

Certificate IV in Information Technology (Support) [ICA40205]



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 support environment e.g.

- Customer Support Officer
- Database Administrator
- Help Desk Operator
- Systems Support Officer
- Network Support Technician
- PC Support Officer
- Technical Support Officer

Course & Vocational Outcomes

This qualification will develop an IT employee's skill in being able to identify and action problems and offer client assistance.

The course consists of 10 core modules that deliver skills and knowledge in:

- Locating and Actioning Faults
- Professional Development
- Determining Business Needs
- Automating Processes
- Installing Hardware and Software to a Network
- Hardware Operating Systems
- Supporting System Software
- Networking Security
- System Security
- Advanced Network Installation
- Building an Intranet
- Managing Simple Projects
- Client Support
- Building Teams
- Database and Webpage Support
- Advanced Client Support

Enrolment Options

- Private enrolment
- Employer sponsored enrolment
- Traineeship enrolment*
 - New Workers
 - Existing Workers

* 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

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 30 weeks. Part time study takes 60 weeks. Most Traineeships allow 24 months for completion but the course is normally timetabled over 60 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.

As detailed textbooks are used, average literacy skills are required. To complete this course you must also demonstrate average language / communication skills as applicable to a help desk environment.

Note that entry in 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.

Please contact the College to discuss these requirements prior to enrolment.

Qualification & Career Pathways

Career paths include opportunities as:

- Help Desk Team Leaders; and
- Senior Support Officers

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

- Certificate IV in IT in other specialist areas;
- Certificate IV in Business (Frontline Management)
- Diploma of Information Technology

For More Information or To Enrol

Phone: 1800 686 883



Australian College
of Commerce & Management

Australian College of Commerce and Management Course Outline

ICA40205 Certificate IV in Information Technology (Support)

Module & Unit/s of Study Workplace Skills Learnt

All listed modules must be completed to complete this qualification.

Module 1 Support – 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 Support – 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 Support – Support System Software

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	<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

Module 4 Support – 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

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Module 5 Support – Project

PSPPM402B
Manage simple projects

Note – discuss the content of your Projects with your Training Manager. Where possible it should be related to an actual workplace project and/or one related to your modules.

- Implement start-up activities
- Coordinate project implementation
- Monitor project
- Arrange project follow-up activities

Module 6 Support – Automate Processes

ICAD4217A
Create technical documentation

- Identify and analyse documentation needs
- Design documentation
- Develop documentation
- Evaluate and edit documentation
- Prepare documentation for publication

ICAB4225A
Automate Processes

- Develop algorithms to represent solution to a given problem
- Describe structures of algorithms
- Design and write script
- Verify and review script
- Document script

Module 7 Support – Client Support

ICAS4022A
Determine and action client computing problems

- 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

- 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

- Review change requests
- Modify system according to requested changes
- Prepare and deliver training on use of modified system

Module 8 Support – Leading People

ICAS4023A
Provide one-to-one instruction

- Determine client need
- Organise instruction resources
- Provide appropriate instruction
- Obtain client feedback

ICAW4026A
Coordinate and Maintain Work Teams

- Establish team
- Coordinate team
- Conduct team activities and review team performance

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Module 9 Support – Database Support

ICAS4108A Complete Database Back-Up and Recovery	<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
ICAS4191A Maintain Website Performance	<ul style="list-style-type: none">• Benchmark website performance• Track website performance• Tune performance• Initiate and monitor performance improvement
ICAS4113A Identify and Resolve Common Database Performance Problems	<ul style="list-style-type: none">• Diagnose problems• Configure database• Tune database

Module 10 Support – 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 inquiry• Record information for a customer transaction• Use help systems