



Australian Government

Department of Education, Employment and Workplace Relations

ICA20111 Certificate II in Information, Digital Media and Technology

Release: 1

ICA20111 Certificate II in Information, Digital Media and Technology

Modification History

Release	Comments
Release 1	This Qualification first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Description

This entry level qualification provides the foundation skills and knowledge to use information and communications technology (ICT) in any industry.

Job roles

Possible job titles relevant to this qualification include:

- office assistant
- records assistant
- junior office support.

This qualification provides basic digital literacy skills to support a wide range of varying industry occupations.

Pathways Information

Pathways into the qualification

This is an entry level qualification.

Pathways from the qualification

ICA30111 Certificate III in Information, Digital Media and Technology, or a range of other Certificate III qualifications.

Licensing/Regulatory Information

There is no link between this qualification and licensing, legislative or regulatory requirements. However users should confirm requirements with the relevant federal, state or territory authority. There may be some alignment with industry standard certification competencies.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification
Communication	<ul style="list-style-type: none"> • providing client support using verbal and non-verbal communication • reading and writing basic workplace documents and technical manuals
Teamwork	<ul style="list-style-type: none"> • reporting identified software faults to appropriate persons • accepting directions and following instructions from supervisor or team leader
Problem-solving	<ul style="list-style-type: none"> • configuring operating systems to suit the work environment • solving organisational problems by applying technology
Initiative and enterprise	<ul style="list-style-type: none"> • seeking feedback from users of new or upgraded technology • selecting appropriate software and file formats for an activity
Planning and organising	<ul style="list-style-type: none"> • identifying work to be completed and then prioritising tasks • planning and organising the selection, manufacture and location of hardware
Self-management	<ul style="list-style-type: none"> • 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 • observing environmentally sustainable work practices
Learning	<ul style="list-style-type: none"> • acquiring and using new or upgraded technology skills to enhance own learning • keeping up-to-date with current industry-accepted hardware and software products
Technology	<ul style="list-style-type: none"> • selecting, installing and using computer software and hardware products

Packaging Rules

Total number of units = 14

7 core units *plus*

7 elective units

The elective units consist of:

- up to 7 from the elective units listed below
- up to 3 from elsewhere in ICA11 or any other Training Package or accredited course at Certificate II or III level.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Core units

BSBOHS201A Participate in OHS processes

BSBSUS201A Participate in environmentally sustainable work practices

ICAICT201A Use computer operating systems and hardware

ICAICT202A Work and communicate effectively in an IT environment

ICAICT203A Operate application software packages

ICAICT204A Operate a digital media technology package

ICAWEB201A Use social media tools for collaboration and engagement

Elective units

CUFCAM201A Assist with a basic camera shoot

CUFDIG201A Maintain interactive content

CUFDIG303A Produce and prepare photo images

CUFPOS201A Perform basic vision and sound editing

CUFSOU204A Perform basic sound editing

ICAICT205A Design basic organisational documents using computing packages

ICAICT206A Install software applications

ICAICT207A Integrate commercial computing packages

ICAICT208A Operate accounting applications

ICAICT209A Interact with ICT clients

ICAICT210A Operate database applications

ICAICT211A Identify and use basic current industry-specific technologies

ICAICT212A Incorporate Indigenous needs and perspectives into IT environment

ICASAS201A Maintain inventories for equipment, software and documentation

ICASAS202A Apply problem-solving techniques to routine IT malfunctions

ICASAS203A Connect hardware peripherals

ICASAS204A Record client support requirements

ICASAS205A Maintain IT system integrity

ICASAS206A Detect and protect from spam and destructive software

ICASAS207A Protect and secure information assets

ICASAS208A Maintain IT equipment and consumables

ICASAS209A Connect and use a home-based local wireless network

ICPMM321C Capture a digital image

