



Australian Government

Assessment Requirements for ICTNWK302 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 1.0.

Performance Evidence

Evidence of the ability to:

- document network related problems and determine the required resources
- solve client problems or escalate the problem according to organisational guidelines
- maintain the network with minimal disruption to clients.

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 environmentally sound recycling and disposal procedures
- identify and summarise common networking procedures for:
 - call logging
 - contracting and maintenance requirements
 - problem escalation procedures
- outline inventory processes
- describe technical features and functions of network hardware and software systems
- describe common network problems relating to organisational information
- describe agreements used for technical support.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the network industry, and include access to:

- a network

- hardware
- diagnostic tools, components and software
- records and reports
- organisational guidelines and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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