



Australian Government

ICTNWK310 Administer network peripherals

Release: 1

ICTNWK310 Administer network peripherals

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

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 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. Prepare to install peripherals to a network	1.1 Determine location of peripherals according to user and organisational requirements 1.2 Connect peripherals to network according to vendor approved methods and organisational requirements 1.3 Connect peripherals to computers in network 1.4 Add peripheral accessories and upgrades to printer according to organisational requirements
2. Configure and manage peripheral services	2.1 Install software required and manage local and network connected peripherals 2.2 Setup name identifiers for peripherals and control queues according to organisational policies and procedures 2.3 Configure security and user access to peripherals 2.4 Configure workstation for peripherals according to

ELEMENT	PERFORMANCE CRITERIA
	organisational requirements
3. Administer and support peripheral services	3.1 Assign priority to control queues according to organisational requirements 3.2 Create templates for use on network according to organisational policies and procedures 3.3 Configure settings on network and create maintenance schedules, usage logs, and cost centre usage statistics
4. Maintain peripherals and fix common problems	4.1 Establish a regular maintenance schedule according to peripheral manufacturer guidelines and organisational requirements 4.2 Assess peripheral usage and traffic and recommend additional peripherals as required 4.3 Determine failures of peripheral services and devices and rectify as required 4.4. Document finalised process and lodge with required personnel

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	• Uses listening and questioning techniques to articulate information and task requirements using succinct verbal language
Reading	• Interprets textual information from manufacturers guidelines to establish and follow a regular maintenance schedule
Writing	• Prepares documentation outlining finalised processes using relevant and succinct language according to organisational requirements
Teamwork	• Recognises and addresses common cultural and other differences of people in work context • Uses a limited range of accepted practices for communicating in a work environment
Planning and organising	• Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency, and considering how to link with work of others
Problem solving	• Takes responsibility for addressing predictable and some less predictable problems, including equipment services or devices malfunctions

SKILL	DESCRIPTION
Self-management	• Takes personal responsibility for adherence to legal/regulatory responsibilities relevant to own work context with specific reference to work health and safety requirements

Unit Mapping Information

Supersedes and is equivalent to ICTNWK304 Administer network peripherals.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTNWK310 Administer network peripherals

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- install, configure and troubleshoot network peripherals to at least one network.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- network peripherals and their configuration
- organisational deliverables that may be used to administer network peripherals
- current industry standards for network peripherals
- general construction and operation of peripheral devices to facilitate troubleshooting.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- a range of internal and external network peripherals including:
 - mouse
 - keyboard
 - monitor
 - printer
 - internal modem
- industry standard ICT blueprint
- network administration tools
- live network with a representative range of networked client server environments and operating systems

- technical records, organisational policies and documentation.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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