

Certificate II in Information Technology [ICA20105]



NSW Vocational
Education & Training
Accreditation Board

Course Suitability

This course is the entry level qualification for those interested in commencing a career in IT, supported with formal studies.

- Junior Network Assistant
- Help Desk Operator
- IT Assistant or Trainee
- PC or Client Support Officer
- Maintenance or Support Technician

Course & Vocational Outcomes

The course consists of 8 core modules that deliver skills and knowledge in:

- Operating computer packages
- Integration of commercial computing packages
- Document design for computer packages
- Effective communication skills
- Working effectively with computers
- Working safely

The electives included cover off basic IT skill sets required in today's work environment.

- Operation of personal computer
- Word processing & Spreadsheet applications
- Database operation
- Connection of hardware peripherals
- Installation of software applications
- Maintaining system integrity
- Accessing the internet

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

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 26 weeks. Part time study takes 52 weeks. Most traineeships allow 12 months for completion.

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.

You will need to have a Windows platform & Office 2000 XP or Office 2007.

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
- Technical Support Officer

This is a nationally accredited formal qualification recognised as part of the Australian Qualifications Framework. After completion of this qualification, you have the choice to continue your studies at Certificate III level:

Certificate III IT (General)

- Applications
- Networking
- Support

For More Information or To Enrol

Phone: 1800 686 883

contact@austcollege.com.au



Australian College
of Commerce & Management

Australian College of Commerce and Management Course Outline

ICA20105 Certificate II in Information Technology

Module & Unit/s of Study

Workplace Skills Learnt

This Timetable builds-in the Certificate I prerequisite unit/s.

Module 1 Operate a Word Processing Application	
ICAU1128A Operate a personal computer (elective 2 – pre-requisite)	<ul style="list-style-type: none">• Start the computer• Access basic system information• Navigate and manipulate desktop environment• Organise basic directory/folder structure and files• Organise files for user and/or organisation requirements• Print information• Shut down computer
ICAU1129A Operate a word processing application*	<ul style="list-style-type: none">• Create documents• Customise basic settings to meet page layout conventions• Format document• Create tables• Add images• Use mail merge• Print documents
The 3 certificate 1 units marked * are required for completion of ICAU2006A Operate computer packages	

Module 2 Operate Spreadsheets	
ICAU1130A Operate a spreadsheet application*	<ul style="list-style-type: none">• Create spreadsheets• Customise basic settings• Format spreadsheet• Incorporate object and chart in spreadsheet• Print spreadsheet
The 3 certificate 1 units marked * are required for completion of ICAU2006A Operate computer packages	

Module 3 Operate Databases	
ICAU1131A Operate a database application*	<ul style="list-style-type: none">• Create database• Customise basic settings• Create reports• Create forms• Retrieve information
ICAU2006A Operate computer packages (core)	<ul style="list-style-type: none">• Use appropriate software• Access, retrieve and manipulate data• Access and use help functions within each application• Use keyboard and equipment
The 3 certificate 1 units marked * are required for completion of ICAU2006A Operate computer packages	

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Module 4 Integrate Applications	
ICAU2013A Integrate commercial computing packages (core)	<ul style="list-style-type: none">• Determine work requirements• Produce required data/documents to new format• Save and retrieve data with the aid of help functions
ICAD2012A Design organisational documents using computer packages (core)	<ul style="list-style-type: none">• Design documents to meet organisational needs• Access, retrieve, manipulate and save data
Module 5 Safety in an IT Environment	
BSBCM106A Follow workplace safety procedures (core)	<ul style="list-style-type: none">• Follow workplace safety procedures• Contribute to Occupational Health & Safety in the workplace
Module 6: Working in IT	
ICAW2001A Work effectively in an IT environment (core)	<ul style="list-style-type: none">• Identify IT in an organisation and related relevant policies and procedures• Identify IT equipment, software and operating systems used by the organisation
ICAW2002A Communicate in the workplace (core)	<ul style="list-style-type: none">• Establish contact with clients• Process information
ICAD2003A Receive and process oral and written communication (elective 1)	<ul style="list-style-type: none">• Receive and process oral communication from clients• Receive and process written communication• Respond to incoming telephone calls• Make telephone calls

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Module 7 Operating Systems	
ICAU2231A Use computer operating system (core)	<ul style="list-style-type: none">• Configure operating system• Use operating system• Optimise operating system• Support input and output devices
Module 8 Computer Hardware and Peripherals	
ICAU2005A Operate Computer Hardware (core)	<ul style="list-style-type: none">• Identify computer hardware components• Understand the inter-relationship between computer hardware and software• Use computer input equipment
ICAS2014A Connect hardware peripherals (elective 3)	<ul style="list-style-type: none">• Confirm requirements of client• Obtain required peripherals• Connect hardware peripherals
Module 9 System Maintenance	
ICAI2015A Install software applications (elective 4)	<ul style="list-style-type: none">• Determine software or software upgrade requirements• Obtain software or software upgrade• Install or upgrade software
ICAS2017A Maintain system integrity (elective 5)	<ul style="list-style-type: none">• Carry out system back-up• Restore system back-up• Carry out virus scanning• Follow copyright procedures and record software licences where appropriate
Module 10 – Access the Internet	
ICPMM63bA Access the Internet	<ul style="list-style-type: none">• Identify and use local resources• Identify and use remote resources