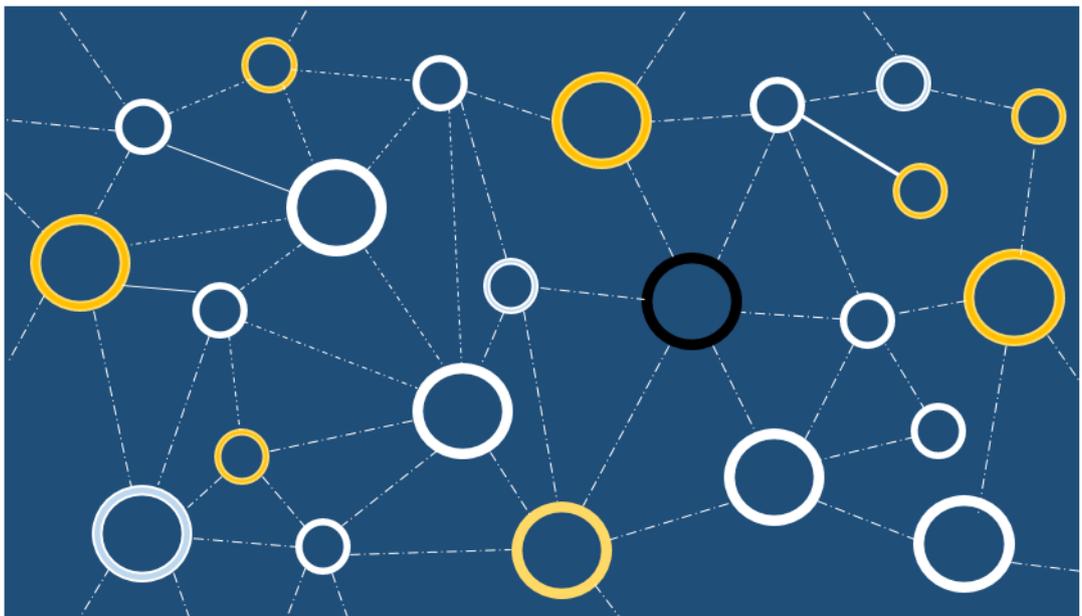




Australian Digital  
& Telecommunications  
Industry Association Inc.

**ADTIA RESOURCE**



# TELECOMMUNICATIONS AND TRAINING GLOSSARY

**JANUARY 2018**

VERSION 1

A glossary is a simple collection of words or acronyms. The collection usually includes a short explanation of the term or an example of how the term can be used. In this guide we will look at using glossaries from the simplest list to some more complex examples.

Contents

<b>Telecommunications and Training Glossary .....</b>	<b>3</b>
<b>Telecommunications Acronyms .....</b>	<b>14</b>
<b>Other Glossaries, Dictionaries and Guides.....</b>	<b>17</b>

# Telecommunications and Training Glossary

This Telecommunications and Training Glossary can be downloaded at:

<http://www.adtia.org.au>

<http://www.titab.com.au/faqs/glossary>

The Telecommunications Industry Association (TIA) provides an open access online glossary at: [www.titab.com.au](http://www.titab.com.au)

<http://www.tiaonline.org/resources/telecom-glossary> This glossary is far more comprehensive than any glossary that could be provided in this report. We have reproduced an edited version of it here, which is not intended to be prescriptive.

The NBN Co provides a very comprehensive online glossary at:

<https://www.nbnco.com.au/content/dam/nbnco/documents/glossary.pdf>

**Access and Equity:** Policies and approaches aimed at ensuring vocational education and training is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

**Analog:** Is a type of signal which works by transmitting sounds and pictures as a continuous wave. Analog technology is out of date and is being replaced worldwide by digital.

**Accreditation:** The formal recognition of a course by the state or territory course accrediting body

**Apprenticeship:** A system of training regulated by law or custom which combines on-the-job training and work experience while in paid employment with formal off-the-job training. The apprentice enters into a contract of training or training agreement with an employer,

which imposes mutual obligations on both parties. Traditionally, apprenticeships were in trade occupations (declared vocations) and were of four years' duration.

**Assessment:** The process of collecting evidence and making judgements about whether a person has the required knowledge and has achieved an appropriate level of competency in order to confirm the person can perform to the standard expected in the workplace, as specified by the relevant industry or enterprise competency standards provided in a Training Package or by the learning outcomes of an accredited course.

**Assessment Guidelines:** The endorsed component of a Training Package that underpins assessment and sets out the industry approach to valid, reliable, flexible and fair assessment.

**Assessment Materials:** Optional component of Training Packages that complement endorsed industry assessment guidelines and could take the form of assessment exemplars or specific assessment tasks and instructions.

**Assessment Tools:** The instrument(s) and procedures used to gather and interpret evidence of competence:

- a) Instrument – the specific questions or activity used to assess competence by the assessment method selected. An assessment instrument may be supported by a profile of acceptable performance and the decision-making rules or guidelines to be used by assessors.
- b) Procedures – the information or instructions given to the candidate and the assessor about the way the assessment is to be conducted and recorded.

**Assessor:** A person qualified to carry out assessments.

**Australian Communications and Media Authority (ACMA):** The Australian Communications and Media Authority is the independent statutory authority tasked with ensuring most elements of Australia's

media and communications legislation, related regulations, and numerous derived standards and codes of practice operate effectively and efficiently, and in the public interest.

The ACMA is also a 'converged' regulator, created to bring together the threads of the evolving communications universe, specifically in the Australian context the convergence of the four 'worlds' of telecommunications, broadcasting, radiocommunications and the internet. The ACMA was formed on 1 July 2005 by a merger of the responsibilities of the Australian Broadcasting Authority and the Australian Communications Authority. It was created, at least in part, to respond to the observed and anticipated changes brought about by this convergence and is one of only a handful of converged communications regulators in the world.

**Australian Digital and Telecommunications Industry Association (ADTIA):** The ADTIA was established as an industry association to promote best practice within the digital television sector by way of training and quality assurance.

**Australian Industry Group (AIG):** An independent body created by the merger of the Metal Trades Industry Association of Australia and the Australian Chamber of Manufactures, representing about 11,500 companies.

**Australian Qualifications Framework (AQF):** The policy framework that defines all qualifications recognised nationally in post-compulsory education and training in Australia. The AQF comprises titles and guidelines that define each qualification, as well as the principles and protocols covering cross-sectoral qualification linkages and the issuing of qualifications and statements of attainment.

**Australian Quality Training Framework (AQTF):** The nationally agreed quality arrangements for the VET system agreed to by the National Quality Council and approved by all the states and territories at the Ministerial Council for Vocational and Technical Education. The AQTF (2007) comprises:

- a) Essential Standards for Registration.
- b) Criteria for recognition of excellence.

**Australian Skills Quality Authority (ASQA):** National regulator for Australia's VET sector

**Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS):** The agreed national data standard for the collection, analysis and reporting of vocational education and training information in Australia.

**Communications Advisory Group (CAG):** Made up of industry representatives, including the regulator, that meet to discuss issues of common concerns such as technical standards for Australia.

**CITT: Industry:** Delivers strategic analysis and advice for the Information Technology and Telecommunications sectors. This includes technical and call centre training, and analysis and commentary on industry skills matters. CITT also promote Training Packages, Apprenticeships and Traineeships within these sectors.

**Cadetship:** An employment arrangement in which an employer undertakes to subsidise an employee's formal training leading to industry qualifications.

**Communications Alliance:** Industry body responsible for developing standards, codes of practice and service specifications.

**Competency:** (also competence): The ability to perform tasks and duties to the standard expected in employment.

**Competency-based Assessment (CBA):** The gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.

**Competency-based Training (CBT):** Training which develops the skills, knowledge and attitudes required to achieve competency standards.

**Competency Standard:** An industry-determined specification of performance, which sets out the skills, knowledge and attitudes, required to operate effectively in employment. Competency standards are made up of units of competency, which are themselves made up of elements of competency, together with performance criteria, a range of variables, and an evidence guide. Competency standards are an endorsed component of a training package.

**Contextualisation:** The addition of industry or enterprise specific information to a unit of competency to improve the standards relevance to industry.

**Credit Transfer (CT):** A process that assesses how the formal learning program; learning outcomes and assessments of an initial course (i.e. the "course" and the knowledge and skills gained by completing it) relate to the learning requirements of another course.

**Customisation:** Tailoring to individual requirements, (in vocational education and training) the process of tailoring a program to meet the specific needs of clients. Customised qualifications can be created by Registered Training Organisations, through combining competency standards to create a new qualification outcome.

**Department of Communications and the Arts (DCA):** Provides advice about the communications industry—television, radio, Internet, phone, post, and the changes in digital technologies. DCA undertakes analysis, provides advice and develops and delivers programmes so Australians can enjoy the benefits of modern communications.

**Digital Switchover:** Is the point at which the analog signal was switched off in a region and replaced by digital signals only.

**E-Telit:** Email newsletter sent by TITAB

**Evidence Guide:** The part of a competency standard which provides a guide to the interpretation and assessment of the unit of

competency, including the aspects which need to be emphasised in assessment, relationships to other units, and the required evidence of competency.

**Fee-For-Service Training:** Training for which most or all of the cost is borne by the student or a person or organisation on behalf of the student.

**FTTH:** Fibre-to-the-Home

**FTTN:** Fibre-to-the-Node

**FTTP:** Fibre-to-the-Premises (both home and business)

**FTTC:** Fibre-to-the-Curb (both home and business)

**Flexible Delivery:** A range of approaches to providing education and training, giving learners greater choice of when, where and how they learn. Flexible delivery may involve distance education, mixed-mode delivery, online education, self-paced learning, self-directed learning, etc.

**Full High Definition (FHD):** Is an enhancement of digital TV which refers to the highest quality pictures available. It is sometimes shown as 1080i or 1080p, which refers to screen resolution.

**Group Training Company (GTC):** A company which employs apprentices and trainees, and places them with one or more host employers who are usually small to medium-sized businesses. The host employers provide on-the-job training and experience, while the group training company organises off-the-job training, and handles recruitment, rotation and payroll.

**High Definition (HD):** Is an enhancement of Digital TV which refers to the quality of picture. High Definition is sometimes shown as 720p, which refers to screen resolution.

**HFC (Hybrid Fibre Coaxial):** is a network technology developed by the cable TV industry that allows two-way, high-speed broadband content (video, voice and data) to be delivered to the home using a combination of fibre and coaxial cable.

**HTML:** Hypertext Mark-Up Language

**HTTP:** Hyper Text Transfer Protocol

**Integrated Digital Television (iDTV):** Is a television with an in-built digital tuner for receiving free to air digital television transmissions.

**National Broadband Network (NBN):** The nbn™ broadband access network is one of the most advanced technology projects in Australian history. Will deliver superfast broadband to Australian homes and workplaces and enhance broadband services for remote areas and Indigenous communities.

**National Centre for Vocational Education Research (NCVER):** A national research, evaluation and information organisation for the vocational education and training (VET) sector in Australia, jointly owned by the Australian Government, state and territory ministers responsible for vocational education and training.

**Recognition of Current Competencies (RCC):** Applies if a person has previously successfully completed the requirements for a unit of competency or module and is now required (for example, by a licensing authority) to be reassessed to ensure that the competence is being maintained. In this case no extra skills or competencies are nationally recognised. An unsuccessful recognition of current competency assessment does not invalidate the previous competent assessment outcome.

**Recognition of Prior Learning (RPL):** An assessment process that assesses a person's non-formal and informal learning (regardless of how, when or where the learning occurred) to determine the extent to which the person has already achieved the required learning outcomes or competency standards of an AQF qualification. RPL may be used by a person to obtain entry to a qualification, or full or partial completion of a qualification. The decision to recognise prior learning must be made by a suitably qualified assessor who determines:

- a) the appropriate evidence required to support a claim for RPL, and
- b) the extent to which the person's informal and non-formal learning is equivalent to the learning outcomes and performance criteria of the qualification into which the person is seeking entry or for which they are seeking credit.

**Registered Training Organisation (RTO):** A training organisation registered by a State or Territory registering body in accordance with the Essential Standards for Registration and Conditions of Registration; within a defined scope of registration. Includes TAFE colleges and institutes; adult and community education providers; private providers; community organisations, schools; higher education institutions; commercial and enterprise training providers; industry bodies and other organisations meeting the registration requirements.

**Scope of Registration:** The particular services and products an RTO is registered to provide. The RTO's scope defines the specific AQF qualifications, units of competency and accredited courses it is registered to provide and whether it is registered to provide:

- a) both training delivery and assessment services, and to issue the relevant AQF qualifications and statements of attainment, or
- b) only assessment services, and to issue AQF qualifications and statements of attainment.

**Set top box (STB):** Is a device which allows an analog TV to receive and show digital content.

**Standards Australia (SA):** Is charged by the Commonwealth Government to meet Australia's need for contemporary, internationally aligned Standards and related services.

**Standards for NVR Registered Training Organisations 2011:** The standards that guide RTO's into a nationally consistent, high-quality training and assessment service in the VET system

**Statement of Attainment (SOA):** Formal certification in the VET sector by an RTO that a person has achieved:

- a) part of an AQF qualification, or
- b) one or more units of competency from a nationally endorsed Training Package, or
- c) all the units of competency or modules comprising an accredited short course (i.e. an accredited course that does not meet the requirements for a full AQF qualification).

**State Training Authority (STA):** Also called state/territory training authority the body in each state or territory responsible for the operation of the vocational education and training system within that jurisdiction. Each state or territory training authority participates in the formulation of national policy, planning and objectives, and promotes and implements the agreed policies and priorities within the state or territory.

**TELIT:** Hardcopy newsletter produced by TITAB twice a year.

**Telecommunications Cabling Advice (TCA1) form:** Cablers must complete this form at the completion of each cabling task.

**Telecommunications Cabling Advice (TCA2) form:** This form enables cablers to alert the customer of any non-compliant cable installations outside of the contracted scope of work

**TITAB:** ACMA accredited registrar, set up to provide the telecommunications industry with its own non-profit registry service.

**Training.gov:** Training.gov.au is the National Register on Vocational Education and Training (VET) in Australia. Training.gov.au is the authoritative source of:

1. Nationally Recognised Training (NRT) which consists of:

- Training Packages
- Qualifications
- Units of competency
- Accredited courses
- Skill sets

2. Registered Training Organisations (RTOs) who have the approved scope to deliver Nationally Recognised Training, as required by national and jurisdictional legislation within Australia.

**Trainee:** A person receiving training or undertaking a traineeship. See also Australian Apprenticeships

**Traineeship:** A system of vocational training combining off-the-job training at an approved training provider with on-the-job training and practical work experience. Traineeships generally take one to two years and are now a part of the Australian Apprenticeships system.

**VET in Schools:** Allows school students to combine vocational studies with their general education curriculum. Students participating in VET in Schools continue to work towards their secondary school certificate. The VET component of their studies gives them credit towards a nationally recognised VET qualification. In this way, participants can keep their options open to pursue further full-time or part-time vocational training or to move into tertiary studies after school.

**VET Quality Framework:** Is a set of standards and conditions that ASQA uses to assess whether an RTO meets the requirements for registration. The Standards for NVR Registered Training Organisations 2011 are just 1 of 5 components that make up the VET Quality Framework.

**VoIP:** Voice over Internet Protocol

**Vocational Education and Training (VET):** Post-compulsory education and training, excluding degree and higher level programs delivered by higher education institutions, which provides people with occupational or work-related knowledge and skills. VET also includes programs, which provide the basis for subsequent vocational programs.

## Telecommunications Acronyms

Workers in the telecommunications sector are prone to use a lot of 'TLA's or three letter acronyms. Here is a list of commonly used acronyms in use. A glossary can take a number of forms, the simplest being a list of acronyms.

**ACMA** – Australian Communications and Media Authority

**ATA** – Analogue Terminal Adapter

**AIS** – Alarm Indication Signal

**CBL** – Control Blocked

**CLI** – Caller Line Identity

**CND** – Calling Number Display

**CPE** – Customer Premise Equipment

**CSG** – Customer Service Guarantee

**CT** – Communications Technician (Telstra Tech)

**DID** – Direct Inward Dial

**DLU** – Digital Line Unit

**DSL** – Digital Subscriber Line

**EBD** – Exchange Based Diversion

**ECF** – Enhanced Callhandling Feature

**ETR** – Estimated Time of Resolution

**F2M** – Fixed to Mobile

**FNN** – Full National Number

**FR** – Frame Relay

**GDN** – Group Directory Number

**GMT** – Greenwich Mean Time

**GDP** – Gross Domestic Product

**HFC** – Hybrid Fiber Co-axial

**ICT** – Information and Communications Technology

**IP** – Internet Protocol

**IDF** – Intermediate Distribution Frame

**INMS** – Industry Number Management Services

**IP** – Internet Protocol

**ISDN** – Integrated Services Digital Network

**ISP** – Internet Service Provider

**IPND** – Integrated Public Number Directory

**ITFS** – International Toll Free Service

**IVR** – Interactive Voice Response/Recording  
**LAN** – Local Area Network  
**LCR** – Least Cost Routing  
**LHG** – Line Hunt Group  
**LMDS** – Local Multipoint Distribution System  
**LNP** – Local Number Portability  
**LOS** – Loss of Signal (or line of sight, with regard to wireless links)  
**MDF** – Main Distribution Frame  
**NBP** – Network Boundary Point  
**NOC** – Network Operations Centre  
**NT1** – Network Terminating Unit  
**NTD** – Network Terminating Device  
**NTU** – Network Terminating Unit  
**OATS** – Telstra's diagnostic test, aka RVOP  
**P2P** – Peer to Peer  
**PABX** – Private Automatic Branch Exchange  
**PGS** – Pair Gain Systems  
**POI** – Point of Interconnect  
**POP** – Point Of Presence  
**POTS** – Plain Old Telephone System  
**PRA** – Primary Rate Access  
**PRI** – Primary Rate Interface  
**PSTN** – Public Switched Telephone Network  
**PVC** – Permanent Virtual Circuit  
**QOS** – Quality of Service  
**RIM** – Remote Integrated Multiplexer  
**RVA** – Recorded Voice Announcement  
**RVOP** – Telstra's diagnostic test, also called OATS  
**SDH** – Synchronous Digital Hierarchy  
**SHDSL** – Symmetrical Hierarchy Digital Subscriber Line  
**SLA** – Service Level Agreement  
**RF – Radio Frequency**  
**ULL** – Unconditioned or Unbundled Local Loop  
**TDR** – Time Domain Reflectometer  
**TIO** – Telecommunications Industry Ombudsman  
**USO** – Universal Service Obligation  
**UTC** – Universal Time Co-ordinated  
**VLAN** – Virtual Local Area Network

**VMM** – Voice Mail Message

**VOIP** – Voice Over Internet Protocol

**VPN** – Virtual Private Network

**WAN** – Wide Area Network

## Other Glossaries, Dictionaries and Guides

As we noted earlier, there are a number of glossaries that apply to telecommunications and that are available on the internet. Here are some samples from a range of websites.

### 1. Telaarustralia

A screenshot of the Telaarustralia website's glossary page. The browser address bar shows 'http://telaarustralia.com.au/glossary/'. The website header includes the Telaarustralia logo, the phone number '1300 783 528', and a 'MY ACCOUNT' link. A navigation menu contains 'HOME', 'VOICE', 'DATA', 'PHONE SYSTEMS', 'BLOG', and 'CONTACT US'. The main heading is 'GLOSSARY' in large white letters on a green background. Below this is the title 'TELECOMMUNICATIONS GLOSSARY & ACRONYMS'. The first entry is '1 Second (or Per Second) Billing Increments', followed by a paragraph explaining that call costs are calculated using the number of seconds multiplied by the billing rate, and that per-second billing plans typically save 5-15% compared to 30-second plans. The second entry is '30 Second Billing Increments'.

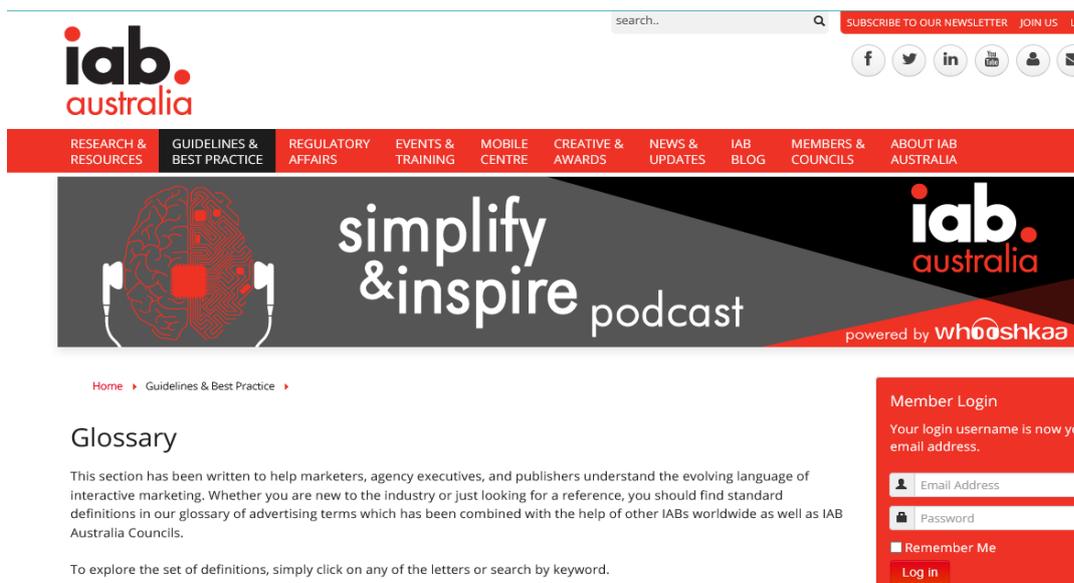
Here are three glossaries that are readily on the internet - simply search using Google.

The web address is:

<http://telaarustralia.com.au/glossary/>

On this site there is the equivalent of 43 pages of content. Best to leave it where it is and use it when needed.

2. iab. Australia



This glossary is supplied with a simple search engine to make searching quicker and easier.

3. This is the Telstra website The designers have been given more scope to innovate with this website.

## Choosing and using glossaries.

The key to the use of glossaries is to know the glossaries you have and then work out which glossary is most relevant to the situation.

