

Certificate III in Information Digital Media and Technology

ICT30118



A HANDS-ON PRACTICAL COURSE TO
START YOUR IT CAREER

About This Course

The Certificate III in Information, Digital Media and Technology is a hands-on course that has a key focus on the skills and knowledge essential for any IT career! You will learn all the essential skills for a successful career in IT including how to run standard diagnostic tests, install and optimise operating system software and manage the migration to newer technology.

The Certificate III in Information, Digital Media and Technology elective subjects allow the option to specialise in network administration, support or applications. You will have the system administration and first level support skills needed in any IT role.

Subject Choices

No electives are required

- Run Diagnostic Tests
- ICT Cloud and Sustainability Solutions
- Work Effectively and Safely in ICT
- Installing an Operating System
- Network Administration (E)
- Building Networks (E)
- Migrate to New Technology (E)
- Help Desk Operations (E)
- Mastering Your Help Desk Role (E)

Key Course Facts

Start Date:

Start immediately

Duration:

Complete within 12 months

Delivery Options:

On-line/Correspondence

Group Training:

Contact the College for Availability

Course Fees: \$3,750 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$0	\$350	\$3,750	\$720	N/A	N/A	N/A	\$1,593

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$3,750	\$350	\$3,750	\$720	\$3,750	N/A	N/A	N/A

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$0	\$350	N/A	\$0	N/A	N/A	N/A	N/A

Subsidised Training Options for this Qualification *

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,740	\$200	N/A	N/A	N/A	N/A	N/A	N/A

* NSW fee listed is for the Smart and Skilled category 'no prior qualification'. A fee increases of 15-17% applies to those who have completed a qualification previously. This training is subsidised by the NSW Government.

** Subject to eligibility and availability at the time of enrolment

Entry Requirements

Reading and Writing Skills

The course is an online correspondence course so you need to have basic English reading and writing skills, or higher. As a guide - you should have completed Year 10 schooling, or have proven workplace written communication skills.

Limited Enrolments

Please note that the College has a restriction on the total number of Information Technology students to ensure that we can adequately support them. At this time enrolments in this course are restricted to existing students and clients by an application basis.

Spoken English Skills

Some components of this course have practical components where students will be required to demonstrate verbal communication skills as part of their assessments. Average English skills are necessary to complete these components successfully.

Work Placement

To achieve best practical application of this course it is recommended that you be in a work environment where you can practice some of the skills learnt.

Computer and Internet

- Access to a Desktop Computer or Laptop with Windows 7 (or higher)
- You will need access to a computer and the internet with Internet Explorer 8+, Chrome or Firefox
- Access to the following Microsoft Office 2010 (or later) Applications: Word, Excel, PowerPoint
- Access to a Current Windows Operating System (E.g. Windows 7 or higher)
- Access to Computer Hardware/Peripherals (Desktops, Monitors, Mouse, Keyboard, Printers etc.)

- Ability to study and conduct assessments in a safe environment
- Access to a desktop computer that can be physically dismantled (eg removal of hard drive and other components) and reassembled
- Possess Administrator rights for installation of software on a local computer
- Safety Equipment used in the dismantling of Computer Desktops (Electrostatic Wrist strap) is also required

This Course Has Been Replaced - Transition Rules

This qualification has been replaced by ICT30120 - Certificate III in Information Technology.

It is recommended that you enrol in that qualification unless there is a specific reason where we agree that this qualification is more suited to your circumstances.

ACCM College is in the process of offering that qualification. If you wish to enrol immediately you can enrol in this qualification and we will transition you to the newer one as soon as we can and at no cost.

The “transition date” for this qualification is **19 July 2021**.

This means that you must have been assessed as competent in all required units/subjects by this date.

If you do not finish by this date your enrolment must be closed and a Statement of Attainment issued for any completed units.

ACCM College does not have any discretion on this rule.

Existing students in this qualification may have the option to transition to the newer qualification.

The ACCM Transition Policy outlines this process and the considerations taken in determining if this is the best outcome for each student and if any fees apply. Go to the Policy page for details.

Subject Descriptions

Core Subjects:

Run Diagnostic Tests

The ability to install software and operating systems are a fundamental skill set required by an IT Technician. This module will have you installing and configuring an operating system. It will also have you running a number of diagnostic tests designed to prolong the life of equipment and the operating system. You will need to have access to a Windows based operating system as you will be developing a greater level of understanding in regards to using and maintaining your system.

Unit(s):

ICTSAS308 - Run standard diagnostic tests

ICTSAS410 - Identify and resolve client ICT problems

ICT Cloud and Sustainability Solutions

Sustainability is a key criteria for many ICT decisions. In this subject we look at how cloud solutions and services could offer benefits to businesses as well as be part of the sustainability solution.

Unit(s):

BSBSUS401 - Implement and monitor environmentally sustainable work practices

ICTNWK306 - Evaluate characteristics of cloud computing solutions and services

BSBXTW301 - Work in a team

Work Effectively and Safely in ICT

It is essential that IT professionals work in a safe manner, especially as their roles may involve working with devices that hold electrical current. This subject examines typical WH&S policies and procedures, key safe working practices such as manual handling and storage. It also focuses on consultation practices and requirements.

Unit(s):

ICTICT202 - Work and communicate effectively in an ICT environment

BSBWHS304 - Participate effectively in WHS communication and consultation processes

ICTWHS204 - Follow work health and safety and environmental policy and procedures

Installing an Operating System

This subject addresses the skills and knowledge required to install, configure and optimise operating system (OS) software to meet business and client needs. In addition you will learn how to draft and prepare user documents.

Unit(s):

ICTICT301 - Create user documentation

ICTICT302 - Install and optimise operating system software

Elective Subjects: No electives are required

Network Administration

Maintaining and administering a network environment can provide its users with a seamless experience. We look at areas such as setting up user accounts, modifying user permissions, installing and understanding basic networking protocols as well as conducting a range of command line networking tools in order to troubleshoot and uncover networking issues.

Unit(s):

ICTNWK301 - Provide network systems administration

ICTNWK305 - Install and manage network protocols

ICTSAS304 - Provide basic system administration

Building Networks

There are a number of key elements required in setting up a small networking environment. Within this task the student will learn how to setup a small network from scratch; by setting up and configuring various network hardware devices. The student will be advised of an array of tools that could be used to both setup appropriate network security as well as troubleshoot any network connectivity issues.

Unit(s):

ICTNWK302 - Determine and action network problems

ICTNWK303 - Configure and administer a network operating system

ICTNWK304 - Administer network peripherals

ICTSAS307 - Install, configure and secure a small office or home office network

Migrate to New Technology

Understanding the need to incorporate new technology in a workplace can allow the company to stay ahead of its competitors. In this subject we explore and document the pros and cons of implementing new industry specific technologies in a workplace and how consulting with relevant stakeholders can ensure that these technologies are aligned with the business objectives.

Unit(s):

ICTICT305 - Identify and use current industry specific technologies

ICTSAS305 - Provide ICT advice to clients

ICTICT303 - Connect internal hardware components

ICTICT306 - Migrate to new technology

Help Desk Operations

Learn the skills and knowledge required to remotely support the resolution of ICT technical enquiries and requests for help. The skills addressed include the techniques to record, prioritise and escalate client support requests received by your IT Help Desk, and the effective use of multiple information systems to troubleshoot and record your actions. You need to be employed in a relevant role to undertake this subject.

Unit(s):

ICTSAS204 - Record client support requirements

ICTWOR306 - Resolve technical enquiries using multiple information systems

Mastering Your Help Desk Role

Learn how to investigate the technical support needed and provide advice to the customer on their software, hardware or network problem. This Help Desk subject also looks at the ways you can develop your first-level remote help desk support skills to offer the highest level of support possible. You need to be employed in a relevant role to undertake this subject.

Unit(s):

ICTSAS420 - Provide first-level remote help desk support

Service Guarantees

Quality Training Provider

ACCM has a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in a week or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have.

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.
