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## THE TESSO ATSP CERTIFICATION

In response to the need to improve the quality and performance of enterprise's servicing the telecommunication industry, TESSO has introduced the ATSP (Accredited Telecommunication Service Provider) Certification. The ATSP will provide direct benefit to contractors, service providers, network operators and the users of telecommunication services.

One of the many significant changes which have taken place over the last fifteen years has been the move from a single telecommunications provider - the New Zealand Post Office to the present situation of having a multitude of providers. Telecom, TelstraClear and other major network operators now out-source most of their installation, maintenance and many other service requirements. The deregulation of the telecommunication industry has therefore seen the establishment of many new suppliers and contractors providing services to the telecommunication sector.

TESSO - the telecommunication body responsible for developing and promoting qualifications based on competencies required in industry, is keen to see the quality of service improved. To this end, it has introduced a voluntary certification process. Individual companies will be able to apply to have their Organisation certified as providing a level of service, based on the application of appropriate skills and the use of relevant standards. The Certification process takes into account comment from the applicants previous customers and seeks evidence to show that the Organisation uses appropriately qualified and competent staff and is committed to the use of agreed codes of work practices and standards.

The two key criteria or benchmarks in the ATSP process are:

- a) the employment of competent telecommunication workers
- b) the use of industry agreed standards and codes of practice

TESSO, with ETITO and the NZ Qualifications Authority (NZQA), has in place a range of nationally recognised qualifications, all registered and in the public domain which satisfy the first criteria. TESSO with industry practitioners have identified those appropriate standards and codes of practice that are generic and missing from the public domain and have included them as references in the telecommunications unit standards that make up the qualifications. Public access to these standards on the National Qualifications Framework, through the NZQA web page [www.nzqa.govt.nz](http://www.nzqa.govt.nz), will help organisations in meeting the second criteria.

The ATSP is issued for a twelve month period after which it will require revalidation. The aim of introducing ATSP is to improve the standard of service provided to the telecommunication industry and to ensure network operators, and their customers, receive a consistent and acceptable quality of service.

ATSP application forms can be obtained here at the TESSO website <http://www.tesso.org.nz/>

or by contacting Chris Jones at [chris.jones@tesso.org.nz](mailto:chris.jones@tesso.org.nz) or (021) 658-953.