



Australian Government

ICA30111 Certificate III in Information, Digital Media and Technology

Release 2

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Modification History

Release	Comments
Release 2	<i>This version first released with ICA11 Information and Communications Technology Training Package Version 2.</i> Addition of two new units of competency to Elective Group F.
Release 1	<i>This Qualification first released with ICA11 Information and Communications Technology Training Package version 1.0</i>

Description

This qualification provides the skills and knowledge for an individual to be competent in a wide range of general information and communications technology (ICT) technical functions and to achieve a degree of self-sufficiency as an advanced ICT user.

Persons working at this level will support information technology activities in the workplace across a wide range of ICT areas, including technical support, network administration, web technologies, software applications and digital media technologies.

Job roles

Possible job titles relevant to this qualification include:

- help desk officer
- help desk assistant
- ICT operations support
- ICT user support
- PC support
- technical support.

Pathways Information

Pathways into the qualification

Preferred pathways for candidates considering this qualification may include:

- after achieving ICA20111 Certificate II in Information, Digital Media and Technology, or other relevant qualifications or units equivalent to the core of ICA20111

OR

- with demonstrated vocational experience in a range of work environments using basic information technologies.

Pathways from the qualification

ICA40111 Certificate IV in Information Technology, or a range of other Certificate IV qualifications.

Licensing/Regulatory Information

There is no link between this qualification and licensing, legislative or regulatory requirements, except for three elective units ICTCBL2136A, ICTCBL2137A and ICTCBL2139A, which must be undertaken with reference to the regulatory regime of the prevailing statutory authority (currently ACMA). 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"> • liaising with clients to determine requirements and ensure that they are met • interpreting software manual instructions • producing user documents
Teamwork	<ul style="list-style-type: none"> • contacting operating system vendors to obtain technical specifications and system requirements • submitting developed user documentation to the target audience for review
Problem-solving	<ul style="list-style-type: none"> • determining the uses and audience of a simple markup language document • troubleshooting and running diagnostic tests and providing solutions to hardware or software faults
Initiative and enterprise	<ul style="list-style-type: none"> • assessing and recording information from various sources • identifying and applying skills and knowledge to a wide variety of contexts • investigating and documenting solutions to client problems • customising packaged application software to client requirements
Planning and organising	<ul style="list-style-type: none"> • planning for the implementation of software changes by seeking technical and client information and organising the process
Self-management	<ul style="list-style-type: none"> • prioritising and taking responsibility for own outputs in working and learning • implementing safe and sustainable work practices
Learning	<ul style="list-style-type: none"> • adopting and transferring skills and knowledge to new environments • keeping up-to-date with current industry-accepted hardware and software products and services • providing one-to-one instruction for clients about operating system software • reviewing client feedback and identifying areas for improvement
Technology	<ul style="list-style-type: none"> • selecting, installing and using computer software and hardware products • configuring, optimising and testing system software for a small home office or a small to medium business network

Packaging Rules

Total number of units = 17

6 core units plus

11 elective units, of which:

- 5 units must be from one of the following specialist elective groups:
 - Group A Applications
 - Group B Network administration
 - Group C Support
 - Group D Web technologies
 - Group E Multimedia
- up to 6 units may be from any of the specialist elective groups below or from Group F general elective units
- up to 3 units may be from elsewhere in ICA11 or any other Training Package or accredited course at Certificate II, III or IV level.

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

Core units

BSBSUS301A Implement and monitor environmentally sustainable work practices
BSBWHS304A Participate effectively in WHS communication and consultative processes
ICAICT202A Work and communicate effectively in an IT environment
ICAICT301A Create user documentation
ICAICT302A Install and optimise operating system software
ICASAS301A Run standard diagnostic tests

Elective units

Specialist elective units

Group A Applications

ICAICT203A Operate application software packages
ICAICT304A Implement system software changes
ICAICT307A Customise packaged software applications for clients
ICAICT308A Use advanced features of computer applications
ICAICT409A Develop macros and templates for clients using standard products

Group B Network administration

ICANWK301A Provide network systems administration
ICANWK302A Determine and action network problems
ICANWK304A Administer network peripherals
ICANWK305A Install and manage network protocols
ICASAS307A Install, configure and secure a small office home office network

Group C Support

ICAICT303A Connect internal hardware components
ICASAS303A Care for computer hardware

ICASAS304A Provide basic system administration

ICASAS305A Provide IT advice to clients

ICASAS306A Maintain equipment and software

Group D Web technologies

BSBEBU401A Review and maintain a website

ICAWEB201A Use social media tools for collaboration and engagement

ICAWEB301A Create a simple markup language document

ICAWEB302A Build simple websites using commercial programs

ICAWEB303A Produce digital images for the web

Group E Multimedia

CUFANM301A Create 2D digital animations

CUFANM302A Create 3D digital animations

ICAGAM301A Apply simple modelling techniques

ICAGAM302A Design and apply simple textures to digital art

ICAGAM303A Review and apply the principles of animation

General elective units

Group F

BSBIPR301A Comply with organisational requirements for protection and use of intellectual property

CUFDIG301A Prepare video assets

CUFDIG302A Author interactive sequences

CUFDIG304A Create visual design components

ICAICT305A Identify and use current industry-specific technologies

ICAICT306A Migrate to new technology

ICANWK303A Configure and administer a network operating system

ICANWK306A Evaluate characteristics of cloud computing solutions and services

ICANWK419A Identify and use current virtualisation technologies

ICPMM346C Incorporate video into multimedia presentations

ICAPRG301A Apply introductory programming techniques

ICTCBL2065A Splice and terminate optical fibre cable for carriers and service providers

ICTCBL2136A Install, maintain and modify customer premises communications cabling:

ACMA Restricted Rule

ICTCBL2137A Install, maintain and modify customer premises communications cabling:

ACMA Open Rule

ICTCBL2139A Apply safe technical work practices for cabling registration

ICTBWN3082A Perform tests on optical communication system and components

ICTBWN3088A Install optical fibre splitters in fibre distribution hubs

ICTBWN3090A Install lead-in module and cable for fibre to the premises

ICTBWN3100A Work safely with live fibre to test and commission a fibre to the x installation