Information & Communications Technology Authority

Public Consultation

On

Technician Certification Programme

Ref: CD 2006-1

Launch Date: 13 March 2006

1.0 INTRODUCTION

Section 74 of the ICTA Law (2004 Revision) provides that the ICT Authority may establish appropriate standards for the certification of ICT technicians.

In this public consultation document, the Authority seeks comments from all interested parties on an appropriate policy and programme for the certification of ICT technicians.

2.0 BACKGROUND

Prior to the liberalization of the telecommunications market in Cayman, the incumbent, Cable & Wireless, required that anyone who installed or maintained cabling or equipment directly connected to its network should be "licensed" by the company. Prior to "licensing", individuals had to show that they had undertaken appropriate training and that their work met the standards set by the company. Cable & Wireless also inspected work carried out by third parties to ensure that these standards were maintained. Although it was inappropriate for Cable & Wireless in isolation to continue this "licensing" scheme following liberalization, the Authority believes that there is a continuing need to provide a technician certification programme that is independent of any particular provider.

Accordingly, Authority proposes to establish a regime of training and certification, in collaboration with the University College of the Cayman Islands that meets international industry standards, and promotes the development of safe and reliable ICT networks and services in the Cayman Islands.

3.0 BENEFITS OF TECHNICIAN LICENSING SCHEME

The benefits of introducing an ICT Technician Licensing Scheme are:

a. To provide some assurance to the General Public that the personnel carrying out ICT Cabling design, installation, maintenance and termination are appropriately qualified.

b. To ensure that internal ICT cabling and equipment directly connected to public ICT networks meet national standards of safety and design.

c. To ensure that all ICT installations meet the requirements of a multi-vendor, competitive market.

d. To ensure that ICT technicians receive appropriate and up-to-date training.

e. To provide an incentive for local technicians to develop careers in the ICT sector.

4.0 OVERVIEW OF THE PROPOSAL

The Authority proposes that a Technician Licensing Board, consisting of five voluntary members, should be established. The Board should be responsible for establishing and maintaining standards and issuing licences to technicians who meet these standards. The Board would also appoint a number of Inspectors from suitable qualified technicians already employed within the sector. These Inspectors would be responsible for the regular review of work carried out by Licensed Technicians.

5.O THE TECHNICIAN LICENSING BOARD

It is proposed that the Technician Licensing Board should consist of:

a. A Chairperson and Secretary appointed by the ICT Authority
b. A Technical Member nominated by ICT telecommunications licensees
c. A Corporate Member nominated by, say, the Chamber of Commerce
d. A Training Member nominated by UCCI

6.O TECHNICIAN QUALIFICATIONS

Licensing levels for Technicians should be established based on levels of education, experience and ongoing quality of service.

Requirements for entry level technicians could include all of the following:

1. Attendance at a certification program with achievement of a pass grade at UCCI, or programs recognized as equivalent by the Board. It is currently envisaged that classes would be 28 -30 hours per semester, each culminating in an examination.
2. High school diploma or certificate of attendance, as recognized by the Board
3. Minimum six months appropriate work experience.
4. Pass grade in an examination on applicable Cayman laws, regulations and standards
5. Two inspected jobs with satisfactory results

It is currently envisaged that internationally certified technicians relocating to the Cayman Islands would be required to submit their internationally recognized certifications to the Technician Licensing Board for approval. They might also be

required to study and pass an examination on applicable Cayman laws, regulations and standards (i.e. Requirement 4 above)

It is proposed that Licences be issued for a period of one year. Renewal would require:

1. Satisfactory grade in all inspections during the previous year.
2. Completion of a refresher course at the local educational institution in the respective category, with a pass grade.

Three grades of licence are envisaged; Certified Cabling Technician, Certified ICT Technician, and Certified Master ICT Technician. A table summarising the suggested qualifications required for each grade is attached at Appendix 1.

7.0   INSPECTORS

The Authority is of the preliminary view that all Inspectors should be Certified Master ICT Technicians, and that each ICT Licensee that provides fixed telephony services to business or residential properties should be required to nominate a minimum of one Inspector (who may be a member of its own staff, or contracted).

8.0   SCOPE OF LICENSING REQUIREMENT

It is the preliminary view of the Authority that licensing should be mandated only for technicians providing services to third parties. It is hoped that ICT service providers, and organisations employing in house technicians, will see the benefits of voluntarily obtaining certification for their staff.

9.0   CONSULTATION PROCEDURE

Any members of the public who wish to file comments may do so by submitting their comments in writing to the Authority, providing views, rationale, and any supporting information, by **10 May 2006**.

The Authority may address interrogatories to persons that file comments.

Responders are encouraged to answer, at a minimum, the following questions:

1. Do you support the establishment of an ICT Technician licensing scheme? If not, please give reasons.

2. Do you agree with the proposed make-up of the Licensing Board? If not, please provide your alternative suggestions.

3. Provide you views on the proposed grades of Licensed Technician, the qualifications required for each grade, and the scope of work that each grade should be licensed to perform.

4. Provide your views on the appointment and role of Inspectors.

5. Provide comments on the scope of the licensing requirement. For example, do you agree with the proposed scope, or do you believe that it should be mandatory for all technicians to be licensed?

All submissions should be filed with the Authority at the addresses provided below.
By post:

        Information and Communications Technology Authority
        P.O. Box 2502 GT
        Grand Cayman
        Cayman Islands

Or by courier:

        Information and Communications Technology Authority
        3rd Floor, Alissta Towers
        North Sound Way
        Grand Cayman
        Cayman Islands

Or by e-mail to:
        consultations@icta.ky

Or by fax to:
        (345) 945-8284

APPENDIX 1   Summary of Qualifications- ICTA Licensing Board

Certified Cabling Technician	Certified ICT Technician	Certified Master ICT Technician
Academic Requirements • Business Communications • Fundamentals of Mathematics **Data Communications** • Fundamentals of Data Cabling • Fundamentals of Networking • Fundamentals of Network hardware **Electrical Technology** • Fundamentals of Electrical Installations **ICTA Regulations** • Fundamental knowledge of ICTA approved equipment in Cayman Islands-Pass	**Academic Requirements** • Business Communications • Business Mathematics **Data Communications & Telecom** • Level 100 Course in Networking • Level 100 Course in Telecom • Level 100 Course in Data Cabling **Electrical Technology** • Fundamentals of Electrical Installations • NEC Fundamentals **ICTA Regulations** • Fundamental knowledge of ICTA approved equipment in Cayman Islands	**Academic Requirements** • Level 200 English course • Level 200 Applied Mathematics course **Data\Telecom\Networking** • Level 200 Data Communications & Telecommunication courses **Or** • CompTIA A+ , Network+ & Microsoft MCDST **Or** • MCSE, CCNA, MCSA with specialization in Network Management and design **Electrical Technology** • Advance knowledge of NEC studies **ICTA Regulations** • Advance knowledge of ICTA approved equipment in Cayman Islands