



**Australian
College**
of Commerce & Management
RTO ID: 1441

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Certificate IV in Information Technology

General Stream

ICT40120

Give your staff the advanced technology skills they need to thrive in the IT industry

the
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difference

ACCM College's online program reflects over 25 years of meeting our employers' needs.

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- **All materials online** - designed to suit a wide range of learning styles. Available 24/7 via computer, tablet or mobile phone.
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- **Real time progress visibility** - check your staff's progress, timetable and results 24/7 via our online Employer Dashboard.

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Foundation Skills

- Service Desk operations
- Cyber-security risk management
- Evaluating emerging technologies
- Basic system administration

Specialty Skills

- Install and manage virtual networks
- Resolving IT client outages
- First-level help desk support
- Cloud computing solutions
- Programming with Javascript



To see enrolment fees for your region, please click or scan the QR code

courses@accm.edu.au

CERTIFICATE IV IN INFORMATION TECHNOLOGY

ICT40120 - General Stream

COURSE DESCRIPTION:

The Certificate IV level course provides your experienced IT staff with a selection of advanced theory and hands-on learning opportunities. This qualification covers advanced client support skills, protecting intellectual property, online security, cyber-security risk management, ICT problem resolution, virtualisation, emerging technology, system administration and basic programming.

SUBJECT	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	
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
Networking - Virtualisation	• Install and configure virtual machines	ICTNWK420	8
	• Install and manage servers	ICTNWK422	
	• Configure desktop environments	ICTNWK427	
Secure information Assets	• Provide Basic System Administration	ICTSAS312	10

If you would like to discuss additional electives, please contact us.