



Australian Government

ICTTEN422 Configure and troubleshoot advanced network switching

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 2.0.

Application

This unit describes the skills and knowledge required to perform network switch configuration and troubleshooting. This unit applies to large networks involving wireless local area networks (WLANs), virtual local area networks (VLANs), interVLAN routing, remote access management and operating system management of network devices.

It applies to individuals who work cooperatively with others, interpret technical information accurately, and work proficiently with information communication technology (ICT). Installers of internet protocol (IP), enterprise network technicians, network administrators and network support personnel complete this type of work.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Telecommunications – Telecommunications Networks Engineering

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to work on switched network	1.1 Prepare for given work according to work health and safety (WHS) and environmental requirements with appropriate personnel 1.2 Identify safety hazards and implement risk control measures in consultation with appropriate personnel 1.3 Determine nature and scope of network and network topology from job briefs or appropriate personnel

ELEMENT	PERFORMANCE CRITERIA
	1.4 Select and obtain wireless and wired network components requirements according to enterprise procedures 1.5 Obtain operating instructions, manuals, hardware and software testing methodologies 1.6 Consult appropriate personnel to ensure task is coordinated effectively with others involved at the worksite
2. Configure network switches	2.1 Set up and configure network switches according to manufacturer's specifications and enterprise procedures 2.2 Build and configure a routed network using remote access management 2.3 Establish multiple VLANs across the network to manage access and traffic across the network
3. Troubleshoot network	3.1 Monitor network traffic and assess performance against manufacturer's specifications and established procedures 3.2 Troubleshoot network according to manufacturer's specifications and enterprise procedures 3.3 Identify and rectify faults according to enterprise procedures
4. Complete and document network installation and configuration	4.1 Restore worksite to safe condition according to established safety procedures 4.2 Record and store essential configuration information according to enterprise procedures 4.3 Notify appropriate personnel of completion of the task according to enterprise procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 1.4, 2.1, 3.2, 3.3, 4.2, 4.3	Recognises and interprets enterprise procedures, manuals and specifications to determine job requirements
Writing	4.2, 4.3	Uses clear, specific and industry-related terminology to develop network documentation and maintain

		network records Writes concisely when communicating with relevant personnel
Oral Communication	1.2, 1.3, 4.3	- Liaises and negotiates with customers and peers to achieve outcomes - Uses listening and questioning skills to confirm understanding of requirements
Numeracy	2.2, 2.3, 3.1-3.3	Interprets technical data and performs calculations to verify information
Navigate the world of work	1.1, 1.2, 2.1, 3.1-3.3, 4.1-4.3	- Takes personal responsibility for adherence to legal and regulatory responsibilities relevant to own work, and draws attention to any issues that may affect self or others - Recognises and follows organisational procedures and protocols and meets expectations associated with own role
Interact with others	1.6	- Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction - Selects and uses appropriate conventions and protocols when communicating with co-workers in a range of work contexts
Get the work done	1.4, 1.5, 2.1-2.3, 3.1-3.3	- Understands key principles and concepts underpinning design and operation of digital systems and tools, and applies these as required including troubleshooting network malfunctions - Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency - Implements actions according to a predetermined plan, making adjustments if necessary - Makes decisions quickly and intuitively in familiar situations requiring immediate attention, drawing on past experience to identify key variables and determine the best course of action - Recognises and anticipates an increasing range of unexpected problems, their symptoms and causes, on the basis of safety and specified work outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTTEN422 Configure and troubleshoot advanced network switching	ICTTEN4213A Configure and troubleshoot advanced network switching	Updated to meet Standards for Training Packages.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>