CATAPULT

# BSBITB501

**Establish and maintain a workgroup computer network**

## Table of Contents (Extract)

**NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.**

**This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBITB501.**

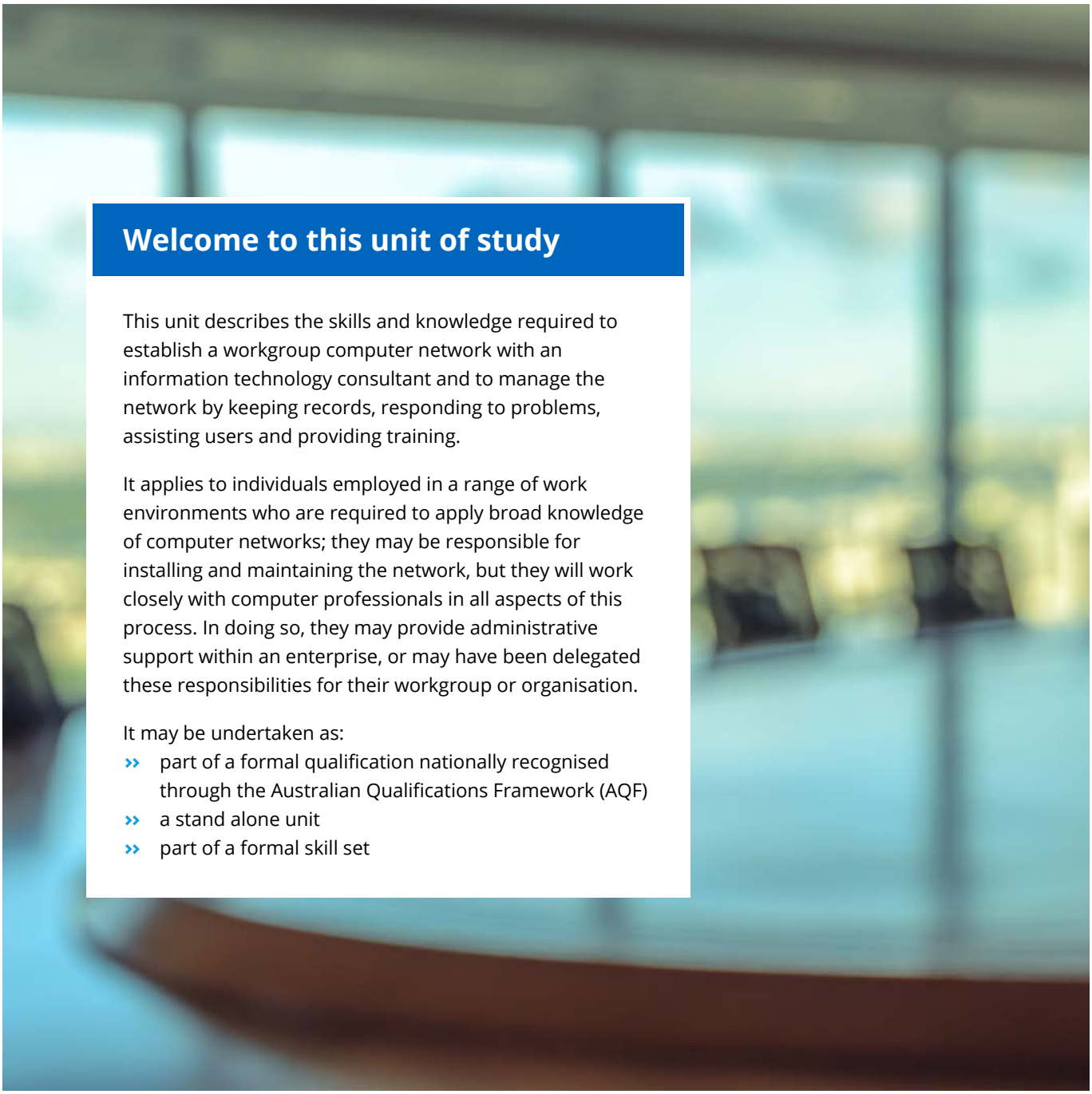
**For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:**

**https://catapultlearning.com.au/product/BSBITB501/**

© Catapult Smallprint Pty Ltd

# Trainer/assessor guide

# BSBITB501
# Establish and maintain a workgroup computer network



## Welcome to this unit of study

This unit describes the skills and knowledge required to establish a workgroup computer network with an information technology consultant and to manage the network by keeping records, responding to problems, assisting users and providing training.

It applies to individuals employed in a range of work environments who are required to apply broad knowledge of computer networks; they may be responsible for installing and maintaining the network, but they will work closely with computer professionals in all aspects of this process. In doing so, they may provide administrative support within an enterprise, or may have been delegated these responsibilities for their workgroup or organisation.

It may be undertaken as:

- part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- a stand alone unit
- part of a formal skill set

© smallprint owns all copyright on its products as detailed in the Copyright Act 1968.
It does not issue licenses for reproduction of this material.

# Contents


**About this trainer/assessor guide** ..... **4**

**Learning resource** ..... **5**

Topic 1: Manage establishment of a workgroup network ..... 5

Current and anticipated future network requirements ..... 5

Compatibility with software, hardware, and work practices ..... 14

Obtaining and installing equipment ..... 17

Installing software ..... 22

Ensuring network promotes efficiency and access ..... 41

Check your understanding ..... 43

Topic 2: Manage maintenance of a workgroup network ..... 45

Establishing and maintaining records ..... 45

Responding to network problems and rectifying minor faults ..... 49

Filing and storing software ..... 64

Recommending network improvements ..... 69

Check your understanding ..... 71

Topic 3: Assist and train network users ..... 73

Examining user skills and providing training ..... 73

Maximising network potential ..... 78

Check your understanding ..... 81

References ..... 83

**Assessment workbook** ..... **85**

Unit information ..... 87

What is competency-based assessment? ..... 88

How will my competency be assessed? ..... 89

Assessment agreement ..... 90

Foundation skills checklist ..... 91

**Skills recognition** ..... **92**

Topic 1: Manage establishment of a workgroup network ..... 93

Topic 2: Manage maintenance of a workgroup network ..... 94

Topic 3: Assist and train network users ..... 95

**Knowledge questions** ..... **96**

Topic 1: Manage establishment of a workgroup network ..... 97

Topic 2: Manage maintenance of a workgroup network ..... 103

Topic 3: Assist and train network users ..... 108

Topic 4: Specific knowledge evidence ..... 110

**Performance tasks** ..... **113**

Third party evidence collection agreement ..... 114

Topic 1: Manage establishment of a workgroup network ..... 115

Topic 2: Manage maintenance of a workgroup network ..... 116

Topic 3: Assist and train network users ..... 117




© smallprint V5 Jul 2019

**Completion record** ..... **118**
**Unit mapping and assessment checklist** ..... **119**
**Trainer/ assessor user instructions** ..... **121**


© smallprint V5 Jul 2019

# About this trainer/assessor guide

## Learning resource

The learning resource is divided into the following topics:

- Manage establishment of a workgroup network
- Manage maintenance of a workgroup network
- Assist and train network users

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- a set of true or false questions
- a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

## Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- information on competency-based assessment
- instructions on how you will be assessed
- assessment tools to assess your competence
- instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

## Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.