



SA107 Smart Awards FTTP Customer Installation in a Multi-Dwelling Unit SPECIFICATION



Introduction

This qualification covers the installation of a Fibre to the Premises (FTTP) circuit within a Multi-Dwelling Unit (MDU). It provides learners with the knowledge and skills needed to install fibre safely and to the required quality standards inside a customer's premises, starting from an internal customer point of entry.

Learners will develop an understanding of the hazards and potential risks associated with working inside MDUs and customer dwellings, along with the safety precautions, installation practices, and industry standards that apply to this type of work. The qualification also raises awareness of relevant health and safety legislation.

This qualification is intended for individuals working in telecommunications or similar utility environments who are required to install FTTP in customer premises located within MDUs. It assesses the learner's ability to install fibre cabling, position and terminate an Optical Network Terminal (ONT), install and configure a router, carry out service commissioning, and complete a professional customer handover.

This qualification ensures that learners involved in customer installations within MDUs are trained to work safely, follow provider standards, and deliver a quality installation. It does not cover external network construction or rooftop working.

Key Information	
Name	Smart Awards Level 2 SA107 Smart Awards FTTP Customer Installation in a Multi-Dwelling Unit
Accreditation	This qualification is approved by: <ul style="list-style-type: none">SA107 Industry Qualification
Level	2
Duration	1 day
Guided Learning Hours	8
Total Qualification Time	8
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 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 the following safety prerequisites for internal working in advance of this qualification:</p> <ul style="list-style-type: none"> • SA020 Working Safely in Single and Multi-occupancy Dwellings Including Buildings or SA029 Working Safely in a Single Dwelling Unit • SA031 Working Safely in a Multi-Dwelling Unit <p>Approved centres are responsible for verifying that learners meet all formal qualification prerequisites prior to registration and assessment. Learners who do not hold the required prerequisite qualifications must not be enrolled until those conditions have been met.</p> <p>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>
Legal and Competency Requirements	<p>In accordance with statutory obligations and industry best practice, the responsibility for ensuring that individuals undertaking this qualification have the necessary competencies and legal prerequisites lies with the employer, or in the case of self-employed or independent learners, with the individual themselves.</p> <p>Approved centres and training providers are responsible for ensuring safe and compliant delivery of this qualification in line with Smart Awards requirements but are not responsible for verifying learners' overall occupational competence beyond the defined qualification scope.</p> <p>Employers, learners, and training providers must ensure that adequate health and safety training has been completed for all tasks undertaken in the course of work. Subject to the requirements of the job and the outcomes of a suitable and sufficient risk assessment (as required under the <i>Management of Health and Safety at Work Regulations 1999</i>), this may include training in the following areas:</p> <ul style="list-style-type: none"> • Fire stopping: Any person carrying out fire stopping or passive fire protection work must be competent, possessing the appropriate skills, knowledge, and experience as required by law. • Safe working at height: This qualification does not cover safe working at height. Learners should complete appropriate training before undertaking any work at height.

	<ul style="list-style-type: none"> • Asbestos: This qualification does not cover working with or the removal of asbestos. Learners must be aware of the risks associated with asbestos before undertaking any work with the potential to disturb asbestos fibres. • Confined spaces: This qualification does not qualify an individual to enter a confined space. Individuals who need to enter confined spaces must hold appropriate accreditation or qualifications. • New Roads and Street Works Act 1991 (NRSWA): Where work is conducted on the highway, at least one individual on site must hold the necessary Street Works accreditation to ensure compliance with NRSWA requirements. <p>Any references within this qualification to fire stopping, working at height, asbestos, or confined spaces are for information only and intended to raise awareness of associated risks.</p>
Liability Statement	<p>Smart Awards accepts no liability for verifying or confirming any prerequisite competencies, qualifications, or legal requirements beyond those explicitly defined as entry criteria for this qualification.</p> <p>Responsibility rests solely with approved centres, training providers, employers, and individual learners to ensure compliance with all applicable statutory, regulatory, and professional standards prior to enrolment or assessment.</p>
Mandatory units and optional routes to completion.	Learners must complete the unit FTTP Customer Installation in a Multi-Dwelling 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 in a Multi-Dwelling Unit whilst working in a telecommunications environment.</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 40 minutes to complete it.</p> <p>All multiple-choice tests are conducted online via the Smart Awards online assessment platform.</p>
Practical assessment	During the practical assessment, the learner will demonstrate competency by meeting the requirements for installation of an FTTP circuit in an MDU in accordance with industry standards and practices. The learner will have 1 hour to complete the practical assessment.

<p>Grading</p>	<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). Learners are required to achieve both the theory and practical assessments to achieve the qualification.</p> <ul style="list-style-type: none"> • Theory - To achieve a pass, 80% or more is required. • Practical - If one major fault is given the learner will automatically fail. • Learners must receive fewer than seven minor faults to pass the practical assessment. <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 their 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>
<p>Reasonable adjustments and special considerations</p>	<p>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 www.smartawards.co.uk</p>
<p>Recognition of Prior Learning</p>	<p>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 www.smartawards.co.uk</p>
<p>Required resources and site requirements for delivering this Qualification</p>	<p>To ensure a safe and effective learning and assessment environment, the following site requirements must be met for the delivery of the Smart Awards Level 2 SA107 Smart Awards Customer Installation in a Multi-Dwelling Unit qualification:</p> <ul style="list-style-type: none"> • Access to a suitable training area that simulates real-world telecoms environments. • Personal Protective Equipment (PPE) must be worn by all learners and assessors, including safety helmets, high-visibility clothing, gloves, and appropriate footwear. • The site must comply with current health and safety regulations, including safe access/egress, signage, and emergency procedures. • Adequate first aid provision must be available on-site throughout the training and assessment period. • The site must provide access to classroom or indoor facilities for the delivery of theoretical content and the completion of the online multiple-choice assessment. <p>Site Requirements</p>

	<ul style="list-style-type: none"> • A simulated worksite should reflect a real-world MDU customer installation as far as possible, allowing the learner to route new fibre cables from a customer point of entry to an ONT. • A suitable location for router installation with power sockets in the ONT/router area. • Training centres may adapt the layout, materials, and scale to suit their facilities provided all required are met.
--	--

Qualification Structure

The Smart Awards Level 2 SA107 Smart Awards FTTP Customer Installation in a Multi-Dwelling Unit 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.

<ul style="list-style-type: none"> • Smart Awards Level 2 SA107 Smart Awards FTTP Customer Installation in a Multi-Dwelling Unit 									
Minimum TQT for this pathway = 8					Minimum number of GLH = 8				
Minimum number of credits = 1					Minimum number of assessment time = 1.5				
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 in a Multi-Dwelling Unit	2	M	8	1.5	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 the installation of an FTTP circuit in a customer premise within an MDU in accordance with industry standards and practices. To successfully obtain this qualification, the learners will need to demonstrate the knowledge and abilities set out in the learning outcomes and assessment criteria.

Unit Title:	Smart Awards FTTP Customer Installation in a Multi-Dwelling Unit	
Unit Reference Number:	SA107	
Learning outcomes	Assessment criteria	

The learner will:	The learner can:
1. Be able to prepare for installation	1.1. Identify the hazards and risks associated with the working area and the proposed work. 1.2. Complete work in a way that 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). 1.4. Confirm job details and agreed cable route with the customer. 1.5. Verify any remaining permissions for work in communal areas between the customer point of entry and dwelling. 1.6. Inspect tools, equipment, and installation components to ensure they are safe, serviceable, and suitable for the task. 1.7. Confirm availability of suitable power supply for ONT/router location
2. Be able to apply customer service standards	2.1. Contact the customer in advance of the visit, as required. 2.2. Present valid ID and introduce themselves 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 fibre from the customer point of entry to the ONT	3.1. Prepare and route the fibre from the customer point of entry through communal areas (where applicable) and into the customer's premises, ensuring neatness and compliance with provider and MDU standards. 3.2. Test power sockets are working and safe for use. 3.3. Carry out pre-drill visual and utility checks in both communal and customer areas. 3.4. Drill and route the cable through any compartment barriers, applying approved fire-stopping to maintain compartmentalisation. 3.5. Install the fibre cable using correct fixings, maintaining minimum bend radius and avoiding strain or damage. 3.6. Test the fibre cable for service continuity and the correct power/light level readings. 3.7. Demonstrate safe installation of an ONT in an appropriate location, correctly terminating the fibre cable, ensuring connectors are clean and meet optical performance requirements.

<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 correctly onto the 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. 5.6. State the actions to take if unexpected damage, a service strike, or a safety incident occurs.</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 the quality and technical standards for customer installation in MDUs</p>	<p>7.1. Outline the process for selecting suitable cables and fixings for an MDU installation. 7.2. Describe how to agree a route and fix the fibre cable. 7.3. Describe how to complete visual and utility checks before drilling and why it is important. 7.4. State how to install an ONT and terminate a fibre cable. 7.5. Recognise the impact of exceeding bend radius limits, applying excessive strain, or contaminating connectors on service quality. 7.6. Recognise the importance of maintaining a tidy, unobtrusive finish in both communal and customer areas.</p>
<p>8. Know how to install a router, carry out commissioning and test and</p>	<p>8.1. State the importance of installing the router in an agreed location and how to terminate on ONT.</p>

<p>demonstrate a working FTTP service to a customer.</p>	<p>8.2. Describe how to commission and enable an FTTP circuit.</p> <p>8.3. Outline the process of connecting wirelessly to a router and the benefits of wired and wireless connections.</p> <p>8.4. Describe the handover process, including how the FTTP service is tested and demonstrated.</p>
--	---