

ICA40205

## Certificate IV in Information Technology (Support)



ELECTUS

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<b>Qualification:</b>	Nationally recognised Certificate IV in Information Technology
<b>Course overview:</b>	This course is designed to provide vocational education and training necessary to gain advanced knowledge and skills vital for the work place.
<b>Government Funding:</b>	This qualification is available under a Contract of Training (Traineeship) and may attract government funding through: <ul style="list-style-type: none"><li>• <i>User Choice</i> funding</li><li>• and/or <i>Employer Incentives</i> under the New Apprenticeships Scheme</li></ul>
<b>Prerequisite:</b>	None
<b>Content:</b>	22 units of competency
<b>Delivery duration:</b>	Classroom and on-the-job mentoring and assessment – 24 months and/or Recognition of Prior Learning (RPL) – 6 months  If you have worked in the workplace for sometime and have the requisite skills and knowledge you may apply and submit evidence to gain this qualification via the RPL process.
<b>Study Pathways:</b>	As a graduate of this course you are eligible to enrol in: <ul style="list-style-type: none"><li>• Diploma in Information Technology</li></ul>
<b>Career Opportunities:</b>	Graduates will gain the skills and knowledge for advanced level IT roles such as:  *Help Desk Officer *Help Desk Technician *ICT Operations Support *ICT User Support *IT Technician *Maintenance Technician *PC Support *Support Technician *Technical Support

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**Electus– Now offering 44 nationally recognised qualifications**

37 Angas Street, Adelaide SA 5000

Telephone: 08 8221 5517

Facsimile: 08 8221 5518

Email: [mail@electus.com.au](mailto:mail@electus.com.au)

[www.electus.com.au](http://www.electus.com.au)

## Qualification Program

Students must gain competency in 22 units to qualify for Certificate IV in Information Technology (Support) being 12 core and 10 electives.

Electus provides you with a Certificate IV in Information Technology qualification that acknowledges your skills and knowledge in the area of your IT interest.

Electus delivers a learning pathway from Certificate II to Certificate IV in IT.

The following table summarizes the Units of Competency covered in the Certificate IV in IT.

Unit Title
<b>Core</b>
<b>Contribute to personal skill development and learning</b>
<b>Determine and confirm client business expectations and needs</b>
<b>Automate processes</b>
<b>Develop and present a feasibility report</b>
<b>Create technical documentation</b>
<b>Determine and action client computing problems</b>
<b>Action and complete change requests</b>
<b>Identify and resolve common database performance problems</b>
<b>Implement maintenance procedures</b>
<b>Locate equipment, system and software faults</b>
<b>Maintain ethical conduct</b>
<b>Manage simple projects</b>
<b>Elective</b>
Provide one-to-one instruction
Assist with policy development for a client support procedures
Evaluate system status
Provide first-level remote help desk support
Relate to clients on a business level
Use an enterprise information system
Monitor and administer network security
Support system software
Co-ordinate and maintain work teams
Monitor and administer system security

## Employability Skills

The following table contains a summary of the employability skills for this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

### Communication

- Writing skills for business, requiring depth in some areas, and analysis and evaluation of information in a defined range of areas (e.g. when hardware and asset recording documentation is completed in line with organisational requirements)

### Teamwork

- Consulting with the work team to review proposed changes against current and future business requirements
- Establishing and improving work teams in an IT environment

### Problem Solving

- Debugging code
- Solving network problems related to the installation of hardware, software and networks

### Initiative and Enterprise

- Developing new criteria and procedures for performing current practices
- Identifying, analysing and evaluating information from a variety of sources

### Planning and Organising

- Creating project plans to guide the development of systems methodologies
- Planning and designing an intranet
- Preparing feasibility reports taking into account the scope, time, cost, quality, communications and risk management

### Self-management

- 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

### Learning

- Maintaining knowledge of tools and software applications and the goods and services provided
- Obtaining client evaluation and feedback
- Providing one-to-one instruction for clients and users

### Technology

- Selecting and using software and hardware diagnostic tools, including multimedia contexts and automated testing environments

## Training Program

Your training program will take approximately 24 months to complete and will be customised to suit your requirements and timetable. It will be a combination of:

- Classroom training sessions
- One-on-one training sessions
- Workplace experience
- Mentoring
- Assignments
- Review sessions

Throughout the training program you will have formal review and assessment sessions to ensure that the elements of competency are being achieved and to ensure that your skill development is progressing as planned.

## The role of Electus (your RTO)

Electus will have the multiple roles of co-ordinator, trainer, assessor and mentor. Electus will be responsible for:

- Co-ordinating your training and assessment program
- Monitoring training and skills development progress and provide assistance to you where necessary
- Delivering classroom training as per your training plan
- Visiting you in the work place to provide on-the-job mentoring and coaching
- Visiting you in the work place to conduct on-the-job assessments
- Checking your portfolio of evidence and developing an action plan for the next on-the-job training and assessment period.
- Providing support and advice throughout the training and assessment program

## Your role

It is expected that you will:

- Undertake all training sessions and complete all assessment assignments as per your training program
- You will make every effort to achieve the competencies specified in your training plan.
- Maintain the records of assessment in your training manual.
- Submit assignments by agreed due dates.
- Immediately discuss any problems relating to your training program with your assessor or workplace supervisor.

## Simulated Work Environment

If you are currently unemployed Electus will provide you with a simulated work environment enabling you to study and complete assignments.