



Australian Government

ICTTEN204 Install and configure a small to medium business network

Release: 1

ICTTEN204 Install and configure a small to medium business network

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to establish and support a small to medium business network capable of providing wide area network (WAN) connectivity and common web internet services.

It applies to individuals who may be working as a small to medium enterprise (SME) internet protocol (IP) network installer, network technician or SME network support person.

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

Unit Sector

Telecommunications – Telecommunications networks engineering

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 for installation of small to medium enterprise network	1.1 Prepare for given work, confirming site-specific work health and safety (WHS) and environmental requirements with appropriate personnel 1.2 Identify safety hazards and implement risk control measures in consultation with appropriate personnel 1.3 Determine nature and scope of business network and network resources from job briefs or appropriate personnel 1.4 Select and obtain computer system and network device

ELEMENT	PERFORMANCE CRITERIA
	requirements according to enterprise procedures 1.5 Obtain operating instructions, manuals, hardware and software testing methodologies 1.6 Consult appropriate personnel to ensure the task is coordinated effectively with others involved at worksite
2. Install and configure small to medium enterprise network	2.1 Set up wired infrastructure according to manufacturer's specifications and enterprise procedures 2.2 Set up and configure resource sharing on a network server 2.3 Install WAN connection and ISP services and configure according to enterprise procedures 2.4 Troubleshoot network and internet connectivity according to manufacturer's specifications and enterprise procedures 2.5 Implement data back-up and disaster recovery measures according to enterprise procedures
3. Complete and document network installation	3.1 Restore worksite to safe condition according to established safety procedures 3.2 Record and store essential installation information according to enterprise procedures 3.3 Notify appropriate personnel of completion of the task according to enterprise procedures 3.4 Notify customer and obtain sign-off

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	1.3	Identifies and interprets scope of job and relevant procedures
Writing	3.2, 3.4	Completes workplace documentation accurately using appropriate form and vocabulary for the intended audience
Oral Communication	3.3, 3.4	Conveys specific messages efficiently and uses an appropriate tone and vocabulary for intended audience

Numeracy	1.3, 2.1	Makes calculations appropriate for measuring and estimating materials and for installation
Navigate the world of work	1.1-1.3, 2.1, 2.3-2.5, 3.1-3.3	Follows legislative requirements and organisational protocols, policies and procedures relevant to own role
Interact with others	1.1-1.3, 1.6	Collaborates and cooperates with others to achieve desired outcomes
Get the work done	1.4, 1.5, 2.3-2.5	- Prioritises and plans work to meet organisational standards, regulatory requirements and client expectations - Recognises and anticipates a range of problems, actively looking for early warning signs and implementing contingency plans when appropriate - Uses digital technologies and systems to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTTEN204 Install and configure a small to medium business network	ICTTEN2208A Install and configure a small to medium business network	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 ICTTEN204 Install and configure a small to medium business network

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Performance Evidence

Evidence of ability to:

- implement work health and safety (WHS) workplace procedures and practices
- plan installation of a network that uses subnet addressing and provides internet service provider (ISP) services
- set up and configure wired infrastructure
- troubleshoot local network and wide area network (WAN) connectivity and services
- configure resource sharing on a network server
- provide network data back-up and disaster recovery.

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 correct usage of tools and equipment
- outline data back-up services and procedures
- describe enterprise WHS procedures
- define ISP services
- outline network device configuration
- describe network models and topologies
- define subnet addressing
- outline troubleshooting procedures
- describe WAN services and ISP responsibilities.

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 telecommunications network engineering field of work and include access to:

- a site where installation of a small to medium business network may be conducted
- tools, equipment and materials currently used in industry
- relevant workplace procedures
- product and manufacturing specifications and reference materials.

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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