Australian College
of Commerce & Management

ACCM College

Information Technology Courses Timetables

Successfully managing the full spectrum of Information Technology is the key to success in the modern business world. Faster, safer and smarter are the key words that drive your IT professionals.

NATIONALLY RECOGNISED
TRAINING

You can find more information on all available courses by heading over to our website **www.accm.edu.au**

RTO Code: 1441

IF YOU WANT TO STUDY ━━━━

WE WANT TO HELP

The ACCM College Course Timetables on the following pages outline the information Technology qualifications available through ACCM.

If you would like to discuss any aspect of a Traineeship or qualification, please let me know by emailing info@accm.edu.au or call me on 1300 515 321.

As the Director of Client Relations, my role is to ensure your experience and your staff's learning experience is a great one - from sign-up to graduation.

I will *personally* do all I can to help set you and your staff up for success.

Tania Holmes
Director of Client Relations

CERTIFICATE III IN INFORMATION TECHNOLOGY
ICT30120

A hands-on practical course to start your team members' career in Information Technology

COURSE DESCRIPTION:

The Certificate III in Information Technology is a hands-on qualification that has a key focus on the skills and knowledge essential for any IT career.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Local Device System Administration	• Securely manage personally identifiable information and workplace information	BSBXCS303	10
	• Provide basic system administration	ICTSAS304	
	• Maintain the integrity of ICT systems	ICTSAS213	
ICT Problem Solving	• Provide ICT advice to clients	ICTSAS305	9
	• Develop and extend critical and creative thinking skills	BSBCRT301	
	• Work in a team	BSBXTW301	
	• Identify IP, ethics and privacy policies in ICT environments	ICTICT313	
Programming with Javascript	• Apply introductory programming techniques	ICTPRG302	8
Support ICT Technical Problems	• Interact and resolve queries with ICT clients	ICTICT219	4
	• Record the requirements of client support requests	ICTSAS212	
	• Resolve technical enquiries using multiple information systems	ICTWOR306	
	• Develop solutions for basic ICT malfunctions and problems	ICTSAS211	

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Run Standard Diagnostic Tests on Devices	• Run standard diagnostic tests	ICTSAS308	5
Evaluate Cloud Solutions	• Evaluate characteristics of cloud computing solutions and services	ICTCLD301	3
Networking - Build a Small Office Network	• Install, configure and secure a small office or home office network	ICTSAS310	7
IT Network Systems Administration	• Configure and administer network operating systems	ICTNWK309	6

CERTIFICATE IV IN INFORMATION TECHNOLOGY
ICT40120 - General Stream

Learn Advanced Information Technology skills and stay up to date on the latest technology

COURSE DESCRIPTION:

The Certificate IV level course provides your experienced IT staff with a well balanced selection of subjects applicable to several key IT roles using advanced theory and hands-on learning opportunities.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
ICT Service Desk Operations	• Apply ICT service management principles	ICTICT446	7
	• Update ICT client support procedures and assist with policy development	ICTSAS433	
	• Resolve technical enquiries using multiple information systems	ICTWOR306	
Implement Data and IP Protection Strategies	• Contribute to cyber security risk management	BSBXCS404	9
	• Comply with IP, ethics and privacy policies in ICT environments	ICTICT451	
	• Identify and report online security threats	BSBXCS302	
	• Protect devices from spam and destructive software	ICTSAS214	
ICT Problem Resolution Techniques	• Apply advanced critical thinking to work processes	BSBCRT404	8
	• Work collaboratively using ICT technologies	ICTICT443	
	• Identify and resolve client ICT problems	ICTSAS432	
	• Provide first-level remote help desk support	ICTSAS442	

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
ICT Problem Resolution Techniques	• Apply advanced critical thinking to work processes	BSBCRT404	8
	• Work collaboratively using ICT technologies	ICTICT443	
	• Identify and resolve client ICT problems	ICTSAS432	
	• Provide first-level remote help desk support	ICTSAS442	
Evaluate Cloud and Emerging Technology	• Identify and evaluate emerging technologies and practices	ICTICT426	8
	• Evaluate characteristics of cloud computing solutions and services	ICTCLD301	
	• Identify and use industry specific technologies	ICTICT310	
	• Select cloud storage solutions	ICTICT428	
Programming with Javascript	• Apply introductory programming techniques	ICTPRG302	6
Local Device System Administration	• Provide basic system administration	ICTSAS304	10
	• Securely manage personally identifiable information and workplace information	BSBXCS303	
	• Protect and secure information assets	ICTSAS215	
Networking - Virtualisation	• Install and configure virtual machines	ICTNWK420	8
	• Install and manage servers	ICTNWK422	
	• Configure desktop environments	ICTNWK427	

CERTIFICATE IV IN INFORMATION TECHNOLOGY
ICT40120 - Networking Stream

Networking connectivity is the lifeblood of a modern organisation and trained staff are a necessity

COURSE DESCRIPTION:

The Certificate IV level course focuses on the higher-level networking skiils your experienced IT staff require, balancing advanced theory and hands-on practical learning opportunities.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Networking - Virtualisation	• Install and configure virtual machines	ICTNWK420	8
	• Install and manage servers	ICTNWK422	
	• Configure desktop environments	ICTNWK427	
Implement Data and IP Protection Strategies	• Contribute to cyber security risk management	BSBXCS404	9
	• Comply with IP, ethics and privacy policies in ICT environments	ICTICT451	
	• Identify and report online security threats	BSBXCS302	
	• Protect devices from spam and destructive software	ICTSAS214	
ICT Problem Resolution Techniques	• Apply advanced critical thinking to work processes	BSBCRT404	8
	• Work collaboratively using ICT technologies	ICTICT443	
	• Identify and resolve client ICT problems	ICTSAS432	
	• Provide first-level remote help desk support	ICTSAS442	
Networking - Install Hardware	• Install hardware to networks	ICTNWK429	8
	• Install, configure and test a router	ICTTEN417	

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Evaluate Cloud and Emerging Technology	• Identify and evaluate emerging technologies and practices	ICTICT426	8
	• Evaluate characteristics of cloud computing solutions and services	ICTCLD301	
	• Identify and use industry specific technologies	ICTICT310	
	• Select cloud storage solutions	ICTICT428	
Networking - Configure Internet Protocols	• Install, configure and test internet protocol networks	ICTTEN434	6
Programming with Javascript	• Apply introductory programming techniques	ICTPRG302	8
Networking - Configure Network Security	• Manage network and data integrity	ICTNWK423	10
	• Install, configure and test network security	ICTNWK421	
Networking - Install a Small Enterprise Network	• Install and operate small enterprise branch networks	ICTNWK424	10

GLOSSARY OF SUBJECTS

Subject Description

Evaluate Cloud and Emerging Technology

The Cloud offers amazing opportunities, but only if your staff choose the right services for your organisation. This forward-thinking subject will help your staff learn to review and evaluate the range of Cloud options, deployment models, implementation factors and their impact on your organisation. Finally, your staff will learn to prepare and deliver findings to the key decision makers within your business.

Evaluate Cloud Solutions

The Cloud offers amazing opportunities, but only if your staff choose the right services for your organisation. This forward-thinking subject will help your staff learn to review and evaluate the range of Cloud options, deployment models, implementation factors and their impact on your organisation. Finally, your staff will learn to prepare and deliver findings to the key decision makers within your business.

ICT Problem Resolution Techniques

Solving complex IT problems is part of a technician's daily role. This subject addresses the need for critical thinking and utilising team problem solving techniques. The ability to provide IT advice and support to users, including the communication of comprehensive technical information. Basic troubleshooting of common ICT problems, using collaborative tools and a virtual lab, is included with a range of IT problems to be actioned and resolved by your staff.

ICT Problem Solving

This subject covers critical thinking and team problem solving techniques aimed at identifying the nature of ICT issues, providing ICT advice and support to users, including communicating technical information. Basic troubleshooting of common hardware and software issues are included in the practical components of this subject. A virtual lab is used to simulate the actioning of client requests for assistance and advice.

ICT Service Desk Operations

This subject will teach your staff the skills and knowledge required to apply the principles of service management when resolving IT service/help desk cases. This involves developing the skills to use help desk software, as well as access data from multiple information systems. In addition, your staff will identify the opportunities to improve service/help desk procedures and make recommendations for improved policies.

Implement Data and IP Protection Strategies

Data protection and cyber-security are integral factors in today's business success. This subject addresses core aspects of Intellectual Property, ethics, privacy and safeguarding data against cyber-security risks. This subject covers foundation knowledge about these topics and your staff will under-take research to stay up to date with current cyber-security threats. As part of the assessment, staff will be required to identify and action three cyber-security threats.

IT Network Systems Administration

Effectively maintaining and administering a network environment and operating system will provide your organisation's users with a seamless experience. This subject looks at areas such as configuring a network operating system, setting up user accounts, modifying user permissions, installing and understanding networking protocols as well as conducting a range of command line networking tools in order to troubleshoot and uncover networking issues.

Local Device System Administration

This subject covers system administration functions and the importance of protecting your organisation data. Practical activities include implementing system backups and restoring files from backups. In addition, there are activities on virus scanning, licensing and legal requirements to protect personally identifiable information. A virtual practical lab is used as a key assessment tool which ensures safety of live IT networks.

Networking - Build a Small Office Network

There are a number of key elements required in setting up a small networking environment. Within this subject your staff will learn how to setup and configure a small network from scratch. Learners will be exposed to a wide range of tools to setup appropriate network security and troubleshoot common network connectivity issues.

Networking - Configure Internet Protocols

Configuring network protocols are key to network operations locally and globally. This includes the skills required to identify and install protocol requirements, apply efficient network topologies and maintain network interoperability across the net. Your staff will learn IP addressing, DHCP, DNS, WPA3 and SMB / NTS. Additionally IIS and HTTPS protocols and skills are used in a virtual network environment.

Networking - Configure Network Security

Having a secure network will reduce the chances of external and internal intrusions and threats to your organisation. To further protect your workplace network this subject exposes your staff to critical elements such as role-based user security, network auditing and monitoring, encrypting email, wireless security as well as network/system analysis for security breaches.

Networking - Install a Small Enterprise Network

There are a number of critical elements required in setting up a small enterprise network your staff need to master. Within this subject your staff will learn how to setup, configure and maintain a small network for your organisation. They will be exposed to a wide range of tools to setup appropriate network security as well as troubleshoot network connectivity issues.

Networking - Install Hardware

There will always be a place for hardware skills in IT. This subject delves into the range of hardware components that make networks function smoothly.   Your staff must have access to a workplace network and a router they can install.

Networking – Virtualisation

Today's computing world is moving more and more towards IT virtualisation. This innovative subject will allow your staff to actually install and configure a Server in a virtual and safe environment. Your staff will install, configure, and test the functionality of two different operating systems and virtual machines in a virtual lab environment.

Programming with Javascript

Your staff will learn to create a simple application through introductory programming techniques with Javascript. This includes applying language syntax, control structures to create code, using programming standards, testing and debugging. The assessment components are completed in a test lab to develop a random password generator application.

Run Standard Diagnostic Tests on Devices

The ability to solve device issues is a fundamental skill set required by every IT Technician. This subject will see your staff run a range of diagnostic tests designed to prolong the life of your IT equipment and operating systems. The subject looks at tools like Device Manager, Event Viewer, Performance Monitor, SFC and DISM. A virtual practical lab will simulate real world use of these important and valuable tools.

Support ICT Technical Problems

Your staff will learn the skills and knowledge required to remotely support the resolution of ICT technical enquiries. These include the techniques to record, prioritise and escalate client support requests received and the effective use of different information systems to troubleshoot and record your staff's actions. A virtual practical lab is used for assessments to simulate real world activites.

THE ACCM ENROLMENT PROCESS
We make getting started easy

ONCE YOU REVIEW THE AGREEMENT JUST FORWARD LINK TO YOUR TRAINEE

YOUR TRAINEE ENROLS ONLINE IN LESS THAN 10 MINUTES

OUR SERVICE ONE TEAM WILL MAKE A WELCOME CALL TO YOUR TRAINEE AND SCHEDULE THEIR INDUCTION

YOUR TRAINEE LOGS ON TO WEBCLASS AND WATCHES OUR WELCOME VIDEO THAT EXPLAINS WHAT COMES NEXT

YOUR TRAINEE COMPLETES THE INITIAL SKILLS ASSESSMENT ON WEBCLASS AND SUBMITS THEIR ID

YOU AND YOUR TRAINEE DETERMINE ELECTIVE CHOICES (IF REQUIRED)

OUR SERVICE ONE TEAM COMPLETES THE INDUCTION BY PHONE AND CONFIRMS LLN* AND COURSE SUITABILITY

SERVICE ONE SENDS THE GOVERNMENT TRAINING PLAN TO BE SIGNED BY YOU AND YOUR TRAINEE

TRAINEE STARTS COURSE WORK ON THEIR FIRST SUBJECT

SERVICE ONE MONITORS PROGRESS AND CONTACTS TRAINEE WEEKLY FOR FIRST 3-4 WEEKS TO OFFER SUPPORT

YOUR TRAINEE'S PRIMARY TRAINING ADVISER TAKES OVER AT 4-5 WEEKS OFFERING SUPPORT AND COACHING UNTIL COMPLETION

* LLN - to determine Language, Literacy and Numeracy suitability

KEEPING YOU IN THE LOOP

EMPLOYER DASHBOARD

Traineeships are an investment in time, effort and resources for your organisation.

We know engaged employers will want to know how those investments are progressing.

Our experience has shown your involvement is key to your Trainee's success.

However, to be effective you need the most current and accurate information.

ACCM's web-based Employer Dashboard gives you that visibility 24/7... in real time.

- Daily questions completed
- Overall course progress
- Course Start and End dates
- Full course timetable and due dates
- Live Assessment results
- Log-in times/dates

USE THIS QR CODE TO SEE OUR EMPLOYER DASHBOARD IN ACTION!

Your Trainee's Student Training Adviser will also assist with detailed progress updates, study strategies and motivational support to help drive strong results.

You can also *always* speak to me, and I will help.

Cherie McGregor
Director of RTO Operations

TRAINEESHIPS - GETTING STARTED
The process is straight-forward and help is waiting

Your Apprentice Connect
Australia Provider and ACCM
College are there to help you

What is an Apprentice Connect Australia Provider?

The Provider you choose is contracted by the government to be the official "go-between" for you, government agencies and ACCM College. Your Provider will help with course selection, completing the training contract, registration with state/territory governments and supporting the Traineeship until completion.

1. CONTACT YOUR PROVIDER*

Your staff must be registered with the government within the first 3 months of employment to be eligible for a Traineeship.

2. CHOOSE THE RIGHT COURSE

Select the right qualification for your new Trainee. Your Provider and ACCM College can help you with any and all questions.

3. SIGN THE TRAINING CONTRACT

Your Provider will help you and your Trainee complete the Training Contract. They will submit this to State/Territory Training for you.

4. ENROL TRAINEE WITH ACCM

We will send you a link for your Trainee to enrol. Once enrolled, you will both be asked to sign a Training Plan.

5. RECEIVE ON-GOING PROVIDER SUPPORT

Your Apprentice Connect Australia Provider will check in on your Trainee during their Traineeship and will always be available for assistance.

6. FINALISING THE TRAINING CONTRACT

When the time comes, your Provider will help you finalise the Traineeship Contract with the government.

* To be registered as a New Entrant Trainee,
a new employee must be registered as a trainee within 3 months
of commencing work, or within 12 months for part-time employees.