ICA20111 Certificate II in Information, Digital Media and Technology
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Modification History

<table>
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<th>Release</th>
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<tr>
<td>Release 1</td>
<td>This Qualification first released with <em>ICA11 Information and Communications Technology Training Package version 1.0</em></td>
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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.

<table>
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<tr>
<th>Employability skill</th>
<th>Industry/enterprise requirements for this qualification</th>
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| **Communication**   | • providing client support using verbal and non-verbal communication  
                        • reading and writing basic workplace documents and technical manuals |
| **Teamwork**        | • reporting identified software faults to appropriate persons  
                        • accepting directions and following instructions from supervisor or team leader |
| **Problem-solving** | • configuring operating systems to suit the work environment  
                        • solving organisational problems by applying technology |
| **Initiative and enterprise** | • seeking feedback from users of new or upgraded technology  
                                    • 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 location 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  
                                    • observing environmentally sustainable work practices |
| **Learning**        | • 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**      | • 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