

Certificate IV in Information Technology (General) [ICA40105]



NSW Vocational
Education & Training
Accreditation Board

Course Suitability

This course has general suitability for many employees who have industry experience in an IT or ITC environment that do not specialise in network administration or help desk support.

- Software Support officer
- Technical Operator
- Client Support Officer
- PC Support Officer
- Maintenance Technician
- Support Technician

Course & Vocational Outcomes

The course consists of 5 core modules that deliver skills and knowledge in:

- Locating and Actioning Faults
- Professional Development
- Determining Business Needs
- Automating Processes
- Managing Simple Projects

The electives allow skill development in a choice of 3 from the following 5 streams:

Client Support stream

- Relate to clients on a business level
- Determine and action client computing problems
- Action and complete change requests

Hardware / Operating Systems stream

- Support system software
- Implement maintenance procedures
- Evaluate system status

Communications / Documentation stream

- Write content for web pages
- Maintain information systems
- Develop guidelines for up-loading information to a webpage

Software Stream

- Create mark-up language documents
- Build a basic website
- Transfer content to a website using commercial packages

Networking Stream

- Maintain website performance
- Complete database back-up and recovery

Enrolment Options

- Private enrolment
- Employer sponsored enrolment
- Traineeship enrolment*

* Subject to eligibility in your state. Refer to our brochure *About Traineeships*. Note: all types of enrolments are subject to meeting the entry requirements.

Course Duration and Commencement

You study at your own pace with distance delivery. You are however, required to submit work at regular intervals and to an agreed timetable of study. Normal fulltime study takes 33 weeks. Part time study takes 66 weeks. Most Traineeships allow 24 months for completion but the course is normally timetabled over 66 weeks. The College has continuous intake and commences courses all year round.

Entry Requirements

To complete this course you must have internet access and an operational IT environment on which you are permitted to conduct practical activities on, and skilled IT professionals to supervise you. There are different hardware and software requirements for this course depending upon the "stream" that you choose.

Note that entry into this course requires you to have the necessary prerequisite units from Certificate II and Certificate III or be assessed as having these competencies prior to commencing the course.

Discuss these entry requirements with the College prior to enrolment.

Qualification & Career Pathways

Career paths include opportunities as:

- IT Help Desk 2nd level support
- IT Support Officer
- Senior Technical Support Officer

This is a nationally accredited, formal qualification that is recognised as part of the Australian Qualifications Framework. After completion of this qualification you have a range of opportunities to continue your IT studies at Diploma level.

For More Information or To Enrol

Phone: 1800 686 883



Australian College
of Commerce & Management

Australian College of Commerce and Management Course Outline

ICA40105 Certificate IV in Information Technology (General)

Module & Unit/s of Study | Workplace Skills Learnt

Module 1 General – Locating and Actioning Faults

ICAT4221A Locate equipment, system and software faults	<ul style="list-style-type: none"> Choose the most appropriate fault finding method Analyse the problem to be solved Define the causes of the problem and create a plan of action Review problem and system status
ICAS4134A Provide first level remote help desk support	<ul style="list-style-type: none"> Determine the user support issue Identify the hardware or software being used by the customer/client Confirm resolution of user support issue Maintain communication link

Module 2 General – IT Professional Development

BSBCMN304A Contribute to personal skill development and learning	<ul style="list-style-type: none"> Identify own learning needs for skill development Undertake personal skill development Monitor learning effectiveness
ICAW4214A Maintain ethical conduct	<ul style="list-style-type: none"> Protect the interests of clients Produce quality products and services Ensure correct representation Produce code of ethics Maintain good work practices

Module 3 General – Determining Business Needs

ICAA4041A Determine and confirm client business expectations and needs	<ul style="list-style-type: none"> Determine context of business need or problem Gather information Confirm system specifications
ICAD4043A Develop and present a feasibility report	<ul style="list-style-type: none"> Confirm client requirements Develop high level alternative scenarios Prepare and publish feasibility report

Module 4 General – Introduction to Project Management

PSPPM402B Manage simple projects Note - discuss the content of your Project with your Training Manager. Where possible it should be related to an actual workplace project and/or one related to your elective modules.	<ul style="list-style-type: none"> Implement start-up activities Coordinate project implementation Monitor project Arrange project follow-up activities
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Module 5 General – Automate Processes

ICAD4217A Create technical documentation	<ul style="list-style-type: none"> Identify and analyse documentation needs Design documentation Develop documentation Evaluate and edit documentation Prepare documentation for publication
ICAB4225A Automate Processes	<ul style="list-style-type: none"> Develop algorithms to represent solution to a given problem Describe structures of algorithms Design and write script Verify and review script Document script

3 Specialist Modules need to be selected from the following 5 options:

Specialist Module 1 Client Support – (Client Support Stream)

ICAS4022A Determine and action client computing problems	<ul style="list-style-type: none"> Determine client problem Prioritise client problems Refer problems where required Carry out maintenance Prepare maintenance report Confirm problem resolution
ICAW4027A Relate to clients on a business level	<ul style="list-style-type: none"> Understand organisational environment Identify internal and external client requirements Negotiate client support service Monitor, adjust and implement procedures to maintain client focus
ICAS4106A Action and complete change requests	<ul style="list-style-type: none"> Review change requests Modify system according to requested changes Prepare and deliver training on use of modified system

Specialist Module 2 Support System Software – (Hardware Operating Systems stream)

ICAS4109A Evaluate system status (Must have completed ICAT3025A Run standard diagnostic tests)	<ul style="list-style-type: none"> Determine scope and evaluation parameters Carry out evaluation Report on evaluation
ICAS4114A Implement maintenance procedures (Must have completed ICAT3025A Run standard diagnostic tests)	<ul style="list-style-type: none"> Determine best practices for equipment and software maintenance Identify resources to provide equipment and software maintenance Revise practices, where appropriate
ICAS4127A Support system software (Must have completed ICAI3020A Install and optimise operating system software)	<ul style="list-style-type: none"> Maintain system software Set up and manage the system files Monitor and manage system usage and security Carry out system back up Restore system back up

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Specialist Module 3 Web page Documentation (Communications / Documentation stream)

<p>ICAD4190A Maintain information standards</p> <p>(Must have completed ICAD4217A Create technical documentation)</p>	<ul style="list-style-type: none"> • Ensure that organisational website content is approved for display • Make content accessible on website • Ensure access to information and payment options • Ensure disclosure of policies and services • Communicate product/service conditions and notifications • Ensure customer service support
<p>ICAD4198A Develop Guidelines for Up-Loading Information to a Webpage</p> <p>(must have completed ICAD3218A Create user documentation and ICAD4217A Create technical documentation)</p>	<ul style="list-style-type: none"> • Develop site policies • Establish updating and loading procedures • Document guidelines
<p>ICAD4209A Write Content for Web pages</p>	<ul style="list-style-type: none"> • Determine site content requirements • Write site content • Upload content

Specialist Module 4–Webpage Development (Software stream)

<p>ICAB4169A Use Development Software and IT Tools to Build a Basic Website</p>	<ul style="list-style-type: none"> • Select and analyse website structure and development tools • Begin site construction • Complete and validate website construction and content
<p>ICAB4135A Create a Simple Mark-Up Language Document to Specification</p>	<ul style="list-style-type: none"> • Analyse specification • Create document structure to specification • Format document to specification • Create tables, hyperlinks and graphics • Validate documents
<p>ICAS4201A Transfer Content to a Website using Commercial Packages</p>	<ul style="list-style-type: none"> • Configure the file transfer protocol client • Plan and prepare for data transfer • Establish connection to server • Transfer data to remote server

Specialist Module 5– Database Support (Networking stream)

<p>ICAS4108A Complete Database Back-Up and Recovery</p>	<ul style="list-style-type: none"> • Review database architecture • Determine back-up methods appropriate to database requirements • Establish recovery points and disaster recovery procedures • Create and deploy standby database
<p>ICAS4113A Identify and Resolve Common Database Performance Problems</p>	<ul style="list-style-type: none"> • Diagnose problems • Configure database • Tune database
<p>ICAS4125A Monitor and Administer a Database</p> <p>(must have completed ICAS3024A Provide basic system administration)</p>	<ul style="list-style-type: none"> • Start up a database • Manage database • Manage database access

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Elective Modules need to be selected from the following options:

Students must select 2 modules from the above Specialist Core Streams not selected, or the following elective modules.

Note your selections must add up to a minimum of 6 units of competency:

E.g.

2 x remaining specialist core modules with 3 units each = 6 units; or

3 x elective modules with 2 units each = 6 units; or

Elective Module 1 – Advanced Client Support	
ICAS4033A Assist with policy development for client support procedures	<ul style="list-style-type: none">• Determine support issues• Develop client support procedures• Provide recommended changes for client support policy• Update documented client support policy
ICTCC121A Use an Enterprise Information System	<ul style="list-style-type: none">• Locate and interpret information for a customer enquiry• Record information for a customer transaction• Use help systems

Elective Module 2 – Leading People	
ICAS4023A Provide one-to-one instruction	<ul style="list-style-type: none">• Determine client need• Organise instruction resources• Provide appropriate instruction• Obtain client feedback
ICAW4026A Coordinate and Maintain Work Teams	<ul style="list-style-type: none">• Establish team• Coordinate team• Conduct team activities and review team performance

Elective Module 3 – Install Hardware and Software to a Network	
ICAI4030A Install software to networked computers	<ul style="list-style-type: none">• Determine software requirements• Obtain software• Install software• Determine and provide instruction and support
ICAI4029A Install network hardware to a network	<ul style="list-style-type: none">• Determine hardware requirements• Obtain hardware• Install network hardware• Provide support for installed products• Determine and provide instruction and support