



Australian Government

ICTNWK302 Determine and action network problems

Release: 1

ICTNWK302 Determine and action network problems

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to document network related problems, determine solutions, or escalate problems to a new support level.

It applies to individuals, working as frontline technical support personnel, who maintain network continuity by isolating and rectifying network problems as they arise.

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

Unit Sector

Networking

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. Determine client requirements and identify if problem exists	1.1 Log calls from help-desk support staff 1.2 Determine and document problem based on client requirements
2. Determine whether problem is covered by policy	2.1 Verify the scope and coverage of maintenance and technical support agreements relative to the problem and client requirements 2.2 Provide assistance according to organisational guidelines
3. Carry out maintenance support on identified problem	3.1 Conduct diagnostic tests around identified problem 3.2 Complete maintenance according to organisational guidelines

ELEMENT	PERFORMANCE CRITERIA
	3.3 Obtain new components as part of the resolution, where necessary 3.4 Store or dispose of components according to organisational and environmental guidelines
4. Prepare maintenance report and confirm solution	4.1 Prepare maintenance report according to organisational guidelines and support agreements 4.2 Refer unresolved maintenance requirements to appropriate higher level service area 4.3 Follow up with the client to determine solution success and close the report

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	2.1, 2.2, 3.2, 3.4, 4.1	Recognises and interprets textual information from organisational guidelines and support agreements to establish the job requirements
Writing	1.1, 1.2, 4.1	Uses industry-specific language to document problems and prepare maintenance reports in line with organisational guidelines and support agreements
Oral Communication	4.2, 4.3	- Provides clear explanations using language suitable to audience to discuss unresolved challenges - Uses listening and questioning techniques to confirm understanding
Navigate the world of work	2.2, 3.4	Complies with explicit organisational policies and procedures
Get the work done	1.2, 2.1, 2.2, 3.1-3.4, 4.3	- Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency, and considering how to link with the work of others - Understands the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks

		• May reflect on outcomes and identify what worked, or develop an improved approach for future situations • Initiates standard diagnostic procedures when responding to familiar and unfamiliar problems within immediate context and seeks input from others when problems remain unresolved
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTNWK302 Determine and action network problems	ICANWK302A Identify and resolve network problems	Updated to meet Standards for Training Packages. The title has been edited to correct the wording to that of the original competency intent.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for ICTNWK302 Determine and action network problems

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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

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