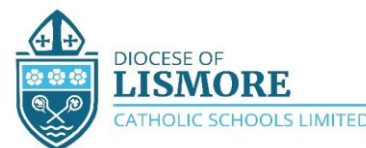


INFORMATION & DIGITAL TECHNOLOGY

Statement of Attainment towards or Certificate
ICT30120 Certificate III in Information Technology



RTO 45649

This qualification provides the skills and knowledge for an individual to be competent in a wide range of general information and communications technology (ICT) technical functions and to achieve a degree of self-sufficiency as an advanced ICT user.

Persons working at this level will support information technology activities in the workplace across a wide range of ICT areas, including technical support, network administration, web technologies, software applications and digital media technologies.

Hours	240 hr	Training Package	ICT
Type	Board Developed Course	Work Placement	Mandatory 70 hours
Unit Value	2 unit Preliminary 2 unit HSC	SBAT	Opportunity to complete a School Based Traineeship and gain credit towards the HSC
Specialisation	Yes – required for full qualification	Recognition	National AQF and HSC Qualification
HSC Exam	Yes	ATAR	Yes

ASSESSMENT

This course is competency based and the student's performance is assessed against prescribed industry standards. Assessment methods may include:

- Observation
- Student demonstration
- Questioning
- Written tasks
- Tests

PERSONAL REQUIREMENTS

- Strong client focus and genuine desire to assist
- Analytical skills
- Persistence
- Good communication skills
- Able to work as part of a team
- Patient and tolerant
- Aptitude for technical activities
- Methodical & disciplined problem-solving

RELATED OCCUPATIONS

- Help Desk Officer
- Network Support Officer
- ICT Operations Support
- ICT User Support
- PC Support

DUTIES AND TASKS IN INFORMATION TECHNOLOGY SUPPORT

- Identify the hardware and software needed to provide solutions to problems
- Assist with the customisation and adaptation of existing programmes to meet users' requirements
- Provide telephone, face-to-face and online support to customers
- Download and install appropriate software
- Connect users to networks and provide initial training in facilities and applications
- Talk with vendors and programmers
- Provide information relating to customers' hardware and software purchasing decisions
- Make sure users can use the equipment by providing personal tuition and self-help instructions
- Undertake housekeeping and reporting functions for the area of responsibility

CAREER PATHWAYS

Technical Support, ICT Technician, Webpage Design, Multimedia Production, IT Business Manager, Internet Systems Administrator, E-Business Project Manager

FURTHER STUDY

Relevant Information Technology qualifications including Certificate IV, Diploma and Degree

