



Australian Government

ICT40215 Certificate IV in Information Technology Support

Release: 3

ICT40215 Certificate IV in Information Technology Support

Modification History

Release	Comments
Release 3	This version released with ICT Information and Communications Technology Training Package version 4.0. Release 3 created to update the elective list unit codes and titles.
Release 2	This version released with ICT Information and Communications Technology Training Package version 2.0. Release 2 created to update unit codes.
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Qualification Description

This qualification provides the skills and knowledge for an individual to be competent in supporting clients in a range of technical areas. The qualification has a strong information technology base of core units with the potential for inclusion of a range of broader industry-specific units in the areas of service desk, database, sustainability and network support to suit particular needs.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Entry Requirements

Nil

Packaging Rules

Total number of units = 22

8 core units *plus*

14 elective units

The elective units consist of:

- all units from one of the following specialist elective groups:
 - Group A Database support
 - Group B Network communications
 - Group C Service desk
 - Group D Sustainability.

Of the remaining elective units:

- up to 10 may be from the specialist elective groups below or from Group E general elective units below
- up to 4 may be from elsewhere in ICT Information and Communications Technology Training Package or any other Training Package or accredited course at Certificate IV or Diploma level.

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

Core units

BSBWHS403 Contribute to implementing and maintaining WHS consultation and participation processes

BSBSUS401 Implement and monitor environmentally sustainable work practices

ICTICT401 Determine and confirm client business requirements

ICTICT408 Create technical documentation

ICTICT418 Contribute to copyright, ethics and privacy in an ICT environment

ICTSAS307 Install, configure and secure a small office or home office network

ICTSAS410 Identify and resolve client ICT problems

ICTSAS412 Action change requests

Elective units

Specialist elective units

Group A Database support

ICTDBS404 Identify and resolve common database performance problems

ICTDBS409 Monitor and administer a database

ICTDBS414 Complete database backup and restore

ICTDBS415 Build a database

ICTPRG425 Use structured query language

Group B Network communications

ICTNWK401 Install and manage a server
ICTNWK404 Install, operate and troubleshoot a small enterprise branch network
ICTNWK405 Build a small wireless local area network
ICTNWK408 Configure a desktop environment
ICTNWK421 Install, configure and test network security

Group C Service desk

ICTICT421 Connect, maintain and configure hardware components
ICTSAS414 Evaluate system status
ICTSAS421 Support users and troubleshoot desktop applications
ICTSAS425 Configure and troubleshoot operating system software
ICTSAS426 Locate and troubleshoot ICT equipment, system and software faults

Group D Sustainability

BSBSUS501 Develop workplace policy and procedures for sustainability
ICTSUS402 Install and test power saving hardware
ICTSUS403 Install and test power management software
ICTSUS404 Install thin client applications for power over ethernet

General elective units

Group E

BSBCRT401 Articulate, present and debate ideas

ICTCBL236* Install, maintain and modify customer premises communications cabling:
ACMA Restricted Rule
ICTCBL237* Install, maintain and modify customer premises communications cabling:
ACMA Open Rule
ICTCBL219 Apply safe technical work practices for cabling registration when configuring
ADSL circuits
ICTDBS403 Create basic databases
ICTDBS413 Determine database requirements
ICTICT413 Relate to clients on a business level
ICTICT415 Provide one-to-one instruction
ICTICT422 Participate in ICT services
ICTICT427 Identify, evaluate and apply current industry-specific technologies to meet
organisational needs
ICTICT428 Select cloud storage solutions
ICTNWK409 Create scripts for networking
ICTNWK410 Install hardware to a network
ICTNWK411 Deploy software to networked computers
ICTNWK419 Identify and use current virtualisation technologies
ICTOPN402 Use advanced optical test equipment

ICTPMG401 Support small scale ICT projects
 ICTPRG405 Automate processes
 ICTSAD401 Develop and present feasibility reports
 ICTSAS411 Assist with policy development for client support procedures
 ICTSAS413 Manage resolution of system faults on a live system
 ICTSAS416 Implement maintenance procedures
 ICTSAS420 Provide first-level remote help-desk support
 ICTSAS424 Support different operating systems
 ICTSAS518 Install and upgrade operating systems
 ICTTEN417 Install, configure and test a router
 ICTTEN201 Use electrical skills in telecommunications work
 ICTWEB430 Produce server-side script for dynamic web pages
 ICTWHS204 Follow work health and safety environmental policy and procedures

- Note the following prerequisite unit requirements:

Unit in this qualification	Prerequisite unit
ICTCBL236 Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule	ICTTEN201 Use electrical skills in telecommunications work ICTWHS204 Follow work health and safety environmental policy and procedures
ICTCBL237 Install, maintain and modify customer premises communications cabling: ACMA Open Rule	ICTCBL236 Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICT40215 Certificate IV in Information Technology Support (Release 2)	ICT40215 Certificate IV in Information Technology Support (Release 1)	Updated unit codes. Updated elective unit list.	Equivalent qualification

Links

Companion Volume Implementation Guides are available from VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>