



Australian Government

BSBITB501 Establish and maintain a workgroup computer network

Release: 1

BSBITB501 Establish and maintain a workgroup computer network

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to establish a workgroup computer network with an information technology consultant and to manage the network by keeping records, responding to problems, assisting users and providing training.

It applies to individuals employed in a range of work environments who are required to apply broad knowledge of computer networks; they may be responsible for installing and maintaining the network, but they will work closely with computer professionals in all aspects of this process. In doing so, they may provide administrative support within an enterprise, or may have been delegated these responsibilities for their workgroup or organisation.

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

Unit Sector

Information and Communications Technology – IT Building and Implementation

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. Manage establishment of a workgroup network	1.1 Determine current and anticipated future network requirements with nominated person in accordance with organisational policy and budgetary constraints 1.2 Ensure selected network is compatible with current organisational software, hardware and work practices 1.3 Obtain and install equipment in accordance with organisational requirements and manufacturers' instructions

ELEMENT	PERFORMANCE CRITERIA
	1.4 Install software in accordance with organisational requirements and the manufacturers' instructions 1.5 Ensure establishment of network promotes efficiency and access for users
2. Manage maintenance of a workgroup network	2.1 Establish and maintain records to ensure control and security of hardware and software stock, in accordance with organisational policy and procedures 2.2 Respond to network problems and rectify minor faults in accordance with organisational requirements 2.3 Report major problems and consult computer experts in accordance with organisational policy and procedures 2.4 File and store software in accordance with organisational procedures 2.5 Recommend improvements for the network to appropriate personnel
3. Assist and train network users	3.1 Provide training for staff to use the network in accordance with needs 3.2 Assist network users to maximise network potential 3.3 Examine user skills and provide access to appropriate training to improve individual and workgroup efficiency of network use

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	1.1-1.4, 2.1, 2.3, 2.4	Identifies and interprets workplace texts, including organisational policies and technical instructions, to identify relevant information
Writing	2.1, 2.3, 2.5	Maintains accurate records and produces reports and recommendations using formats, terminology and conventions specific to workplace requirements
Oral Communication	1.1, 2.3, 2.5, 3.1-3.3	- Explains issues and requirements clearly using appropriate vocabulary and non-verbal features - Obtains information using active listening and

		questioning skills
Numeracy	1.1	Identifies and interprets numerical information within budgets
Navigate the world of work	1.1, 1.3, 1.4, 2.1-2.4	Adheres to organisational policies and procedures and considers own role in terms of its contribution to broader goals of work environment
Interact with others	1.1, 2.3, 2.5, 3.1-3.3	- Selects and uses appropriate conventions and protocols when communicating in a range of familiar work contexts - Collaborates with others, playing an active role in facilitating effective outcomes
Get the work done	1.1-1.5, 2.2-2.4, 3.3	- Plans and implements routine and non-routine tasks according to organisational requirements - Makes a range of critical and non-critical decisions in relatively complex situations, - Uses problem solving techniques to address issues of increasing complexity within own scope - Uses digital systems and tools to file and store information and programs in accordance with the organisation's requirements - Reflects on the ways in which digital systems and tools are used, or could be used to achieve work goals

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBITB501 Establish and maintain a workgroup computer network	BSBITB501A Establish and maintain a workgroup computer network	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=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBITB501 Establish and maintain a workgroup computer network

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Performance Evidence

Evidence of the ability to:

- choose, install and maintain software and hardware in accordance with network and organisation requirements
- identify and address network problems
- consult with information technology (IT) professionals
- provide training or assistance to users on using the network.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the features of computer networking
- outline organisational policies and procedures relating to the tasks required
- describe software licensing rights and responsibilities.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the information and communications technology – IT building and implementation field of work and include access to:

- office equipment
- networked computers
- appropriate software.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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