

Certificate IV in Information Technology (Support) [ICA40205]



NATIONALLY RECOGNISED
TRAINING

About this Qualification

Certificate IV in Information Technology (Support) focuses on providing 2nd level support. It looks at all areas relevant to working in a supporting role and providing solutions in a practical manner.

It provides you with the skills and knowledge in the areas supporting hardware, software and networks. It also looks at training and monitoring support agents in their role.

Course Suitability

This course has general suitability for many employees who have industry experience in an IT or ITC environment. It is focussed on students who want to broaden their IT knowledge and to manage others in an IT industry.

- Network Support officer
- Support Operator
- Network Support Officer
- PC Support Officer
- Network Technician
- Support Technician

Enrolment Options

- Private enrolment
- Employer sponsored enrolment
- Traineeship enrolment*

* Subject to eligibility in your state. Refer to our brochure *About Traineeships*. Note: all types of enrolments are subject to meeting the entry requirements.

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 Existing Worker Traineeships, 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 two years over a 66 week period, with students required to mail assignments to the College at regular intervals.

Regular study of approximately 3 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 method of delivery that suits busy office environments
- structured, high quality training
- wide range of subjects that allow tailoring to individual business and employee needs

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.



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Course Delivery

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

- workbook / correspondence
- on-line learning
- 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 branch or 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.

There are different hardware and software requirements for this course depending upon the “stream” that you choose.

Note that entry into this course requires you to have the necessary prerequisite units from Certificate II and Certificate III or be assessed as having these competencies prior to commencing the course.

Discuss these entry requirements with the College prior to enrolment.

Course Subjects and Electives

The qualification includes the following core modules:

- Safety at Work
- IT Professional Development
- Locating and Actioning Faults
- Determining Business Needs

- Introduction to I.T Project Management
- Create Technical Documentation
- Automate Processes
- Client Support Stream – IT
- Support System Software
- Leading IT Work
- Advanced Features of Databases

Qualification & Career Pathways

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

Career paths include opportunities as:

- IT Help Desk 2nd level support
- IT Network Officer
- Senior Network Support Officer

After completion of this qualification you have a range of opportunities to continue your IT studies at Diploma level.



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