



Australian Government

Assessment Requirements for ICTNWK556

Identify and resolve 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:

- monitor a medium-sized network, determine and rectify network fault.

In the course of the above, the candidate must:

- provide constant monitoring and tuning of network
- document finalised processes.

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:

- industry standard hardware, cabling and software products, including general features and capabilities
- organisational maintenance response-level escalation procedures
- organisational business domain, including organisational structure and business functionality
- network management tools including general features and capabilities with substantial depth in troubleshooting areas
- outline industry standard network topologies
- networking technologies, features and capabilities including those relating to:
 - protocol stacks of transmission control protocol or internet protocol (TCP/IP)
 - open system interconnection (OSI)
- major organisations that oversee internet protocols
- industry standard network protocols.

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:

- a live system and sites with a representative range of network environments and operating systems
- technical records and documentation
- management information base of accumulated fault resolution information
- network support tools.

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>