Assessment Requirements for ICTNWK308 Determine and action network problems

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- determine and action at least two different network problems reported by at least two different organisational users
- document finalised solution for two different reported network problems.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- common networking procedures for diagnostic testing and solution seeking
- organisational policies and procedures for documenting and logging reported service issues
- contracting and maintenance requirements
- organisational problem escalation procedures
- inventory processes that may be used to determine and action network problems
- technical features and functions of network hardware and software systems
- common network problems relating to organisational information
- agreements used for technical support.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- reported network user problems
- a network
- hardware

- diagnostic tools, components and software
- records and reports
- organisational guidelines and procedures
- industry standard ICT blueprint.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2