CATAPULT

ICTNWK310

Administer network peripherals

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 ICTNWK310.

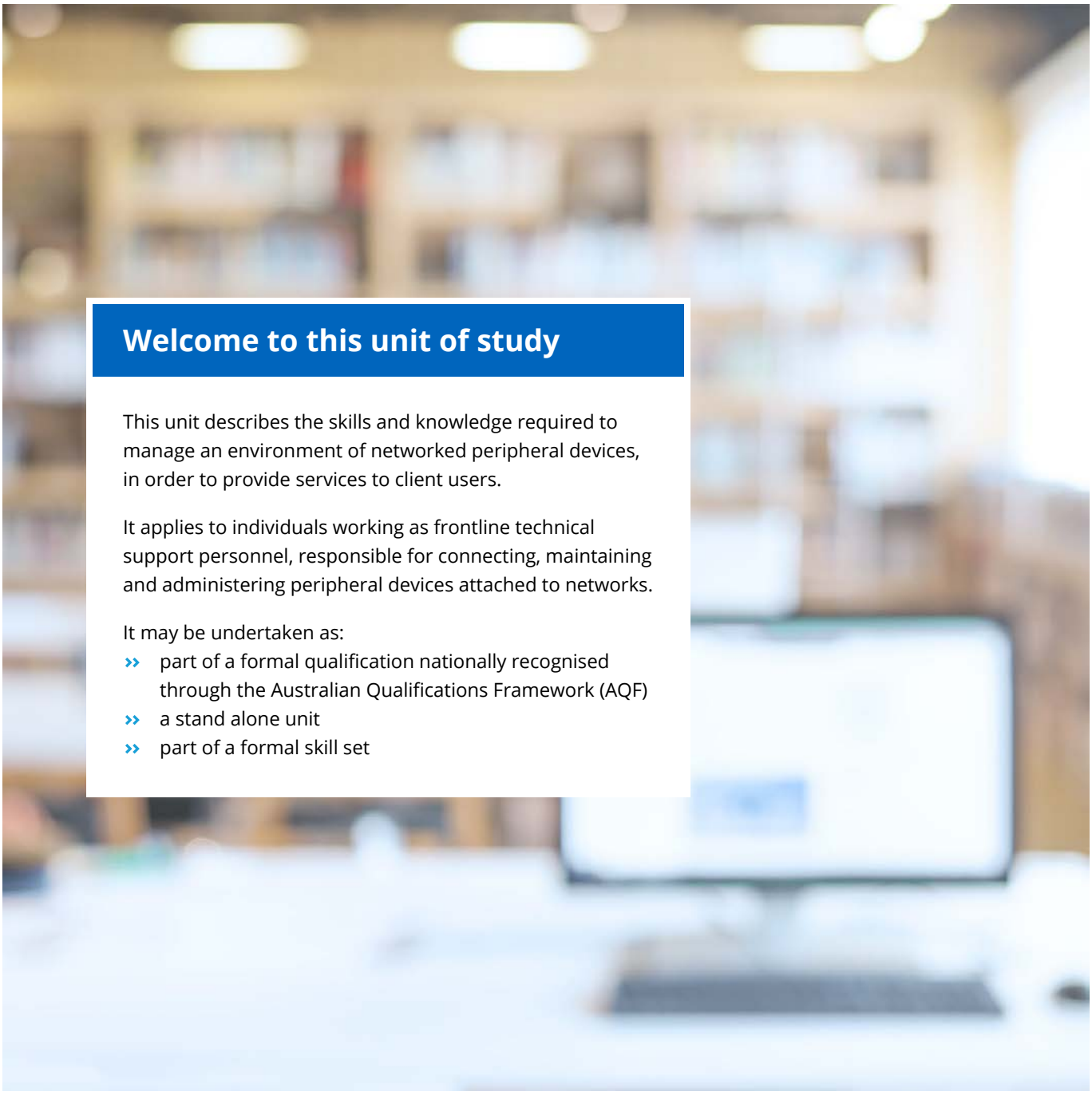
For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

https://catapultlearning.com.au/product/ICTNWK310/

© Catapult Smallprint Pty Ltd

Trainer/assessor guide

ICTNWK310
Administer network peripherals



Welcome to this unit of study

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.

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: Prepare to install peripherals to a network 5

Peripheral location 5

Connecting peripherals to a computer network 7

Connecting computers to peripherals 8

Adding accessories and upgrades to peripherals 10

Check your understanding 13

Topic 2: Configure and manage peripheral services 15

Installing the software that manages peripherals 15

Creating identifiers for peripherals and control queues 17

Configuring security and user access 18

Configuring workstations 19

Check your understanding 23

Topic 3: Administer and support peripheral services 25

Assigning priority to control queues 25

Creating templates 26

Configuring settings and creating maintenance schedules 27

Check your understanding 29

Topic 4: Maintain peripherals and fix common problems 31

Establishing a maintenance schedule 31

Assessing peripheral usage 33

Rectifying peripheral service or device failure 34

Documenting processes 35

Check your understanding 37

Topic 5: Additional learning 39

Organisational deliverables that may be used to administer network peripherals 39

Current industry standards for network peripherals 41

Assessment workbook **43**

Unit information 45

What is competency-based assessment? 46

How will my competency be assessed? 47

Assessment agreement 48

Foundation skills checklist 49

Skills recognition **50**

Topic 1: Prepare to install peripherals to a network 51

Topic 2: Configure and manage peripheral services 52

Topic 3: Administer and support peripheral services 53

Topic 4: Maintain peripherals and fix common problems 54

© smallprint V5 Dec 2020

Knowledge questions **55**
Topic 1: Prepare to install peripherals to a network 56
Topic 2: Configure and manage peripheral services 60
Topic 3: Administer and support peripheral services 64
Topic 4: Maintain peripherals and fix common problems 67
Topic 5: Specific knowledge evidence 71
Performance tasks **75**
Third party evidence collection agreement 76
Topic 1: Prepare to install peripherals to a network 78
Topic 2: Configure and manage peripheral services 80
Topic 3: Administer and support peripheral services 82
Topic 4: Maintain peripherals and fix common problems 84
Completion record **86**
Unit mapping **87**
Trainer/ assessor user instructions **89**

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- Prepare to install peripherals to a network
- Configure and manage peripheral services
- Administer and support peripheral services
- Maintain peripherals and fix common problems
- Additional learning

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.

© smallprint V5 Dec 2020