

Certificate II in Information Technology [ICA20105]



About this Qualification

Certificate II in Information Technology will introduce you to computers. It is an introductory course that provides a solid base from which to start your career in Information Technology

It provides you with the skills and knowledge to use computers and software. It also covers recognising hardware and peripherals that are commonly used in computing. The student will learn how to use Word, Excel and Access. The student will also learn the correct way to install software and how to maintain equipment.

Course Suitability

This course is the entry level qualification for IT professionals starting formal studies in IT.

- Network Assistant
- Help Desk Operator
- IT Assistant or Trainee
- PC or Client Support Officer
- Maintenance or Support Technician

The job roles that may suit this course include:

- Junior Client Support Officer
- Junior User Support Specialist
- Junior Network Support Officer
- Junior IT Specialist
- Junior Help Desk Officer

Enrolment Options

This qualification is available in most states as a government funded Traineeship enrolment*

*Subject to eligibility in your state. Refer to our brochure "About Traineeships".

The qualification is also available for individual students to enrol on a private basis.

Employers can also directly enrol staff where Traineeship enrolment is not suitable.

Course Fees

The course fees for eligible New Worker Traineeship enrolments* are paid directly by the government. The only fees payable by the employer for eligible New Worker Traineeship enrolments are the compulsory annual

Enrolment Fee as set by the relevant state government.

For Individual Enrolments and Employer Sponsored Enrolments refer to the College Fee Schedule for current pricing terms, and discounts available for multiple enrolments from employers.

All course fees cover the full cost of course materials issued to students.

Course Duration

The qualification is timetabled to be completed in one year over a 40 week period, with students required to submit assignments to the College at regular intervals.

Regular study of approximately 2 hours per week, in conjunction with on-the-job practice of the skills covered in the course would normally be required to successfully complete this qualification.

The timetable can be extended to a longer period subject to maximum timeframes set in each State for Traineeship enrolments (generally 12 months but 24 months in some States).

Students can complete as early as they like – as they study at their own pace.

Enrol at any time as the College has continuous courses all year round.

Course Benefits

The qualification offers:

- cost effective ways for employers to up-skill staff
- access to Traineeship Incentives
- flexible methods of delivery
- structured, high quality training
- wide range of subjects that allow tailoring to individual business and employee needs



Australian College
of Commerce & Management



College Trainers and Materials

Each student will have a dedicated College Training Manager to provide immediate assistance and support.

The College Trainers all have “real life” experience in the areas that they train in, and so have the expertise and skills to provide effective student and employer support.

The course materials are delivered in separate “modules” or workbooks. Each module concentrates on a specific theme, and may cover a number of “units of competency” (these are the “national standards” that apply to the qualification).

The College course material is easy to read and understand and is kept up to date with current business practices and relevant legislation.

Students are issued a Course Folder to keep their course material organised.

Course Delivery

Course can be delivered in a range of delivery modes based on the most suitable mode for the circumstances:

- workbook / correspondence
- class room learning

In some situations the mode will be a mix of these options. Discuss these options with the College.

Workbook modules are designed so that students can use small periods of time to “study”. This makes the course achievable even in a busy office – with small periods of time being able to be used effectively.

Entry Requirements

To complete this course you must have internet access and an operational IT environment on which you are permitted to conduct practical activities on, and skilled IT professionals to supervise you.

You will need to have a Windows platform & Office 2000, XP or Office 2007.

Discuss these entry requirements with the College prior to enrolment.

The College has continuous intake and commences courses all year round.

Course Subjects and Electives

The course consists of 8 core units that deliver skills and knowledge in:

- Use Multiple Information Systems
- Operate a Word Processing Application
- Operate Spreadsheets

- Operate Databases
- Integrate Applications
- Safety at Work
- Working in Information Technology
- Install and Optimise Software
- Computer Hardware and Peripherals
- System Maintenance
- Access the Internet

Qualification & Career Pathway

This is a nationally accredited, formal qualification recognised as part of the Australian Qualifications Framework.

Career paths include opportunities as:

- IT Help Desk 1st level support
- IT Support Officer
- Technical Support Officer

After completion of this qualification, you have the choice to continue your studies at Certificate III level:

Certificate III IT (General)

- Applications
- Networking
- Support

*Eligibility of employers for traineeship incentives, and the amount of incentives available, will be assessed and determined by an Australian Apprenticeships Centre. Eligibility and incentives will vary depending on the characteristics of the employee, the training course chosen and successful completion of the course by the employee.