

DRAFT

for RCWS, ADTIA & ICAA

INDUSTRY CODE

for

TELECOMMUNICATIONS AND DATA CABLING BUSINESSES

Registered by the ACMA on XX XXXXX 2016

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1. SCOPE AND OBJECTIVES

1.1 Scope

1.1.1 This Code applies to:

Telecommunications and Data Cabling Businesses (Cabling Service Operators) that for reward supply cabling services that include

- the installation of customer cabling for connection to a telecommunications network or to a facility; or
- the connection of customer cabling to a telecommunications network or to a facility; or
- the maintenance of customer cabling connected to a telecommunications network or to a facility;

that is used to supply a Telecommunications carriage service.

1.1.2 This Code does not apply to persons who are individual cablers, to whom obligations apply under the ACMA Cabling Provider Rules 2014.

1.1.3 This Code applies only to telecommunications services that fall within section 109(1) of the Act and excludes activities performed on the carrier side of the declared / agreed network boundary.

1.2 Objectives

The objectives of this Code are to:

- (1) Guide telecommunications and data cabling businesses in the delivery of fit-for-purpose cabling installations and quality maintenance practices by:
 - (a) promoting client safety and network integrity; and
 - (b) assuring Telecommunications customer cabling work is consistent with industry standards;
- (2) improve the level of compliance in the industry with cabling regulation as administered by the ACMA (Australian Communications & Media Authority);
- (3) extend the self-regulatory process to Cabling Service Operators engaged in cabling work;
- (4) increase public awareness of the essential aspects of the ACMA Cabling Provider Rules consistent with accepted industry guidelines;
- (5) encourage Businesses to improve customer/client services by introduction of Quality Assurance systems and processes; and
- (6) provide signatories with a promotional tool for public display to consumers indicating compliance to a code where national standards are applied to ensure enhanced customer service commitment for customers.

NOTE: For the purposes of section 117 (1) (a) of the Act, the section of the telecommunications industry covered by this Code is set out in the Telecommunications (Section of the Telecommunications Industry) Determination 2003 (No. 1) (the Determination).

2. DEFINITIONS AND ABBREVIATIONS

For the purposes of this industry code, the following definitions and abbreviations apply:

Abbreviations:

ACMA means the Australian Communications and Media Authority

Act means the *Telecommunications Act 1997*

ADTIA means the Australian Digital Telecommunications Industry Association

CCIC means the Cabling Code Industry Committee administered by ADTIA

CPRs means the *Telecommunications Cabling Provider Rules 2014* or such other rules as may from time to time be made by the ACMA pursuant to subsection 421 (1) of the Act.

ISO means the International Organisation for Standardization.

RTO means a Registered Training Organisation.

TCA1 form means the Compliance Form - *Telecommunications Customer Cabling* (TCA1 form).

TCA2 form means the *Telecommunications Cabling Advice* (TCA2 form).

Note: The TCA2 form is an optional addition to the TCA1 Compliance Form - *Telecommunications Customer Cabling*. It may be used by registered cablers to alert the customer or building manager of any non-compliant cable installations that are outside the contracted scope of work.

Definitions:

Cabler means an individual who performs or directly supervises customer cabling work on the customer side of the network boundary and holds a Cabler registration with associated specialist competencies.

Continuing Professional Development (CPD) Programs refers to a practical demonstration of an enterprise (Cabling Service Operator) commitment to the continuing professional development of its workforce. Options include:

- participation in structured training programs;
- training across a range of disciplines relevant to the business; commercial, technical or management training; or
- relevant industry educational events

For technical streams, training can be provided by a Registered Training Organisation, Vendor Accreditation Program, professional or industry association, or specialist Education Provider.

Cabling Code Industry Committee (CCIC) means the group of cabling industry representatives established to develop this Code under ADTIA.

Cabling Service Operator is defined by the Telecommunications (Section of the Telecommunications Industry) Determination 2003 (No. 1) and includes businesses that arrange for the installation, connection or maintenance of customer cabling.

Cabling Work has the meaning given in section 418 of the Act.

Code Signatory means a cabling business (Cabling Service Operator) that has become a code signatory to this Code.

Complainant means a person that makes a complaint about a Cabling Service Operator in relation to compliance with any Regulatory/Statutory obligations in Part 4 of this Code.

Complaint means a written grievance or expression of dissatisfaction about a Cabling Service Operator in relation to compliance with any Regulatory/Statutory obligations in Part 4 of this Code.

Customer Cabling has the meaning given by section 20 of the Act.

Direct Supervision means that any unregistered or unlicensed Cablers undertaking cabling work must be directly supervised by a Cabler registered in accordance with the ACMA Cabling Provider Rules.

Industry Body means an organisation which offers the range of specialist skills and services relevant to the good management and efficient conduct of Cabling Service Operator member businesses. For example, business management, project management, legal, human resource management, engineering and marketing services. Organisations with access to these services 'in-house' are deemed to meet this definition.

ISO 9001:2008 is an international standard that specifies requirements for a quality management system for any organisation that needs to demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements and aims to enhance customer satisfaction. The standard is used for certification/registration and contractual purposes by organisations seeking recognition of their quality management system.

Registration means cablers' qualifications have been accepted by ACMA-accredited cabling Registrars under the Telecommunications Cabling Provider Rules 2014 or such other rules as exist from time to time for CPR registration on a publicly accessible listing.

Specialist Education Provider means a recognised organisation which aims at providing specialised telecommunications education and resource services to a cabling enterprise (Cabling Service Operator).

Vendor means a business that manufactures, imports or supplies customer equipment or customer cabling.

Vendor Accreditation Program means an industry recognised means of achieving appropriate skills through Vendor accreditation. This training can be underpinned by on-site vendor audits, which may be considered a demonstration of commitment to workforce development and be highly regarded as a demonstration of compliance.

Wiring Rules means the Australian Standard - Installation Requirements for Customer Cabling (Wiring Rules) (AS/CA S009:2013) or its replacement.

3. APPLICATION OF THE CODE

NOTE: Regulatory/Statutory Obligations apply to Code signatories as well as non-signatories.

3.1 Code Signatory obligations

3.1.1 - Code Signatory to Regulatory/Statutory Obligations

- (i) Telecommunications and Data Cabling Businesses (Cabling Service Operators) code signatories will still be subject to any ACMA inspection program or additional compliance assessment processes and programs.
- (ii) Cabling Service Operators that wish to become a Code Signatory will be required to submit a self-assessment to the CCIC.
- (iii) All Cabling Service Operators, whether or not a Code Signatory, are required to comply with the Code Rules under Part 4 of this Code.
- (iv) Cabling Service Operators who are signatories agree to comply with Regulatory/Statutory Obligations as outlined in Part 4 as well as to meet nominated requirements under Part 5 of this Code.
- (v) Three years after the granting of Code Signatory status, the Cabling Service Operator must provide to the CCIC the following information about ongoing compliance with the Code:
 - (a) the status of the Cabling Service Operator's compliance and whether or not there have been any changes to the elected voluntary elements from the previous year; and
 - (b) any other information which may be relevant to whether the Cabling Service Operator Code Signatory status has altered from the previous self-assessment.

3.2 Provision of information

The provision of misleading information to the ACMA or the CCIC may result in the Cabling Service Operator's Code signatory status being revoked by the CCIC and other action by ACMA.

4. ASSESSABLE CODE REQUIREMENTS

NOTE: Regulatory/Statutory Obligations apply to Code signatories as well as non-signatories.

4.1 Cabling Qualifications

4.1.1 Subject to clause 4.1.2, Cabling Service Operators must ensure each Cabler (both employee and sub-contractor) who performs Cabling Work for, or on behalf of the Cabling Service Operator, possesses a current cabling Registration. These details must be maintained by the Cabling Service Operator in a register and made available upon request to the ACMA.

4.1.2 An individual who is not a registered Cabler may perform Cabling Work only if the individual is under Direct Supervision by a registered Cabler at all times while performing Cabling Work. Details of the supervising Cabler must be maintained by the Cabling Service Operator in a register and made available on request to the ACMA.

4.2 Retention of cabling records

4.2.1 Cabling Service Operators must ensure that, at the completion of each cabling installation, the Cabler provides the client (customer or employer, whichever is appropriate) with a copy of a work sign-off form consistent with the model ACMA TCA1 form indicating compliance with relevant standards. The business invoice may incorporate the TCA1 form declaration.

4.2.2 Cabling Service Operators must ensure that they or the relevant Cabler keeps a copy of the TCA1 (or equivalent) work sign-off form for at least 12 months.

NOTE: Not all cabling work requires a TCA1 work sign-off form. Examples include:

- replacement of sockets, detectors or minor cabling equipment for maintenance purposes;
- running, transposing and removing jumpers on distribution frames;
- marking, replacing and upgrading cabling records; and
- testing and transmission measurement activities.

TCA2 Forms should be issued where legacy cabling is in place to inform customers of the condition of cabling that may not conform to safety and integrity of network.

4.2.3 In the handling of personal information, Code signatories must take into account their obligations under the Australian Privacy Principles as outlined in the Privacy Act 1988 (Cth). Further information on the National Privacy Principles can be obtained from the Office of the Australian Information Commissioner or at www.oaic.gov.au

4.3 Compliance with applicable cabling rules and standards

4.3.1 Cabling Service Operators must ensure that each Cabler performs Cabling Work that complies with the regulatory requirements, (Cabling Provider Rules), for installing and maintaining cabling product and customer equipment.

4.3.2 Cabling Service Operators must not direct, encourage, aid, abet or counsel Cablers to perform Cabling Work that does not comply with the CPRs.

4.4 Relationship with ACMA

Cabling Service Operators must provide assistance and reasonable co-operation to the ACMA and its inspectors, as well as auditors authorised by the ACMA.

5. CODE REQUIREMENTS AND QUALITY SYSTEMS

NOTE: To apply for Code status, an Enterprise (Cabling Service Operator) must have in place systems that ensure compliance with the Code as well as be able to demonstrate the existence of quality systems sufficient for the allocation of 100 points as set out in Table 1.

Cabling Service Operators may select any combination from the following criteria to accrue the required number points to become a Code Signatory.

5.1 Criteria 1 - Quality Systems

Cabling Service Operators must have in place documented systems to ensure that the installation and maintenance of telecommunications cabling is in accordance with all applicable requirements, product instructions, statutory conditions and best industry practices and workmanship. This may consist of the following:

5.1.1 Accreditation

Cabling Service Operators choosing this criteria must have satisfied the requirements of recognised third party certification for quality systems management. For example, AS/NZS ISO 9001:2008 Quality Management Systems or its replacement. Essential within the commercial and strata – high rise building industry.

or

5.1.2 (i) Documented quality systems

Cabling Service Operators choosing this criteria must have documented systems and controls established internally to ensure compliance with cabling regulatory requirements, procedures and compliance with acceptable industry standards based on observed practices and rules; and

5.1.2(ii) Internal Audit

Cabling Service Operators choosing this criteria shall conduct internal audits at planned intervals in respect to installed facilities to ensure that the quality management system is effectively implemented and maintained. Records of internal audit processes shall be maintained and easily retrieved.

5.2 Criteria 2 - Continuing Professional Development

5.2.1 The objective of this element is to establish the commitment of the Cabling Service Operator to the maintenance of skills in its workforce through a program of continuing professional development (PD) by participation in structured training programs. This can be demonstrated by a documented company policy and program identifying the employee participation, as well as Certificates issued by the training provider

Note: Mandatory CPR training does not contribute to Continuing PD. PD needs to be focused on quality assurance and records required for the various types of cabling infrastructure]

5.3 Criteria 3 - Cabling Work Documentation

5.3.1 The objective of this element is to demonstrate that the Cabling Service Operator has established information systems that are indicators of quality systems, and that the Cabling Service Operator has the information available to effectively monitor all aspects of the service delivery process and is open to internal audits.

5.3.2 Documentation will include a completed TCA1 form to be left with the client and other documentation including signed work reports, test reports, warranty certificates and work inspection reports.

5.4 Criteria 4 - Third Party References

5.4.1 In some instances, Cabling Service Operators may not have the infrastructure to create the documentation trail that is sufficient to be evidence of quality systems, yet they have other systems that ensure delivery of a quality outcome. Evidence provided by a suitable third party is acceptable for the purposes of the Code. A suitable third party could be, for example, an experienced consulting engineer or a qualified independent auditor and deemed an acceptable referee by the CCIC.

5.5 Criteria 5 - Industry Body Affiliation

5.5.1 The objective of this element is to ensure the Cabling Service Operator has access to the professional skills essential for operating and improving their business. Such skills and services include business management skills, legal, human resource management, engineering and marketing. Such industry associations may include, but not be limited to ADTIA, ASIAL, BICSI, Engineers Australia, FPAA, InfoComm and NECA, Organisations with access to 'in-house' services such as Telstra Corporation, Optus and NBNCo would also meet this requirement.

TABLE 1

CODE REQUIREMENTS— CRITERIA AND WEIGHTING

Criteria 1 - Quality Systems	Points
1.1 Accreditation; or	40
1.2.1 Documented Quality Systems; or	20
1.2.2 Internal Audit	20
Maximum points allowed from this section	40
Criteria 2 - Continuing Professional Development	
2.1 Training by an RTO; or	10
2.2 Vendor 1 Accreditation; or	10
Vendor 1 Audit; or	10
2.2 Vendor 2 Accreditation; or	10
Vendor 2 Audit; or	10
2.3 Specialist Education Provider Training; or	10
2.4 Subscription to either the Communications Cabling Manual and a recognised cabling trade publication.	10
Maximum points allowed from this section	40
Criteria 3 - Cabling Work Documentation	
3.1 Cabler work reports	10
3.2 Installation test reports	10
Maximum points allowed from this section	20
Criteria 4 - Third Party References	
4.1 Customer satisfaction	5
4.2 Technical competence	5
4.3 Contractual performance	5
Maximum points allowed from this section	10
Criteria 5 - Industry Body Affiliation	
	20
Total maximum possible	130
Minimum Points Required to achieve Code Signatory status	100

6. COMPLAINT HANDLING

6.1 A Complaint may be lodged in relation to the performance of any Cabling Service Operators related to any Regulatory/Statutory obligations in Part 4 of this Code, or conduct inconsistent with the requirements of the non-statutory elements of the Code. A Complaint may be lodged by any person or organisation.
Note:

- This code ensures safe working practices in a cabling environment.
- This code encourages any individual or organisation to lodge a complaint regarding Cabling being conducted by individuals or organisations not meeting the Cabling standards or Cabling being conducted without the individual having a valid Cabler Registration.

6.2 A Complaint may be made in relation to the performance of a Cabling Service Operator whether or not the Cabling Service Operator is a Code signatory.

6.3 Written Complaints relating to Cabling Service Operators that are Code signatories

6.3.1 Where a Complainant wishes to make a Complaint in relation to a Cabling Service Operator's compliance with this Code, the Complainant must first lodge the relevant Complaint with the Cabling Service Operator against whom their Complaint lies.

6.3.2 Within 5 working days of the receipt of the Complaint, the Cabling Service Operator shall contact the Complainant in writing or by telephone and advise the Complainant of the proposed resolution.

6.3.3 In contacting the Complainant, the Cabling Service Operator may advise the Complainant that additional time is required to propose a resolution to the Complaint. In such circumstances, the Cabling Service Operator must advise the Complainant that a resolution will be proposed within a certain time period.

6.3.4 If a resolution is proposed, the Cabling Service Operator must advise the Complainant of the time that the Cabling Service Operator believes is required to carry out the resolution.

6.3.5 The Cabling Service Operator must carry out the resolution within the time estimate given pursuant to clause 6.3.4.

6.3.6 If the Complainant is:

- not contacted within the time allowed by clause 6.3.1;
- dissatisfied with the resolution proposed in clause 6.3.2;
- dissatisfied with the additional time that the Cabling Service Operator claims is required under clause 6.3.3;
- dissatisfied with the estimate of time given under clause 6.3.4; or not satisfied that the Complaint has been resolved within the time estimated or to the satisfaction of the Complainant;

the Complainant may refer breaches of statutory requirements directly to ACMA and any complaints relating to other breaches referred to the CCIC.

6.3 Written Complaints relating to Cabling Service Operators that are not Code signatories

6.4.1 Where a Complainant wishes to make a Complaint in relation to the performance of a Cabling Service Operator that is not a Code signatory against any of the mandatory obligations in this Code under Part 4 of this Code, the Complainant should contact the ACMA in the first instance.

6.4 Compliance Monitoring

Upon registration of the Code by the ACMA, it will become possible for the ACMA to use its powers in relation to Industry Codes to warn or direct any Cabling Service Operator, whether a signatory or not, to comply with any Regulatory/Statutory obligations in Part 4 of this Code. The ACMA will monitor industry's performance against the Code and may require any Cabling Service Operator whose compliance appears to be inadequate to address any problems or difficulties.

7. CODE AND SIGNATORY REVIEW

- 7.1 Review of this Code will be conducted by the CCIC every three years.
- 7.2 However, a Code review can be instigated by the CCIC or the ACMA at any time.
- 7.3 Subject to the ACMA's powers pursuant to section 122A of the Act, failure to conduct a review of the Code will not affect the validity of the Code.
- 7.4 Signatory to the Code is valid for three years. Upon expiration, the Signatory will be required to renew through the CCIC.