

Certificate IV in Information Technology (Support)

ICA40205

Course Description

Certificate IV in Information Technology (Support) provides the skills and knowledge for an individual to be competent in a variety of information technology support roles including database administration. The qualification has a strong ICT base of 12 common core units with the potential for inclusion of a range of broader support, help desk and database units to suit particular needs.

It has 2 specialist streams with direct relevance to workplace roles.

Database Administration Stream This stream develops skills in the administration of commercial database systems and could provide database support to an organisation. This stream provides logical entry into the Diploma of Information Technology (Database Design and Development).

Help Desk Stream A person selecting this stream would acquire skills and knowledge to undertake technical, client or product support and help desk activities that require a level of ICT technical expertise. The stream develops skills in defining, diagnosing and rectifying user's needs and problems related to the use of hardware and software and with selection of network oriented electives could support a networked environment. It is a logical pathway from the Certificate III in Information Technology - Support stream and may provide logical entry into the Diploma of Information Technology (Systems Administration).

Course Duration

Depending on your choice of delivery method you may have up to 24 months to complete this course.

Delivery Methods

Fundamental changes to the Australian workforce in recent years have resulted in employers demanding increased flexibility in the skill sets of their employees. At the same time, more individuals are taking greater responsibility for the development and extension of their own skills and knowledge. Prime Learning endeavours to accommodate those needs with its flexible delivery and qualifications structure allowing enterprises and individuals to progressively build relevant industry skills and have these recognised.

The following delivery methods are available for this course:

- **Classroom** (Classes are set with calendar and also rolling intake)
- **Workplace** (Trainer delivers on site with client)
- **Distance Learning** (All workbooks sent to client)
- **Blended Learning** (Periodic Workshops and Distance Learning)
- **RPL** - Recognised Prior Learning

For further customisation, or more information, please contact one of our course advisors on **1800 22 99 33**.

Pre-requisites

There are prerequisites that contain the basic fundamentals of ICT knowledge and skills for all the qualifications at Certificate III in IT and above, which are the 9 core competencies required for the Certificate II in Information Technology (ICA20105). These competencies may be incorporated free of charge into the certificate of your choice.

- BSBCMN106A Follow workplace safety procedures
- ICAD2012A Design organisational documents using computing packages
- ICAU1128A Operate a personal computer
- ICAU2005A Operate computer hardware
- ICAU2006A Operate computing packages
- ICAU2013A Integrate commercial computing packages
- ICAU2231A Use computer operating system
- ICAW2001A Work effectively in an IT environment
- ICAW2002A Communicate in the workplace

A number of units within this qualification also have prerequisites. These are detailed below in *Course Units*.

Course Requirements

Throughout the program you will need to have access to a PC or laptop with the following requirements:

- Microsoft Windows (98, Me, 2000, 2003, XP or Vista)
- Microsoft Word 97 or later
- Adobe Acrobat Reader*
- Access to Internet and Email
- CD-Rom Drive

* Can be downloaded free of charge from www.adobe.com

Resources Included

All of the learning materials and text books required to complete this course will be provided.

Course Units

22 units - 12 core unit plus 6 specialist core stream units plus 4 elective units

A total of 12 core units plus completion of 6 specialist core stream units (Database Administration or Help Desk) plus 4 elective units either from the other ICA40205 specialist core stream not already selected; and/or elsewhere in the ICA05 Information and Communications Technology Training Package (at Certificate III [maximum 2 units], Certificate IV or Diploma); and/or the BSB01 Business Services Training Package (at Certificate IV or Diploma); and/or any other Training Package (up to maximum 2 units and at Certificate IV or Diploma) based on documented industry or enterprise needs.

Core Units

Code	Description	Pre-requisites
BSBCMN304A	Contribute to personal skill development and learning	
ICAA4041A	Determine and confirm client business expectations and needs	
ICAB4225A	Automate processes	
ICAD4043A	Develop and present a feasibility report	
ICAD4217A	Create technical documentation	

ICAS4022A	Determine and action client computing problems	
ICAS4106A	Action and complete change requests	
ICAS4113A	Identify and resolve common database performance problems	
ICAS4114A	Implement maintenance procedures	ICAT3025A Run standard diagnostic tests
ICAT4221A	Locate equipment, system and software faults	
ICAW4214A	Maintain ethical conduct	
PSPPM402B	Manage simple projects	

Specialist Core Stream Units – Database Administration

Code	Description	Pre-requisites
ICAB4060A	Identify physical database requirements	ICAA4041A Determine and confirm client business expectations and needs
ICAB4136A	Use structured query language to create database structures and manipulate data	ICAB4225 Automate processes
ICAS4107A	Manage resolution of system faults on a live system	ICAS3024A Provide basic system administration ICAT3025A Run standard diagnostic tests ICAT4221A Locate equipment, system and software faults
ICAS4108A	Complete database back-up and recovery	
ICAS4125A	Monitor and administer a database	ICAS3024A Provide basic system administration
ICAB4170A	Build a database	

Specialist Core Stream Units – Help Desk

Code	Description	Pre-requisites
ICAS4023A	Provide one-to-one instruction	
ICAS4033A	Assist with policy development for client support procedures	
ICAS4109A	Evaluate system status	ICAT3025A Run standard diagnostic tests
ICAS4134A	Provide first-level remote help desk support	
ICAW4027A	Relate to clients on a business level	
ICTCC121A	Use an enterprise information system	

Knowledge and Skills Gained

(This summary of employability skills that are typical of this qualification and should not be interpreted as definitive.)

- Consulting with end users and clients before, during and after development of services to determine their issues and ensuring that their needs are met
- Interpreting technical manuals
- Working with clients to maintain security on computer networks and manage problems
- Working with internal users and third party suppliers to determine and update service level agreements
- Solving client computing problems which may be non-routine and unpredictable
- Using discretion and judgement to interpret available information and solve problems

- Developing new criteria and procedures for performing current practices
- Identifying, analysing and evaluating information from a variety of sources
- Creating project plans to guide the development of systems methodologies
- Organising resources for providing one on one instruction to clients on technical issues
- Planning the evaluation of system status taking into account time, environment, and internal and external issues
- Taking responsibility for own output in relation to specified quality standards
- Working within the Australian Computer Society code of ethics regarding security, legal, moral and ethical issues
- Maintaining knowledge of current industry accepted hardware and software products
- Providing technical advice towards resolution of specified problems
- Selecting, adapting and transferring skills and knowledge to new environments
- Selecting, sourcing and using appropriate software and tools based on analysis of technical needs

Career Outcomes

Individual job roles relating to this qualification span a range of ICT technical areas. Small to medium enterprises (SMEs) will find the outcomes of this qualification useful at a technical specialist support level. ICT support job roles apply across all industries.

Possible job titles relevant to this qualification include: Computer Technician, Customer Support, Customer Support Professional, Data Administrator, Database Administration Associate, Database Administrator, Help Desk, Help Desk Analyst, Help Desk Specialist, ICT Support & System Service Engineer, Information Centre Specialist, Information Systems Administrator, Information Systems Operator, Network Support Technician, PC Network Engineer, PC Support, PC Support Technician, PC Systems Coordinator, Product Support Engineer, Systems Administrator, Systems Engineer, Systems Support, Technical Support, Technical Support Engineer, Technical Support Representative, Technical Support Specialist, Technical Writer, User Support Technician.

Pathways

Individuals who successfully complete the Prime Learning Certificate IV in Information Technology (Support) may undertake further studies within Information Technology qualifications, as well as being a pathway towards a Diploma of Information Technology.

For more details contact one of our course advisors on **1800 22 99 33**.

Assessment Information

Assessment is ongoing throughout the learning process to both gather data on attainment of competencies, and to provide learners with feedback on how they are progressing. For more details contact one of our course advisors on **1800 22 99 33**.

Enrolment Form

For further information contact one of our course advisors on **1800 22 99 33**, or visit our website for more details www.primelearning.com.au

Contact Information

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