



Australian Government

Department of Education, Employment and Workplace Relations

ICAS3121B Administer network peripherals

Release: 1

ICAS3121B Administer network peripherals

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to manage an environment of networked peripheral devices, in order to provide services to client users. The following units are linked and form an appropriate cluster: • ICAI3020B Install and optimise operating system software • ICAI4029C Install network hardware to a network • ICAS3034B Determine and action network problems No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Install peripherals to a network	1.1. Plan the location of peripherals to provide appropriate services to users and to take into consideration OH&S standards 1.2. Connect peripherals to network, using vendor-approved method and technology 1.3. Connect peripherals to computers in the network using parallel, serial or other direct connection methods 1.4. Add peripheral accessories or upgrades to printer such as memory or high-volume paper trays 1.5. Test peripherals for correct operation
2. Configure peripheral services to manage peripherals	2.1. Install software required to manage local and network-connected peripherals 2.2. Use meaningful names for peripherals and control queues 2.3. Configure security and access to allow appropriate users to make use of peripherals 2.4. Configure workstation for peripherals to allow applications to work with peripherals
3. Administer and support peripheral services	3.1. Assign priority to control queues 3.2. Use peripheral management software supplied as part of the network operating system or by third parties 3.3. Create templates for use on the network 3.4. Configure settings on the network to create maintenance schedules, usage logs, and cost centre usage statistics 3.5. Demonstrate to the user the methods for using peripheral services from their application or workstation
4. Maintain peripherals and fix common problems	4.1. Establish and follow a regular maintenance schedule as recommended by peripheral manufacturer 4.2. Replace consumables and components when required 4.3. Fix peripheral mishaps and malfunctions 4.4. Monitor peripheral usage and traffic and recommend additional peripherals if needed 4.5. Determine failures of peripheral services or devices and rectify as required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- Ability to plan and discuss network issues with clients and team members in a manner that promotes team spirit and cooperation in carrying out project tasks.
- Communication skills for educating users about the causes of network problems and how to minimise their recurrence.
- Ability to use operating system and the peripheral device's logging or monitoring features to monitor the health of the peripheral.
- A familiarity with the general construction and operation of the peripheral device, in order to facilitate its troubleshooting.
- Awareness of network documentation conventions when configuring the peripheral device's name or new profile.

Required knowledge

- Current peripheral devices, such as scanners, multi-use devices, external modems
- How to configure peripherals for network use, with drivers and cable connections.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Assessment must confirm knowledge of peripheral technologies and how network peripherals (hardware and software) are installed and configured.
- Assessment must confirm the ability to maintain networked peripherals in working order.

To demonstrate competency in this unit the learner will require access to:

- Live network
- Peripherals
- Documentation for records and reports

Context of and specific resources for assessment

The continuing development of new, more advanced and complex peripheral devices requires the network manager to be able to introduce and integrate the devices into the organisation's networked system. A competent learner should be able to efficiently engage in related installation and maintenance procedures in accordance with vendor specifications. This process includes the ability to troubleshoot the system in case the equipment functioned abnormally.

The breadth, depth and complexity of knowledge and skills in this competency would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.

Assessment must ensure:

- Performance of a defined range of skilled operations,

EVIDENCE GUIDE	
	usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints would be characteristic. • Applications may involve some responsibility for others. Participation in teams including group or team coordination may be involved.
Method of assessment	The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1. • Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. • Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • ICAI3020B Install and optimise operating system software

EVIDENCE GUIDE

- ICAI4029C Install network hardware to a network
- ICAS3034B Determine and action network problems

Demonstration of competency would involve:

- Demonstrating basic network operational knowledge in relation to a range of common peripherals
- Applying knowledge of normal operating mode and previous troubleshooting data to resolve operational problems with peripherals
- Assessing and recording information related to network solutions and problems from varied sources
- Taking limited responsibility for administering networks

Additionally, an individual demonstrating this competency would be able to:

- Demonstrate some relevant theoretical knowledge
- Apply a range of well-developed skills
- Apply known solutions to a variety of predictable problems
- Perform processes that require a range of well-developed skills where some discretion and judgement is required
- Interpret available information, using discretion and judgement
- Take responsibility for own outputs in work and learning
- Take limited responsibility for the output of others
- Maintain knowledge of industry products and services

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work

RANGE STATEMENT	
situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Peripherals may include but are not limited to:	• Printers, scanners, tape cartridges • Speakers, multimedia kits • Personal computer fax/modems • Input equipment may include mouse, touch pad, keyboard, pens • Mobile phones, palmtops and personal digital assistants (PDAs), laptops and desktop computers • Bluetooth devices, universal serial bus (USB), Firewire (IEEE 1394)
User may include:	• a person within a department • a department within the organisation • a third party
OH&S standards may include:	• correct posture • lighting • type of desk • type of monitor • style of chair • typing position • repetitive strain injury prevention • ventilation • light position • correct lifting method • length of time in front of computer
Network may include but is not limited to:	• large and small LANs • WANs • VPNs • the internet • the use of the PSTN for dial-up modems only • private lines • data • voice
Printer may include but is not limited to:	• laser printers • ink jet printers (mono or colour)
Software may include but is not limited to:	• commercial, in-house, packaged or customised software

RANGE STATEMENT	
Applications may include:	• database programs • word processors • email programs • internet browsers • system browsers • spreadsheets
Consumables may include but is not limited to:	• ink cartridges • toner cartridges • ribbons • floppy disks • CD-R • CD-RW
Network operating system may include but is not limited to:	• Novell NetWare 5 or above or any operating system that has multi-user ability • Linux • Mac OS • Windows 2000 or above
Components may include:	• motherboards • CMOS battery • central processing unit (CPU) • CD and DVD drives • interface cards • drives • fax/modem cards • RAM upgrades • CPU upgrades

Unit Sector(s)

Unit sector	Support
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Co-requisite units

Co-requisite units	
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Co-requisite units		

Competency field

Competency field	
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