Certificate IV in Information Technology
ICT40115

BECOME AN INFORMATION TECHNOLOGY ALL ROUNDER AND KEEP YOUR CAREER OPTIONS OPEN
About This Course

The Certificate IV in Information Technology will give you the all-round technical skills you will need for a career in the areas of IT support, networks and troubleshooting. With a wide range of subjects covered, you will be rewarded with a well-rounded IT qualification.

Develop your skills at troubleshooting and maintaining networks while developing well rounded IT skills to ensure that you are adaptable for any IT role and career.

Subject Choices

- Safety consultation in IT
- IT Business Requirements
- Implement Sustainability
- Work in IT
- Troubleshooting Faults (E)
- Maintain Networks (E)
- Network Security (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:

<table>
<thead>
<tr>
<th>NSW</th>
<th>ACT</th>
<th>NT</th>
<th>QLD</th>
<th>SA</th>
<th>TAS</th>
<th>VIC</th>
<th>WA</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,000</td>
<td>$350</td>
<td>$4,400</td>
<td>$4,400</td>
<td>$4,400</td>
<td>$4,400</td>
<td>$4,400</td>
<td>$4,400</td>
</tr>
</tbody>
</table>

Existing Worker Traineeship Fees for this Qualification:

<table>
<thead>
<tr>
<th>NSW</th>
<th>ACT</th>
<th>NT</th>
<th>QLD</th>
<th>SA</th>
<th>TAS</th>
<th>VIC</th>
<th>WA</th>
</tr>
</thead>
<tbody>
<tr>
<td>$350</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

School Based Traineeship Fees for this Qualification:

<table>
<thead>
<tr>
<th>NSW</th>
<th>ACT</th>
<th>NT</th>
<th>QLD</th>
<th>SA</th>
<th>TAS</th>
<th>VIC</th>
<th>WA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Subsidised Training Options for this Qualification:

<table>
<thead>
<tr>
<th>NSW</th>
<th>ACT</th>
<th>NT</th>
<th>QLD</th>
<th>SA</th>
<th>TAS</th>
<th>VIC</th>
<th>WA</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,980</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

$2,310

* 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:

Safety consultation in IT
It is essential that IT 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 focussed quizzes on consultation, safety laws and computer equipment safety.

Unit(s):
BSBWH5034 - Participate effectively in WHS communication and consultation processes

IT Business Requirements
Understanding the need to implement or upgrade technology within an organisation is essential part of any workplace. In this task 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

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

Work in IT
This subject provides a foundation for working in an IT environment by explaining typical roles and responsibilities and standard IT policies and procedures. Assisting clients and customers through good communication skills is taught, and a simulated real-time support call with the College Trainer helps build practical skills. The last section of the subject delves into the business application of Social Media.

Unit(s):
ICTICT202 - Work and communicate effectively in an ICT environment
**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

---

**Maintain Networks**

Understanding how the network works is essential towards maximum up-time and reliability. This subject takes the student through the core components that make up the network as well as understanding the specific protocols and layers needed to maintain the network stability. It will work through a case scenario to provide the student with some real life practical exercises to assist in setting up a client’s networking environment.

Unit(s):
- ICTNWK404 - Install, operate and troubleshoot a small enterprise branch network
- ICTNWK410 - Install hardware to a network
- ICTNWK411 - Deploy software to networked computers
- ICTTEN416 - Install, configure and test an internet protocol network

---

**Network Security**

Having a secure network will reduce the chances of external and internal intrusions and threats. To further protect a workplace network this subject exposes the learner to elements such as role-based user security, network auditing and monitoring, encrypting email, wireless security as well as network/system analysing for security breaches.

Unit(s):
- ICTNWK403 - Manage network and data integrity
- ICTNWK406 - Install, configure and test network security

---

**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.

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.

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.

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.