



Australian Government

Department of Education, Employment and Workplace Relations

ICA30105 Certificate III in Information Technology

Release: 1

ICA30105 Certificate III in Information Technology

Modification History

Not Applicable

Description

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This qualification provides the skills and knowledge for an individual to be competent in introductory ICT 'technical' functions and is designed to support information activities in the workplace and to achieve a degree of self sufficiency as an advanced ICT 'user'. The will give employers a degree of confidence in an individual's usefulness in the workplace as it has a strong suite of 6 common core ICT units building on the prerequisite knowledge and skills from the 8 Certificate II in IT core units.

The qualification provides for a number of electives at Certificate IV in IT level thus offering a degree of stretch in learning plus potential pathways into higher level qualifications. A small number of electives can be chosen beyond the ICT Training Package and 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.

It has 3 specialist streams with direct relevance to workplace roles.

Applications Stream Provides skills in advanced use of applications and could provide basic application software support within an organisation. This stream may provide for natural progression into several Certificate IV in IT qualifications including Multimedia or Programming.

Network Administration Stream Develops skills in the administration and maintenance of the user environment for a computer network. Graduates could work as a network administrator within an organisation. There are several vendor courses that may be integrated in this qualification. This stream may provide for natural progression into several Certificate IV in IT qualifications including Networking or Websites.

Support Stream Provides skills in basic use of a range of technologies to provide first level diagnostic support to people using ICT. This stream may provide for natural progression into several Certificate IV in IT qualifications including Support or Websites.

Job Roles

Depending on the stream selected, graduates from this qualification could work in basic personal computer (PC) support, basic network/system administration or in first level help desk roles. Additionally, using a selection of retail or sales units from other Training Packages, people could work in ICT retailing or vendor product support. Small to medium enterprises (SMEs) will find the outcomes of this qualification useful at advanced ICT user or introductory technical support levels.

Possible job titles include:

- Call Centre Support Representative
- Client Support Officer
- Computer Operator
- Customer Liaison
- Customer Service Representative
- Help Desk Officer
- Help Desk Technician
- ICT Operations Support
- ICT User Support
- IT Technician
- Maintenance Technician
- PC Support
- PC Support Specialist

- Sales Support Technician
- Support Technician
- Technical Support
- User Support Specialist

Prerequisite Requirements

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

Code and title	Prerequisite units
ICAI3110C Implement system software changes	ICAI3020B Install and optimise operating system software
ICAU3028B Customise packaged software applications for clients	ICAU3126B Use advanced features of computer applications
ICAS3032B Provide network systems administration	ICAI3101B Install and manage network protocols ICAS3024B Provide basic system administration
ICAS3034B Determine and action network problems	ICAS3024B Provide basic system administration ICAT3025B Run standard diagnostic tests
ICAS3120C Configure and administer a network operating system	ICAI3020B Install and optimise operating system software ICAS3032B Provide network systems administration ICAI3101B Install and manage network protocols ICAS3024B Provide basic system administration

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

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The following units contain the basic fundamentals of ICT knowledge and skills for all qualifications at Certificate III in IT and above. These units or demonstrated equivalence are required for entry into this qualification:

- BSBCMN106A Follow workplace safety procedures
- ICAD2012B Design organisational documents using computing packages
- ICAU1128B Operate a personal computer
- 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

Employability Skills Summary

Employability skills summary

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The following table contains a summary of the employability skills required for a User Support Specialist. 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	- communicating with clients to determine requirements and ensuring that requirements are met - interpreting software manual instructions
Teamwork	- contacting operating system vendors to obtain technical specifications and system requirements - submitting developed user documentation to the target audience for review
Problem Solving	- determining the uses and audience of a simple mark-up language document - troubleshooting the operation of macros
Initiative and Enterprise	- 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
Planning and Organising	planning for the implementation of software changes by seeking technical and client information and organising the process
Self-management	taking responsibility for own and others' outputs in working and learning

Employability skill	Industry requirements for this qualification include:
Learning	- adopting and transferring skills and knowledge to new environments - providing one-to-one instruction for clients about operating system software - reviewing client feedback and identifying areas for improvement
Technology	selecting, installing and using computer software and hardware

Packaging Rules

Qualification structure

To attain the *ICA30105 Certificate III in Information Technology* 14 to 16 units must be achieved (depending on the specialist stream chosen):

- 6 common core units; plus
- 4 Units from Group A, or
- 6 Units from Group B, or
- 5 Units from Group C, plus
- 4 elective units

Core units

ICAD3218B Create user documentation
 ICAI3020B Install and optimise operating system software
 ICAS3031B Provide advice to clients
 ICAS3234B Care for computer hardware
 ICAT3025B Run standard diagnostic tests
 ICAU3004B Apply occupational health and safety procedures

Achieve all units in 1 of the 3 specialist streams (Applications, Network Administration or Support)

Group A Applications electives - complete 4 units

ICAU3019B Migrate to new technology
 ICAU3028B Customise packaged software applications for clients
 ICAU3126B Use advanced features of computer applications
 ICAI3110C Implement system software changes

Group B Network Administration electives - complete 6 units

ICAI3101B Install and manage network protocols
 ICAS3024B Provide basic system administration
 ICAS3032B Provide network systems administration
 ICAS3034B Determine and action network problems
 ICAS3120C Configure and administer a network operating system
 ICAS3121B Administer network peripherals

Group C Support electives - complete 5 units

ICAI3021B	Connect internal hardware components
ICAS3024B	Provide basic system administration
ICAS3115B	Maintain equipment and software in working order
ICAU3019B	Migrate to new technology
ICTCC330B	Manage customer relationships

Achieve 2 elective units chosen from the following sources (listed in recommended order)

- other *ICA30105* streams not already selected; and/or
- *ICA30105* electives list below; and/or
- elsewhere in the ICA05 Information and Communications Technology Training Package (at Certificate III or Certificate IV) ; and/or
- any accredited course.

Achieve 2 elective units chosen from the following sources (Listed in recommended order)

- any of the above core or elective sources; and/or
- preferred Training Packages (at Certificate III or Certificate IV) (BSB07 Business Services; ICT02 Telecommunications; CUF07 Screen and Media ICP05 Printing and Graphic Arts; SIR07 Retail Services; CUV03 Visual Arts, Craft and Design); and/or
- any other Training Package (at Certificate III or Certificate IV) 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.

Group D electives

ICAB3018B	Develop macros and templates for clients using standard products
ICAB4135B	Create a simple mark-up language document to specification
ICAB4169B	Use development software and IT tools to build a basic website
ICAB4225B	Automate processes
ICAD4190B	Maintain information standards
ICAD4217B	Create technical documentation
ICAI3021B	Connect internal hardware components
ICAI3110C	Implement system software changes
ICAI4029B	Install network hardware to a network
ICAI4030B	Install software to networked computers
ICAI4097B	Install and configure a network
ICAS4108B	Complete database back-up and recovery
ICAS4127B	Support system software
ICAS4134C	Provide first-level remote help desk support
ICAS4191B	Maintain website performance
ICAS4201B	Transfer content to a website using commercial packages
ICAT4185B	Create a website testing procedure
ICAU4207B	Apply web authoring tool to convert client data for websites