry date.

Network Operative Passport Scheme (NOPS)	This qualification is fully aligned with the requirements of the Network Operative Passport Scheme (NOPS). Successful completion of this qualification is recorded within the NOPS system, ensuring operatives are visible and verifiable to employers and site access systems across the industry.
Prerequisites and Entry Requirements	<p>Learners MUST complete SA020 Working Safely in Single and Multi-occupancy Dwellings Including Buildings or SA029 Working Safely in a Single Dwelling Unit in advance of this qualification.</p> <p>There are no formal entry requirements and Smart Awards will not restrict access on the grounds of prior academic attainment, employment, geographic location, or any other grounds. There are no barriers that restrict access or progression, thereby promoting equality.</p> <p>Learners must have a basic understanding of the English language to ensure they can meet the requirements of the qualification.</p> <p><b>Please note:</b></p> <ol style="list-style-type: none"> <li>1. It is an employer's responsibility to ensure that any worker who may encounter asbestos during their duties, without intentionally disturbing it, receives appropriate asbestos awareness training.</li> <li>2. The New Roads and Street Works Act 1991 (NRSWA) require at least one person on site to hold a Street Works card to work on the highway. This Smart Awards accreditation is based on a pre-requisite that any work on the highway requires appropriate Street Works accreditation to be held by an individual working on site, and that this individual is qualified to check that the planned provision of footways, traffic lanes and safety zones determined by the site survey meets with the requirements of the site location and approved procedures and practices required by the NRSWA 1991.</li> </ol> <p>Some companies' policies may vary where more than one person on site is required to hold a valid Street Works card.</p>
Mandatory units and optional routes to completion.	Learners must complete the Smart Awards FTTP Customer Installation unit in full to achieve this qualification. No optional units or routes are available.
Additional requirements to achieve this qualification.	None
Methods of Assessment	<p>This qualification will be assessed through a practical and theory test. The aim of the assessment is to ensure successful learners have adequate knowledge and understanding of FTTP Customer Installation.</p> <p>Assessment guidance, assessor requirements and additional qualification documentation is supplied to approved Smart Awards centres via Quartz.</p>

Theory test	<p>Learners are required to pass a 25-question multiple-choice test, with questions randomly selected from a secure question bank to ensure comprehensive coverage of all assessment criteria. The test is timed, and learners will have 35 minutes to complete it.</p> <p>All multiple-choice tests are conducted online via the Smart Awards online assessment platform.</p>
Practical assessment	<p>Learners will be required to demonstrate their practical skills through a series of tasks set by Smart Awards. These will be assessed by direct observation of the learner performing the task under assessment conditions. The assessment area must be equipped sufficiently so that the learner can be assessed in their competencies safely and without anyone providing guidance to help the learner.</p> <p>Assessor Role: To observe, record performance, question learners where clarification is needed, and verify competence against set criteria.</p> <p>Assessors should evaluate learners against the following categories:</p> <ul style="list-style-type: none"> <li>• Learners must be assessed individually, even in a team simulation.</li> <li>• Use Smart Awards standardised observation checklist for consistency.</li> <li>• Ensure opportunities for questioning are built into the simulation, particularly regarding reasoning behind technique and decision-making.</li> <li>• In cases of unsupervised elements, probe for ownership of work through reflective questioning.</li> <li>• Provide a brief debriefing session after the assessment to give feedback and confirm understanding.</li> </ul> <p>The learner will have 90 minutes to complete the practical assessment</p>
Grading	<p>Learners will be graded (Fail or Pass) on an achievement or non-achievement basis.</p> <p>The final grade will be determined by collective performance in the two assessment tools (theory and practical).</p> <p>Learners are required to achieve both the theory and practical assessments to achieve the qualification.</p> <ul style="list-style-type: none"> <li>• Theory - To achieve a pass, 80% or more is required.</li> <li>• Practical - If one major fault is given the learner will automatically fail. <ul style="list-style-type: none"> <li>○ If 7 or more minor faults are given the learner will fail.</li> <li>○ The learner needs to achieve 6 or less minor faults to pass.</li> </ul> </li> </ul> <p>If there are major health and safety failures due to learners' actions or understanding, the assessment MUST be stopped. The learner should be taken to a suitable area to be explained the reason for stopping the assessment and that his assessment is deemed as failed.</p> <p>Guidance on the major failures that should result in stopping the assessment is provided in the practical assessment.</p>

Reasonable adjustments and special considerations	Smart Awards approved centres that have learners with specific requirements should refer to the Smart Awards Reasonable Adjustments and Special Considerations Policy and Procedure. This document outlines the support available to ensure fair access to assessments. It can be found on the Smart Awards website at <a href="http://www.smartawards.co.uk">www.smartawards.co.uk</a>
Recognition of Prior Learning	Smart Awards is committed to supporting Recognition of Prior Learning (RPL) and has established a dedicated policy and set of procedures to guide and assist approved centres in its implementation. The full policy is available on the Smart Awards website at <a href="http://www.smartawards.co.uk">www.smartawards.co.uk</a>
Required resources and site requirements for delivering this Qualification	<p>The practical assessment area must be a simulated environment and approved by Smart Awards before conducting the assessment.</p> <p>The area requires:</p> <ul style="list-style-type: none"> <li>• An internal and external setup allowing the learner to run cables from a Customer Splice/Service Point to an ONT and router.</li> <li>• Power sockets in router/ONT location</li> </ul> <p>Practical Equipment</p> <ul style="list-style-type: none"> <li>• Fibre cables suitable for customer installation</li> <li>• Cable fixings – Internal and external</li> <li>• ONT– CP appropriate</li> <li>• Routers – CP appropriate</li> <li>• Drill and drill bit</li> <li>• Utility scanner/mains locator</li> <li>• Hammer</li> <li>• Staple gun and staples</li> <li>• Box key</li> <li>• Sealant and sealant gun</li> <li>• Fibre cleaning kit</li> </ul>

## Qualification Structure

The Level 2 Award in FTTP Customer Installation qualification consists of one mandatory unit, which learners must complete to achieve the qualification. Attainment at Level 2 demonstrates the learner’s ability to apply relevant knowledge, skills, and procedures to carry out clearly defined tasks and resolve straightforward problems with appropriate direction or supervision.

SMART AWARDS Level 2 Award in FTTP Customer Installation								
Minimum TQT for this pathway = 8				Minimum number of GLH = 8				
Minimum number of credits = 1				Minimum number of assessment time = 2				
Minimum number of units = 1				Other learning time = 0				
Unit Number	Unit title	Level	M/O	GLH	ASS	OTHER LEARNING	TQT	CREDITS
	FTTP Customer Installation	2	M	8	2	0	8	1

## Learner Support and Assessment Conditions

Learners will have access to support throughout the training period via their trainer. Trainers are responsible for ensuring that each learner is adequately prepared and competent before presenting them for assessment.

No support or assistance may be given to the learner during either the theory or practical assessments, to maintain the integrity and validity of the qualification.

## Qualification objectives and requirements

This qualification confirms that the learner has demonstrated the required competence to perform FTTP Customer Installation. To successfully obtain this qualification, the learners will need to demonstrate the knowledge and ability requirements set out in the learning outcomes and assessment criteria.

Unit Title:	Smart Awards FTTP Customer Installation
Unit Reference Number:	SA104
<b>Learning outcomes</b>	<b>Assessment criteria</b>
The learner will:	The learner can:
1. Be able to work safely	1.1. Identify the hazards and risks associated with the working area and the proposed work. 1.2. Complete work in a way which maintains health and safety and is consistent with relevant legislation and industry good practice. 1.3. Select and use the correct personal protective equipment (PPE).
2. Be able to apply customer service standards	2.1. Make contact with the customer in advance of the visit, as required. 2.2. Present valid ID and introduce self appropriately on arrival. 2.3. Confirm and agree the planned work and installation route with the customer. 2.4. Demonstrate appropriate personal conduct and behaviours when working in the customer's premises. 2.5. Maintain a tidy and safe work area, respecting the customer's property.
3. Be able to install a fibre cable from an internal and external Customer Splice/Service Point to an Optical Network Terminal (ONT) in the customer's premises.	3.1. Carry out a risk assessment. 3.2. Inspect equipment to ensure it is safe and fit for use under manufacturer's instructions and relevant legislation. 3.3. Plan and agree a cable route and installation location with a customer. 3.4. Test power sockets are working and safe for use. 3.5. Perform pre-drill checks and safe drilling. 3.6. Select and install the correct cable type and fixings while maintaining minimum bend radius requirements. 3.7. Demonstrate safe installation of an ONT in an appropriate location. 3.8. Test the fibre cable for service continuity and the correct power/light level readings. 3.9. Carry out termination of a fibre cable onto an ONT, ensuring the fibre/connector is clean.

<p>4. Be able to install a router, carry out commissioning and test and demonstrate a working FTTP service to a customer.</p>	<p>4.1. Install router in agreed location and terminate on ONT.  4.2. Carry out FTTP commissioning and enablement.  4.3. Carry out a wireless connection to the router and supply the router's wireless key.  4.4. Demonstrate a working service to the customer and that cabling follows the agreed route.</p>
<p>5. Know relevant health and safety legislation and industry good practice.</p>	<p>5.1. Outline the key health and safety legislation and industry good practice.  5.2. List the key health and safety regulations.  5.3. Describe how to use and maintain tools, equipment, and personal protective equipment.  5.4. Identify the emergency planning procedures relevant to the work area.  5.5. Recognise the importance of fibre cleanliness and how to clean fibre connectors.</p>
<p>6. Know how to apply customer service standards.</p>	<p>6.1. State the importance of contacting the customer in advance of the visit.  6.2. Describe how to identify yourself on arrival, including presenting valid ID.  6.3. Describe the importance of explaining the planned work and agreeing the installation route with the customer before work begins.  6.4. List the reasons for maintaining good communication with the customer.  6.5. List examples of appropriate personal conduct and ethical behaviour when working in a customer's premises.  6.6. Recognise the importance of respecting customer property and maintaining a tidy work area.</p>
<p>7. Know how to install fibre cables from a Customer Splice/Service Point to an ONT in the customer's premises.</p>	<p>7.1. Outline the process for selecting suitable internal and external cables and fixings.  7.2. Describe how to complete visual and utility checks before drilling and why it is important.  7.3. Describe how to agree a route and fix the fibre cable from the Customer Splice/Service Point (CSP) to the ONT.  7.4. State how to install an ONT and terminate a fibre cable.</p>
<p>8. Know how to install a router, carry out commissioning and test and demonstrate a working FTTP service to a customer.</p>	<p>8.1. State the importance of installing the router in an agreed location and how to terminate on ONT.  8.2. Describe how to commission and enable an FTTP circuit.  8.3. Outline the process of connecting wirelessly to a router and the benefits of wired and wireless connections.  8.4. Describe the handover process, including how the FTTP service is tested and demonstrated.  8.5. Recognise why redundant drop wires are recovered and the process for recovery.</p>