



Australian Government

ICA41011 Certificate IV in Computer Systems 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 electives.
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 install and administer simple networks, servers, and client desktop deployments either as an independent information and communications technology (ICT) specialist or as part of a team.

Job roles

Possible job titles relevant to this qualification include:

- network support administrator
- network operations support
- network operations technician
- network technician
- network support technician
- level 1 help desk support
- desktop deployment technician.

Pathways Information

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- after achieving ICA30111 Certificate III in Information, Digital Media and Technology, or other relevant qualifications or units equivalent to the core of ICA30111

OR

- after achieving a Year 12 certificate and relevant ICT experience equivalent to the following units of competency:
 - ICAICT201A Use computer operating systems and hardware
 - ICAICT202A Work and communicate effectively in an IT environment
 - ICAICT203A Operate application software packages
 - ICAWEB201A Use social media tools for collaboration and engagement

OR

- with demonstrated vocational experience in a range of IT work environments in a network support role, including administrator, manager, operations analyst, operations engineer/technician, or technician.

Pathways from the qualification

ICA60511 Advanced Diploma of Computer Systems Technology or a range of Diploma or Advanced Diploma 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	• preparing briefs on client business requirements • creating technical documentation in plain English • writing and presenting reports on the results of standard diagnostic and troubleshooting tests on equipment, system and software faults
Teamwork	• consulting with work team to review proposed changes against current and future business requirements • establishing and improving work teams in an IT environment
Problem-solving	• applying safe and sustainable work practices • debugging code • solving network problems related to the installation of hardware, software and networks
Initiative and enterprise	• responding to clients in a timely manner on business requirements • developing new criteria and procedures for performing current practices • identifying, analysing and evaluating information from a variety of sources
Planning and organising	• creating project plans to guide the development of systems methodologies • preparing feasibility reports that take into account project scope, time, cost, quality, communications and risk management • planning and designing an intranet
Self-management	• taking responsibility for own output in relation to specified quality standards • meeting copyright, ethical and privacy standards in the areas of security, legal, moral and ethical practice
Learning	• maintaining knowledge of tools and software applications and the goods and services provided • obtaining client evaluation and feedback • providing one-to-one instruction for clients and users
Technology	• selecting and using software and hardware diagnostic tools, including multimedia contexts and automated testing environments

Packaging Rules

Total number of units = 20

12 core units plus

8 elective units, of which:

- 4 units must be from the elective units listed below
- the remaining units may be from the elective units below or from elsewhere in ICA11 or any other Training Package or accredited course at Certificate III, IV or Diploma 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
ICAICT401A Determine and confirm client business requirements
ICAICT418A Contribute to copyright, ethics and privacy in an IT environment
ICAICT421A Connect, maintain and configure hardware components
ICANWK404A Install, operate and troubleshoot a small enterprise branch network
ICANWK405A Build a small wireless local area network
ICAPRG414A Apply introductory programming skills in another language
ICASAS425A Configure and troubleshoot operating system software
ICASAS426A Locate and troubleshoot IT equipment, system and software faults
ICAWEB411A Produce basic client-side script for dynamic web pages
ICTTEN4199A Install, configure and test a router

Elective units

BSBCRT401A Articulate, present and debate ideas
ICAICT405A Develop detailed technical design
ICAICT408A Create technical documentation
ICAICT412A Coordinate and maintain IT work teams
ICAICT415A Provide one-to-one instruction
ICAICT417A Identify, evaluate and apply current industry-specific technologies to meet industry standards
ICAICT423A Select cloud storage strategies
ICANWK401A Install and manage a server
ICANWK402A Install and configure virtual machines for sustainable ICT
ICANWK403A Manage network and data integrity
ICANWK407A Install and configure client-server applications and services
ICANWK408A Configure a desktop environment
ICANWK419A Identify and use current virtualisation technologies
ICANWK507A Install, operate and troubleshoot medium enterprise routers
ICAPMG401A Support small scale IT projects
ICAPRG406A Apply introductory object-oriented language skills
ICAPRG409A Develop mobile applications
ICASAS307A Install, configure and secure a small office home office network
ICASAS420A Provide first-level remote help-desk support
ICAWEB414A Design simple web page layouts

ICAWEB415A Produce server-side script for dynamic web pages

ICAWEB425A Apply structured query language to extract and manipulate data

ICAWEB429A Create a markup language document to specification

ICTTEN2140A Use hand and power tools

ICTTEN4198A Install, configure and test an internet protocol network