



Australian Government

ICTNWK304 Administer network peripherals

Release: 1

ICTNWK304 Administer network peripherals

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 manage an environment of networked peripheral devices, in order to provide services to client users.

It applies to individuals working as frontline technical support personnel responsible for connecting, maintaining and administering peripheral devices attached to networks.

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. Install peripherals to a network	1.1 Plan the location of peripherals to provide appropriate services to users and to take work health and safety (WHS) standards into consideration 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	2.1 Install software required to manage local and network

ELEMENT	PERFORMANCE CRITERIA
services to manage peripherals	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 (NOS) 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

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	4.1	Recognises and interprets textual information from manufacturers guidelines to establish and follow a regular maintenance schedule
Writing	2.2, 4.1	Uses specific and relevant language when naming a peripheral device or creating new profiles

Oral Communication	3.5	• Articulates information clearly using specific and relevant language suitable to audience to convey information • Uses listening and questioning techniques to confirm understanding
Navigate the world of work	1.1	• Takes personal responsibility for adherence to legal/regulatory responsibilities relevant to own work context with specific reference to work health and safety (WHS) requirements
Interact with Others	3.5	• Uses a limited range of accepted practices for communicating in a work environment • Recognises common cultural and other differences of people in the work context and makes adjustments in addressing these differences
Get the work done	1.1, -1.5, 2.1- 2.4, 3.1-3.5, 4.2-4.5	• 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 • Recognises and takes responsibility for addressing predictable and some less predictable problems, including equipment services or devices malfunctions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTNWK304 Administer network peripherals	ICANWK304A Administer network peripherals	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>

Assessment Requirements for ICTNWK304 Administer network peripherals

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Performance Evidence

Evidence of the ability to:

- plan and install peripherals
- connect and test peripherals to network
- manage the use of peripheral services with workstations
- maintain networked peripherals according to a maintenance schedule
- rectify faulty peripheral services or devices.

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:

- identify and describe common network peripherals and their configuration
- identify and summarise current industry standards for network peripherals
- outline the general construction and operation of peripheral devices to facilitate troubleshooting.

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 range of peripherals
- network administration tools
- a live network with a representative range of networked client server environments and operating systems
- technical records, organisational policies and documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

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