

ICA30105 Certificate III in Information Technology (Support)

Qualification: Certificate III

**Training Package: ICA05 Information and Communication
Technology**

TAFE NSW Course No: 19004

This course provides basic skills in computer hardware, software and system support. A person with these skills would be able to provide first level computer support to people using information communications technology in a small unit or branch within an organisation.

You will learn about computer hardware, system and application software and the associated diagnostics. You will also develop skills in basic system administration and customer support.

Career opportunities/vocational outcomes: This course is for individuals who wish to become competent in introductory ICT 'technical' functions. The qualification is designed to support information activities in the workplace.

Articulation: This course provides a natural progression into the ICA40205 Certificate IV in Information Technology (Support) with a pathway to ICA50305 Diploma of Information Technology (Systems Administration).

Entry requirements: NSW School Certificate (or equivalent) and completion of ICA20105 Certificate II in Information Technology. Where appropriate, learners may gain recognition for their prior skills. Please discuss your options with staff.

Course information: This course is available full-time through face-to-face classroom delivery or through flexible delivery with resources available online. There are some practical elements of the course which require attendance at workshops.

Units towards completion: The course includes nine (9) foundation units, six (6) common core units, five (5) support specialist core stream units and four (4) elective units. There will be some choice available with electives modules and students may choose to do additional modules.

All information is accurate at time of printing. Course commencement is subject to sufficient resources and demand. For the most up-to-date information on course content; attendance modes; fees, refunds, concessions and exemptions; recognition of prior learning and credit transfer options; student support services including literacy and numeracy support and welfare services; student rights and responsibilities; appeals and complaints process and Department of Education and Training Code of Conduct visit the Institute website or ring 131601.



Semester 1 2009

Campus: Port Macquarie
Widderson Street
Port Macquarie NSW 2444

To enrol

**North Coast Institute
application form. Apply now!**

Start Date: Monday
9 February 2009

Attendance: Full-time over
18 weeks.

Cost: *TAFE fee:* \$335 for
semester 1 (some people may
be eligible for a concession fee).

Resource fee: \$35 per
semester

**These fees can be paid using
EFTPOS, Visa, Mastercard,
cheque or money order only.**

**Contact and more
information:**

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NCI-090502 2/7/2009



www.nci.tafensw.edu.au

Group 1 Foundation Units: All units must be completed

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

Group 2: Common Core Units: All units must be completed

ICAD3218A Create user documentation
ICAI3020A Install and optimise operating system software
ICAS3031A Provide advice to clients
ICAS3234A Care for computer hardware
ICAT3025A Run standard diagnostic tests
ICAU3004A Apply occupational health and safety procedures

Specialist Core Stream – Support: All units must be completed

ICAI3021A Connect internal hardware components
ICAS3024A Provide basic system administration
ICAS3115A Maintain equipment and software in working order
ICAU3019A Migrate to new technology
ICTCC330A Manage customer relationships

Electives: a minimum of 4 elective units are required to complete the course requirements. Electives can be negotiated with the teacher at enrolment.