



Certificate III in Information Technology

ICT30120



A HANDS-ON PRACTICAL COURSE TO
START YOUR IT CAREER

About This Course

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. 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.

This Certificate III program takes advantage of the latest advances in virtual technology to safely transfer IT theory to practical application. Our students will have the opportunity to develop new skills or hone their existing IT abilities using a virtual laboratory specifically designed to provide a realistic IT experience. This means our learners can practice and experiment in a safe setting with no risk to operational systems or networks in the workplace.

Subject Choices

Up to 4 electives. Total Elective Options Based on Subjects Chosen

- Local Device System Administration
- ICT Problem Solving
- Programming with Javascript
- IT Help Desk Operations (E)
- IT Network Systems Administration (E)
- Configure Windows Operating Systems (E)
- Networking - Configure a Network OS (E)
- Networking - Install Network Protocol (E)
- Networking - Administer Peripherals (E)
- Networking - Action Network Problems (E)
- Networking - Build a Small Office Network (E)
- Provide First Level Remote Support (E)
- Run Standard Diagnostic Tests (E)
- Evaluate Cloud Solutions (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 | N/A | \$608 | \$3,750 | N/A | \$3,750 | N/A |

Existing Worker Traineeship Fees for this Qualification:

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

* Jobs & Skills WA courses are subsidised by the Department of Training and Workforce Development. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

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

Entry Requirements

Reading and Writing Skills

The course is an online correspondence course. You will 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.

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, Internet and Technology You Need

- 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

Subject Descriptions

Core Subjects:

Local Device System Administration

Basic system administration functions and the importance of protecting data are the two main issues covered in this subject. Activities include implementing components of systems backup and restoring files from backups. In addition, there are activities on virus scanning and confirming licensing for a stand-alone device. Content explores the legal requirements to protect personally identifiable data and information. A virtual practical lab is used as a key assessment tool.

Unit(s):

BSBXCS303 - Securely manage personally identifiable information and workplace information

ICTSAS304 - Provide basic system administration

ICTSAS213 - Maintain the integrity of ICT systems

ICT Problem Solving

ICT problems can be difficult to solve. This subject covers critical thinking and team problem solving techniques aimed at identifying the nature of ICT issues. It also covers the skills to provide ICT advice and support to users, including the communication of detailed 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.

Unit(s):

ICTSAS305 - Provide ICT advice to clients

BSBCRT301 - Develop and extend critical and creative thinking skills

BSBXTW301 - Work in a team

ICTICT313 - Identify IP, ethics and privacy policies in ICT environments

Programming with Javascript

Learn to create simple applications through introductory programming techniques with Javascript. This Subject covers applying language syntax, control structures to create code, using programming standards, testing and debugging.

Unit(s):

ICTPRG302 - Apply introductory programming techniques

Elective Subjects: Up to 4 electives. Total Elective Options Based on Subjects Chosen

IT Help Desk Operations

Learn the skills and knowledge required to remotely support the resolution of ICT technical enquiries. You will learn 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. A virtual practical lab is used for assessments.

Unit(s):

ICTICT219 - Interact and resolve queries with ICT clients

ICTSAS212 - Record the requirements of client support requests

ICTWOR306 - Resolve technical enquiries using multiple information systems

ICTSAS211 - Develop solutions for basic ICT malfunctions and problems

IT Network Systems Administration

Effectively maintaining and administering a network environment will provide your users with a seamless experience. This Subject looks 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):

ICTNWK307 - Provide network systems administration

Configure Windows Operating Systems

An optimised and properly configured Operating System is at the heart of every IT device. This Subject addresses the skills required to plan, install and configure Operating System software to meet your organisational and client's needs. You will learn both graphical user interface and command line entries to ensure long-term successful operations.

Unit(s):

ICTICT213 - Use computer operating systems and hardware

Networking - Configure a Network OS

Installing, configuring and optimizing network operating system (OS) software to meet business and client needs is crucial to daily operations in the modern workplace. In this Subject, you will learn the critical skills needed to determine data needs, create file structures, set security requirements and manage your user's network accounts.

Unit(s):

ICTNWK309 - Configure and administer network operating systems

Networking - Install Network Protocol

Protocols are key to your network operating successfully both locally and globally. This fundamental Subject delivers the skills required to identify and install protocol requirements, apply efficient network topologies and maintain your network's interoperability across the net.

Unit(s):

ICTNWK311 - Install and test network protocols

Networking - Administer Peripherals

Effective command and control of the many peripherals on your network is vital to sustained operations. This Subject will teach you the skills needed to locate, configure, install and maintain every peripheral connected to your network, while ensuring the security and operation of your network is protected.

Unit(s):

ICTNWK310 - Administer network peripherals

Networking - Action Network Problems

Providing immediate resolution for Network outages is at the heart of the modern IT technician's role. In this Subject you will learn to diagnose symptoms, use modern troubleshooting techniques and skillfully resolve a wide range of network faults and outages impacting your users network access.

Unit(s):

ICTNWK308 - Determine and action network problems

Networking - Build a Small Office Network

There are a number of key elements required in setting up a small networking environment. Within this Subject you will learn how to setup and configure a small network from scratch. You will be exposed to a wide range of tools to setup appropriate network security as well as troubleshoot any network connectivity issues.

Unit(s):

ICTSAS310 - Install, configure and secure a small office or home office network

Provide First Level Remote Support

IT problems are always best resolved at the lowest level possible. This Subject will teach you how to investigate the technical support needed and provide advice to the customer on their software, hardware or network problem. Additional focus is given to ensuring the effective resolution and documentation of problems with your client to provide a smooth return to operations.

Unit(s):

ICTSAS442 - Provide first-level remote help desk support

Run Standard Diagnostic Tests

The ability to install software and operating systems are a fundamental skill set required by an IT Technician. This Subject will see you install, configure and test an Operating System in our Virtual Lab. You will also learn how to run a range of diagnostic tests designed to prolong the life of your IT equipment and Operating Systems.

Unit(s):

ICTSAS308 - Run standard diagnostic tests

Evaluate Cloud Solutions

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

Unit(s):

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.
