HIGH QUALITY IT SUPPORT IS ESSENTIAL IN ANY INFORMATION TECHNOLOGY OPERATION
About This Course

Learn how to identify and troubleshoot IT equipment, system and software faults and provide first-level remote help-desk support in this specialist support qualification. The Certificate IV in Information Technology Support provides practical and challenging resources that cover a range of real world scenarios faced by today's IT support professionals. You will develop high level customer service and support skills.

While IT technology changes at a rapid pace, the fundamental support skills are the same. Develop exceptional support skills and learn how to problem solve and troubleshoot issues.

Subject Choices

- Safe IT Work Environment
- Implement Sustainability
- IT Business Requirements
- IT Client Support
- Small Business Networks and Documentation
- Troubleshooting Faults (E)
- More electives available
Key Course Facts

Start Date: Start immediately
Duration: Complete within 12 months

Delivery Options: On-line/Correspondence
Group Training: Workshops available

Course Fees: $4,400 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

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Existing Worker Traineeship Fees for this Qualification:

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School Based Traineeship Fees for this Qualification:

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* NSW fees depend on previous qualification levels
** Subject to eligibility and availability at the time of enrolment
Entry Requirements

Reading and Writing Skills
The course is an online correspondence course so you need to have average English reading and writing skills, or higher. As a guide - you should have completed Year 12 schooling, or have sound workplace written communication skills.

Spoken English Skills
Some components of this course have practical components where students will be required to demonstrate verbal communication skills as part of their assessments. Average English skills are necessary to complete these components successfully.

Work Placement
To achieve best practical application of this course it is recommended that you be in a work environment where you can practice some of the skills learnt.

Computer and Internet
- Access to a Desktop Computer or Laptop with Windows 7 (or higher)
- You will need access to a computer and the internet with Internet Explorer 8+, Chrome or Firefox
- Access to the following Microsoft Office 2010 (or later) Applications: Word, Excel, PowerPoint
- Access to a Current Windows Operating System (E.g. Windows 7 or higher)
- Access to Networking equipment (Routers, Switches, NICs, Cat5 Cables)

Other
- Ability to study and conduct assessments in a safe environment
- Access to a desktop computer that can be physically dismantled (eg removal of hard drive and other components) and reassembled
- Possess Administrator rights for installation of software on a local computer and to create, edit and delete User Accounts
- Safety Equipment used in the dismantling of Computer Desktops (Electrostatic Wrist strap) is also required
Core Subjects:

Safe IT Work Environment

It is essential that IT Support professionals work in a safe manner, especially as their roles may involve working with devices that hold electrical current. This subject examines typical WH&S policies and procedures, key safe working practices such as manual handling and storage. It also has three specific safety focused quizzes on consultation, safety laws and computer equipment safety.

Unit(s):
BSBWH5403 - Contribute to implementing and maintaining WHS consultation and participation processes

Implement Sustainability

Significant cost savings can be made by managing workplace technology in a sustainable way. This subject looks at ways to cost equipment replacement, consumables and maintenance, and how to apply "green" practices that benefit the business as well as the environment.

Unit(s):
BSBSUS401 - Implement and monitor environmentally sustainable work practices
BSBADM409 - Coordinate business resources

IT Business Requirements

Understanding the need to implement or upgrade technology within an organisation is essential part of any workplace. In this take the student is guided through how to put together a feasibility report towards implementing technology within their current workplace. They will be required to conduct comparisons between solutions as well as detailing ongoing and recurring costs. Within this task the student will also look at the importance of ethics and privacy in an I.T. environment.

Unit(s):
ICTICT401 - Determine and confirm client business requirements
ICTICT418 - Contribute to copyright, ethics and privacy in an ICT environment
ICTICT417 - Identify, evaluate and apply current industry-specific technologies to meet industry standards
ICTSAD401 - Develop and present feasibility reports

IT Client Support

There are numerous elements to working within an IT support environment. This subject will detail how to look at and understand Service Level Agreements and how they can be used to appropriately provide clients with the correct level of service. The learner will conduct role plays to work with and negotiate with the client to alter the agreed service levels to meet the needs of all parties.

Unit(s):
ICTSAS410 - Identify and resolve client ICT problems
ICTSAS412 - Action change requests
ICTICT415 - Relate to clients on a business level
Small Business Networks and Documentation

There are a number of key elements required in setting up a small networking environment. Within this subject the student will learn how to setup and document a small network from scratch, including the set up and configuration of various network hardware devices. The learner will also be shown an array of tools that could be used to both setup appropriate network security as well as troubleshoot any network connectivity issues.

Unit(s):
ICTICT408 - Create technical documentation
ICTSAS307 - Install, configure and secure a small office or home office network

Elective Subjects:

Troubleshooting Faults

Knowing how to appropriately troubleshoot IT problems is an essential skill to have within any workplace. This subject takes you through a range of technical problems and varying technical testing tools. Students will also learn techniques for phone-based support as well as email support requests and ticketing systems, as well as the requirements of onsite support.

Unit(s):
ICTICT421 - Connect, maintain and configure hardware components
ICTSAS420 - Provide first-level remote help desk support
ICTSAS426 - Locate and troubleshoot ICT equipment, system and software faults
ICTTEN410 - Locate, diagnose and rectify faults

Supporting IT Systems

Due to the growth and changes within the IT environment, workplace systems are constantly required to be updated. This subject will provide the learner with some real-time scenarios towards identifying the current IT environment and placing in suggestions towards meeting a specific benchmark. Furthermore, there will be a section on ongoing support and maintenance of the newly implemented system to ensure continuous and seamless support for the client.

Unit(s):
ICTSAS414 - Evaluate system status
ICTSAS416 - Implement maintenance procedures
ICTSAS419 - Support system software
ICTSAS421 - Support users and troubleshoot desktop applications
ICTSAS425 - Configure and troubleshoot operating system software
Service Guarantees

Quality Training Provider
ACCM was one of the first private training Colleges to be given official RTO registration status. 21 years later we have helped over 2,000 employers and 25,000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards. We have a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment
Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment
Within 30 minutes of being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system WebClass).

Industry Expert Student Adviser
You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback
All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in 2 weeks or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start
When you enrol your College Student Adviser will phone to welcome you to the course. Your Student Adviser will ensure that you understand the best way to progress in your course. They will also assist you with any questions you may have. They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time to address any questions they may have.

Pro-active Learner Support
The support won’t stop! Contact from your College Student Adviser will continue every month, based on the level of help you need. Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials
Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course. The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates
For employment based enrolments all supervisors will be emailed a monthly progress report showing the status of all learners. We understand that its essential to keep you up to date.