



Australian Government

Assessment Requirements for ICTNWK532 Identify and resolve 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:

- produce a management information base
- benchmark the network performance
- troubleshoot and rectify network problems
- provide constant monitoring and tuning of the network
- review fault resolution and make recommendations.

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 current industry accepted hardware, cabling and software products, including general features and capabilities
- summarise organisational maintenance response-level escalation procedures
- outline the client business domain, including client organisation structure and business functionality
- summarise network management tools, including the general features and capabilities, with substantial depth in troubleshooting areas
- outline network topologies
- summarise networking technologies, their features and capabilities, including those relating to:
 - protocol stacks of transmission control protocol or internet protocol (TCP/IP)
 - open system interconnection (OSI)
- identify and summarise the importance of the key organisations that oversee internet protocols
- identify and describe network protocols.

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 live system and sites with a representative range of network environments and operating systems
- technical records and documentation
- management information base of accumulated fault resolution information
- network support tools.

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>