



**SPECIFICATION - LEVEL 2  
TELECOMS FIELD OPERATIVE v1.1  
(ST0832)**



## Introduction

Telecoms Field Operatives work in residential, commercial, and industrial settings to build, maintain, and repair the UK's telecommunications network. They install and test copper and fibre networks that provide broadband and digital services, supporting connectivity for homes, businesses, and public services.

The primary purpose of the role is to build and maintain the physical telecoms network safely and reliably. Operatives follow detailed specifications and standards to complete installations accurately, meeting quality and safety requirements. This hands-on role involves working outdoors in all weather conditions, using tools and equipment safely, and working both independently and as part of a team.

Key Information	
Name	Telecoms Field Operative v 1.1
Level	2
Duration	15 months on-programme, plus 3 months EPA window
Funding Band	£7,000
Prerequisites and Entry Requirements	Before final assessment of the qualification, the Learner must be employed in a relevant role, meet Gateway requirements before taking the End-Point Assessment. have completed a portfolio of evidence and, if applicable, have passed the required Functional Skills. There are no mandatory qualifications required for this this End-Point Assessment.
Simulated Environment	The practical demonstration and questioning will take place in a simulated environment selected by the EPAO. This may include the EPAO's premises, a training provider's premises, an employer's training facility, a test centre, or another suitable simulated environment.
Methods of Assessment	There are three assessment methods, practical demonstration, professional discussion (underpinned by a portfolio of evidence) and a multiple-choice knowledge test
Grading	Learners will be assessed across all assessment components and awarded a grade of Fail, Pass, or, where applicable, Distinction. The results from each assessment method will be combined to determine the overall grade of a Fail, Pass or Distinction. Grading combinations and criteria are set out in the End-Point Assessment Plan and associated guidance documents.
Link to assessment plan	<a href="#">Telecoms field operative / Skills England</a>

## End-Point Assessment Objective

The End-Point Assessment (EPA) confirms that the apprentice has achieved competence to work independently as a Telecoms Field Operative, demonstrating the ability to install, maintain, and repair telecoms networks to industry standards while meeting customer requirements safely.

## Programme Structure

Throughout the programme, apprentices will develop practical skills and gain knowledge relevant to the telecoms sector while building a portfolio of evidence during their employment in a suitable role for at least 12 months (typically 15 months). Progress will be monitored regularly to ensure readiness for the EPA.

## Available Support

Sample assessment materials for the practical demonstration, professional discussion, and knowledge test are available to approved training providers to support learner preparation and ensure consistency in delivery.

## KSB Mapping

Assessment method: Practical Demonstration
Skills
S2 Identify the structure and composition of telecom network cables.
S6 Select and use the appropriate equipment on a telecom network.
S7 Install and test components of the telecom network.
S8 Fault-find and problem-solve on the telecom network.
S10 Use personal protective equipment in a safe and appropriate manner.

Assessment method: Professional Discussion
Knowledge
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.
K8 Risk assessments, method statements and their application to the role.
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.
Skills
S1 Carry out a risk assessment before starting work activities. Follow method statements.
S3 Work from and interpret telecom network plans to identify plant or location.
S4 Work on and in various connection points in the telecoms network.
S5 Work in a safe manner and follow correct procedures when entering and working in the telecoms network in various environments, including overhead and underground.

S9 Maintaining safety standards whilst working towards the task objectives.
S11 Use a variety of communication methods to interact with third parties to give/receive information accurately, in a timely manner in order to deliver the best possible experience.
S12 Identify and take appropriate actions when working around other utilities services.
S13 Working as an individual or as a member of a team to achieve defined goals.
<b>Behaviours</b>
B1 Deliver a polite, courteous professional service to all customers and members of the public whilst safeguarding customer welfare and recognising vulnerability.
B2 Prioritise the safety of self and others.
B3 Self-motivated and able to work alone or as part of a team.
B4 Be organised and apply effective time management to meet deadlines.

<b>Assessment method: Knowledge Test</b>
<b>Knowledge</b>
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.)
K7 The safety at street and road works code of practice.
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.
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

