CATAPULT

BSBITB511

Establish and maintain a network of digital devices

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 BSBITB511.

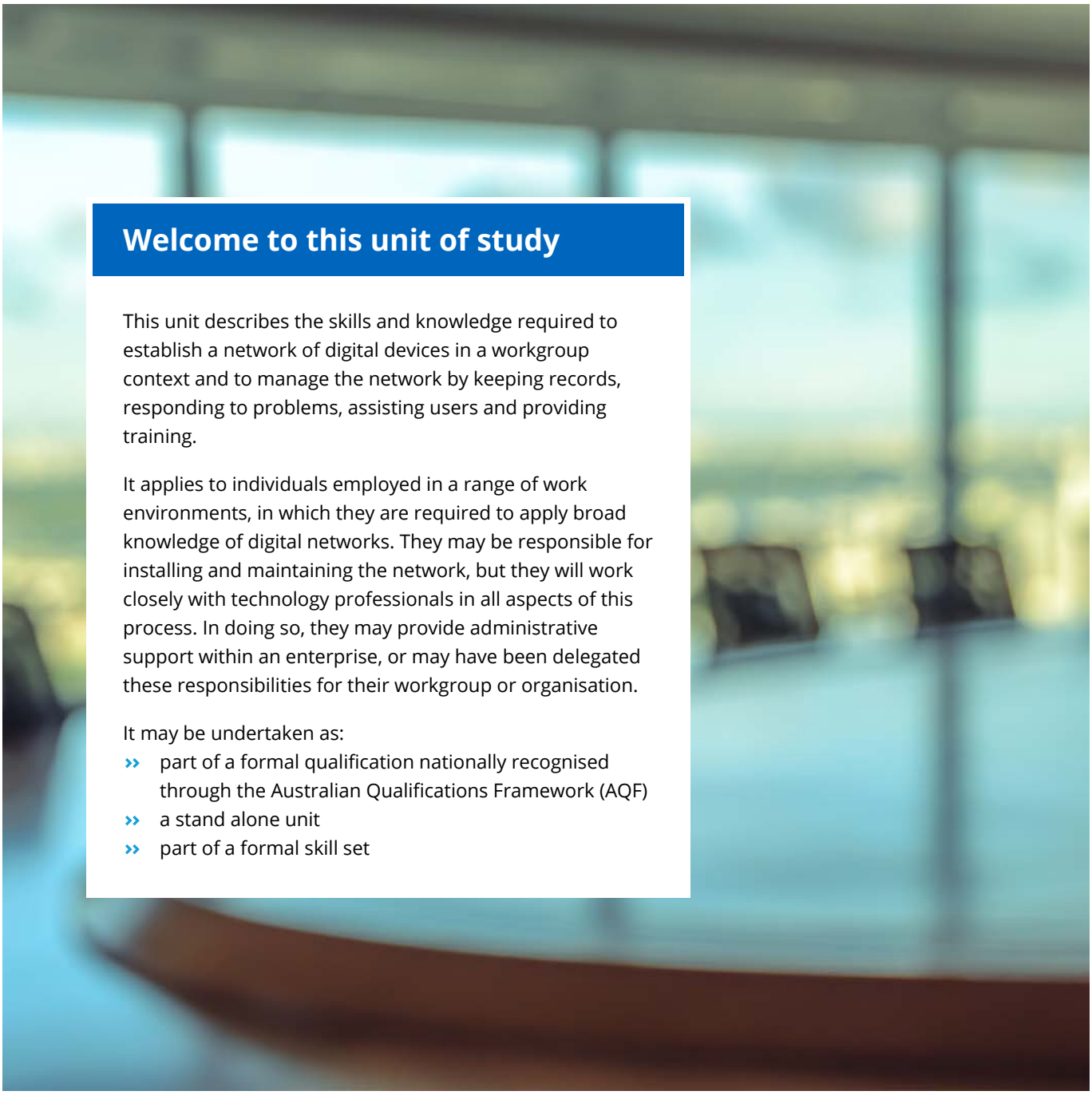
For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

https://catapultlearning.com.au/product/BSBITB511/

© Catapult Smallprint Pty Ltd

Trainer/assessor guide

BSBITB511
Establish and maintain a network of digital devices



Welcome to this unit of study

This unit describes the skills and knowledge required to establish a network of digital devices in a workgroup context 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, in which they are required to apply broad knowledge of digital networks. They may be responsible for installing and maintaining the network, but they will work closely with technology 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 23

Ensuring network promotes efficiency and access 46

Check your understanding 49

Topic 2: Manage maintenance of a workgroup network 51

Establishing and maintaining records 51

Responding to network problems and rectifying minor faults 55

Recommending network improvements 70

Check your understanding 73

Topic 3: Assist and train network users 75

Examining user skills and providing training 75

Maximising network potential 80

Check your understanding 83

References 85

Assessment workbook **87**

Unit information 89

What is competency-based assessment? 90

How will my competency be assessed? 91

Assessment agreement 92

Foundation skills checklist 93

Skills recognition **94**

Topic 1: Manage establishment of a workgroup network 95

Topic 2: Manage maintenance of a workgroup network 96

Topic 3: Assist and train network users 97

Knowledge questions **98**

Topic 1: Manage establishment of a workgroup network 99

Topic 2: Manage maintenance of a workgroup network 105

Topic 3: Assist and train network users 108

Topic 4: Specific knowledge evidence 109

Performance tasks **114**

Third party evidence collection agreement 115

Topic 1: Manage establishment of a workgroup network 116

Topic 2: Manage maintenance of a workgroup network 121

Topic 3: Assist and train network users 125

© smallprint V5 Jul 2019

Completion record **128**
Unit mapping and assessment checklist **129**
Trainer/ assessor user instructions **131**

© 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.