

UNIT TITLE: OPERATE A PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX) SWITCHBOARD		NOMINAL HOURS: 25
UNIT NUMBER: D1.HFO.CL2.08		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to operate a Private Automatic Branch Exchange (PABX) switchboard and addresses basic programming requirements		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Define the PABX system and features</p> <p>1.1 <i>Name the PABX system in use</i></p> <p>1.2 <i>Describe the devices connected to the system</i></p> <p>1.3 <i>Identify the functions of the system keys and lights</i></p> <p>1.4 <i>Identify the command structure for the system</i></p> <p>Element 2: Demonstrate operational features of the system</p> <p>2.1 <i>Write text</i></p> <p>2.2 <i>Create a password</i></p> <p>2.3 <i>Handle directory numbers</i></p> <p>2.4 <i>Handle category lists</i></p> <p>2.5 <i>Allocate programmable keys and numbers</i></p> <p>2.6 <i>Allocate functions to programmable keys</i></p> <p>2.7 <i>Record telephone conversation</i></p> <p>2.8 <i>Program call forwarding functions</i></p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to all industry sectors that use, or plan to introduce, a PABX switchboard into their organisation within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Front Office</p> <p>Note: there are many manufacturers of PABX switchboards and many variations in terms of models, sizes and available functions and facilities. The operation of each system is potentially different and unique to each system requiring reference to the manufacturer's instructions, such as operator's manual, user manual and system administrator's manual in all instances.</p> <p><i>Name the PABX system</i> may include:</p> <ul style="list-style-type: none"> • Identifying the manufacturer • Identifying the type, model and capacity of the system • Obtaining a copy of the manufacturer's instructions. <p><i>Devices connected to the system</i> may include:</p> <ul style="list-style-type: none"> • Telephone handsets, including variations in use, as applicable, for reception/operator, offices, guest rooms and departments • Accessories, where fitted, including tape recorder, extra bell, busy indicator outside door, Universal Serial Bus (USB) connector, extra handset, Personal Computer (PC) card, headset and conference unit. 	

2.9 Store commonly called numbers

2.10 Demonstrate call metering functions

2.11 Demonstrate internal message functions

2.12 Demonstrate mailbox system functions

2.13 Set date and time

2.14 Demonstrate use of special system features

Element 3: Process telephone calls

3.1 Demonstrate placing an out-going call

3.2 Demonstrate receiving an in-coming call

System keys and lights may include:

- Keys, including clear, headset, loudspeaker, mute, programmable function keys, volume, alpha-numeric keys, star, hash
- Lights, including busy, call waiting, message, hold, incoming call, active.

Command structure will vary between models/systems and refers to types of commands which may relate to:

- Extensions, trunks, system facilities, trunk answering position, trunk link signal, operating, maintenance, hotel and paging, extension parameters, programmable keys, mailboxes, number analysis, internal and external numbers, facility access, loudspeaker paging, group-related data, common data, voice answer, operator functions, message and information data, voice announcement recording, password definition, authority levels, control of directory numbers, show number plan, date and time, administration data, reminder, pager receiver, call metering, message group parameters and guest extension
- Hotel, including room status change, room-to-room bar, room-to-room open, hotel answering position, wake up options and guest instrument keys.

Write text may relate to:

- Following manufacturer's instructions
- Confirming a system value, including entering yes/no to available system options
- Adding names to extensions
- Creating and changing passwords.

Create a password may relate to:

- Following manufacturer's instructions
- Generating a password to move from the system default setting(s)
- Altering passwords in accordance with internal security requirements
- Reading out cost counters for nominated directory numbers.

Handle directory numbers may relate to:

- Following manufacturer's instructions
- Assigning numbers to extensions and external lines
- Assigning a facility group number
- Assigning names
- Storing directory numbers
- Assigning numbers to trunks
- Reading directory numbers
- Listing directory numbers
- Changing positions of extension numbers.

Handle category lists may relate to:

- Following manufacturer's instructions
- Grouping similar user types, such as departments and classifications of staff
- Allocating prescribed functions and facilities
- Allocating extensions and trunks.

Allocate programmable keys and numbers may relate to:

- Following manufacturer's instructions
- Re-allocating the number of programmable keys following installation of a new telephone or key panel
- Assigning individual abbreviated numbers
- Using allocation tables for number of programmable keys and individual abbreviated numbers.

Allocate functions to programmable keys may relate to:

- Following manufacturer's instructions
- Name selection function

- External line function
- Supervisor function
- Loudspeaker paging function
- Immediate answer function
- Enter key function
- Account number function
- Number secrecy function
- Caller identification function.

Record telephone conversation may include:

- Following manufacturer's instructions
- Complying with relevant host country legislation
- Initiating the recording function
- Seeking permission to record the call
- Playing back the conversation for later reference
- Erasing the recorded call.

Program call forwarding functions may relate to:

- Following manufacturer's instructions
- Active call diversion
- Diversion for no reply to internal and/or external calls
- Diversion when line busy
- Programming relevant call forwarding address
- Enabling by-pass of call forwarding function.

Store commonly called numbers may include:

- Following manufacturer's instructions
- Identifying required numbers

- Determining category lists for commonly called numbers
- Allocating storage locations
- Entering and confirming correct storage and access
- Allocating categories for extensions.

Demonstrate call metering functions may relate to:

- Following manufacturer's instructions
- Own cost counters
- Other cost counters
- Reading, printing and re-setting cost counters
- Programming required currency identifiers.

Demonstrate internal message functions may include:

- Following manufacturer's instructions
- Controlling callback message
- Making and retrieving voice messages
- Sending text messages
- Controlling internal message functions such as:
 - send messages for others
 - send voice messages
 - send text messages
 - send 'call me' messages
- Applying command group functions
- Applying password protocols for retrieving messages.

Demonstrate mailbox system functions may include:

- Following manufacturer's instructions
- Recording mailbox messages and greetings

- Changing mailbox messages and greetings
- Accessing mailboxes
- Controlling extension access to mailboxes
- Facilitating common mailbox use.

Date and time may include:

- Following manufacturer's instructions
- Date, including year, month and day format
- Day of the week
- Time of day, including hour, minute and second
- 12-hour or 24-hour clock format.

Special system features may include:

- Following manufacturer's instructions
- Call back
- Break-in to call
- Camp-on call
- Reminders, including ringing time, pause time and reminder attempts
- Conference call.

Demonstrate placing an out-going call may include:

- Following manufacturer's instructions
- Placing an external call personally
- Placing an internal call personally to an extension
- Placing an external call on behalf of a third party
- Placing an internal call on behalf of a third party
- Transferring calls
- Placing a call using stored numbers

- Placing a call using the alpha-numeric keys
- Recording an out-going call
- Adhering to host enterprise telephone procedures.

Demonstrate receiving an in-coming call may include:

- Following manufacturer's instructions
- Answering a call from an external caller
- Answering a call from an internal caller
- Using the system to differentiate between internal and external calls
- Placing calls on hold
- Transferring calls
- Adhering to host enterprise telephone procedures
- Recording an in-coming call.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- The enterprise's policies and procedures in regard to the operation of the telephone system, including legal and privacy issues
- Principles of telephone communication and techniques
- Knowledge of the features and facilities available as relevant to the system in use
- Knowledge of the legal requirements that apply to the recording and playing of telephone messages, as prescribed by the host country
- Knowledge of authorisation levels for use of the functions that are available.

Linkages To Other Units

- Communicate on the telephone
- Work effectively with colleagues and customers
- Maintain quality customer/guest service
- Work cooperatively in a general administration environment

- Use common business tools and technology
- Receive and place in-coming phone calls
- Facilitate out-going phone calls
- Provide international (IDD) service information.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of host enterprise policies and procedures in regard to the operation of the telephone system, including legal and privacy issues
- Demonstrated ability to effectively and efficiently operate a nominated PABX system to undertake designated tasks, where provided for by the system, which must include:
 - Placing at least three out-going calls to an external number using stored number function
 - Placing at least three out-going calls to an internal number/extension using stored number function
 - Receiving at least three in-coming calls from external numbers
 - Receiving at least three in-coming calls from internal numbers
 - Transferring at least three calls to nominated extensions
 - Placing at least three calls on hold and successfully restoring connection
 - Recording a voice message on a reorder/mailbox
 - Setting the date and time
 - Adding at least three given numbers to the number storage function of the system
 - Altering at least one password
 - Using a headset to process at least three calls
 - Undertaking at least five other nominated functions.

Context of Assessment

This unit may be assessed on or off the job:

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility.

Resource Implications

Training and assessment to include access to a real or simulated workplace and PABX switchboard system; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Case studies
- Observation of practical candidate performance
- Oral and written questions
- Role plays
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	1	Capture details for entry onto the PABX system
Communicating ideas and information	1	Advise callers regarding calls

	Planning and organising activities	1	Identify the sequence for answering and processing calls during busy periods
	Working with others and in teams	1	Liaise with other staff in relation to functions and facilities available through the system
	Using mathematical ideas and techniques	1	Determine cost of calls through cost counters
	Solving problems	1	Locate required person while placing call on hold
	Using technology	1	Use the PABX system at the workplace