



Australian Government

Department of Education, Employment and Workplace Relations

ICA20105 Certificate II in Information Technology

Release: 1

ICA20105 Certificate II in Information Technology

Modification History

Not Applicable

Description

Description

This qualification provides the foundation ICT skills and knowledge for an individual to be an effective ICT user or employee. The qualification has a fundamental ICT knowledge and skills base which is pivotal for all other qualifications in ICA05. The 8 core units contain those basic ICT skills and knowledge required for effective entry into all ICA05 qualifications from Certificate III upwards.

The qualification introduces OH&S and soft skills such as communication into the 8 core units. Electives make up 40 per cent of the qualification and are to be selected predominantly from ICA05 but with the option of up to half of the electives coming from other packages. A number of electives provide effective entry into the Certificate III in IT. It is possible to achieve this qualification during the final years of secondary school education subject to the demonstration of competency to a standard expected in the workplace.

Job Roles

The qualification provides foundation general computing and employment skills that enable participation in an information technology environment in any industry. Small to medium enterprises (SMEs) will find the contents of this qualification useful at an ICT user level. In its own right such a qualification could equip an individual to undertake roles such as office assistant or to work in records management at a junior level; however its usefulness is most likely to be found in supplementing functions in roles prevalent in other industries.

Prerequisite Requirements

A number of units within this qualification have prerequisites. These are detailed as follows:

Code and title	Prerequisite units
ICAD2012B Design organisational documents using computing packages	ICAU1128B Operate a personal computer
ICAS2248A Protect and secure information assets	ICAU2231B Use computer operating system
ICAU2005B Operate computer hardware	ICAU1128B Operate a personal computer
ICAU2013B Integrate commercial computing packages	ICAU1128B Operate a personal computer
ICAU2231B Use computer operating system	ICAU1128B Operate a personal computer

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability skills summary

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The following table contains a summary of the employability skills required for a Basic Data Processing and Application Support Officer. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry requirements for this qualification include:
Communication	• providing client support using verbal and non-verbal communication • reading and writing basic workplace documents and technical manuals
Teamwork	• reporting detected destructive software to appropriate persons • seeking feedback from users of new or upgraded technology
Problem Solving	• configuring operating systems to suit the working environment • solving organisational problems by applying technology
Initiative and Enterprise	• selecting appropriate software and file formats for an activity
Planning and Organising	• identifying work to be completed and then prioritising tasks • planning and organising the selection, manufacture and siting of hardware
Self-management	• establishing own work schedule and taking responsibility for own outputs in work and learning • following occupational health and safety standards and organisational policies to avoid injury or illness
Learning	• acquiring and using new or upgraded technology skills to enhance learning • having a basic knowledge of current industry accepted hardware and software products
Technology	• selecting, installing and using computer software and hardware

Packaging Rules

Qualification Structure

To attain the *ICA20105 Certificate II in Information Technology* 14 units must be achieved:

- 8 core units; plus
- 6 elective units, 3 taken from Group A and 3 taken from Group B

Core Units

BSBCMN106A	Follow workplace safety procedures
ICAD2012B	Design organisational documents using computing packages
ICAU2005B	Operate computer hardware
ICAU2006B	Operate computing packages
ICAU2013B	Integrate commercial computing packages
ICAU2231B	Use computer operating system
ICAW2001B	Work effectively in an IT environment
ICAW2002B	Communicate in the workplace

3 Units selected from Group A Electives

ICAD2003B	Receive and process oral and written communication
ICAD3218B	Create user documentation
ICAI2015B	Install software applications
ICAI3021B	Connect internal hardware components
ICAS2008B	Maintain inventories for equipment, software and documentation
ICAS2009B	Interact with clients
ICAS2010B	Apply problem solving techniques to routine malfunctions
ICAS2014B	Connect hardware peripherals
ICAS2016B	Record client support requirements
ICAS2017B	Maintain system integrity
ICAS2243B	Detect and protect from spam and destructive software
ICAS2248A	Protect and secure information assets
ICAS3034B	Determine and action network problems
ICAS3115B	Maintain equipment and software in working order
ICAS3121B	Administer network peripherals
ICAS3234B	Care for computer hardware
ICAT3025B	Run standard diagnostic tests
ICAU2007B	Maintain equipment and consumables
ICAU3004B	Apply occupational health and safety procedures
ICAU3019B	Migrate to new technology
ICAW2011B	Work individually or as a team member to achieve organisational goals
ICPKN315B	Apply knowledge and requirements of the multimedia sector
ICPMM32B	Capture a digital image
ICPMM263B	Access and use the internet

3 Units selected from Group B Electives**(Listed in Recommended Order)**

- ICA20105 Electives list above; and/or
- from elsewhere in the *ICA05 Information and Communications Technology Training Package* (at Certificate II or Certificate III); and/or
- from the preferred Training Packages (BSB07 Business Services; ICT02 Telecommunications; CUF07 Screen and Media; ICP05 Printing and Graphic Arts; SIR07 Retail Services; CUV03 Visual Arts, Craft and Design) (at Certificate II or Certificate III); and/or
- any other Training Package (at Certificate II or Certificate III) based on documented industry or enterprise need; and/or
- any accredited course.

Elective units chosen must be relevant to the work outcome, local industry requirements and the qualification level.