

INFORMATION & DIGITAL TECHNOLOGY

Statement of Attainment towards

ICT30118 Certificate III in Information, Digital Media and Technology

This qualification provides the skills and knowledge for an individual to be competent in a wide range of general information and communications technology (ICT) technical functions and to achieve a degree of self-sufficiency as an advanced ICT user.

Persons working at this level will support information technology activities in the workplace across a wide range of ICT areas, including technical support, network administration, web technologies, software applications and digital media technologies.

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|----------------|---------------------------------------|------------------|--|
| Hours | 240 hr | Training Package | ICT v5 |
| Type | Board Developed Course | Work Placement | Mandatory 70 hr |
| Unit Value | 2 unit Preliminary 2 unit HSC | SBAT | Opportunity to complete a School Based Traineeship and gain credit towards the HSC |
| Specialisation | Yes – required for full qualification | Recognition | National AQF and HSC Qualification |
| HSC Exam | Yes | ATAR | Yes |

ASSESSMENT

This course is competency based and the student's performance is assessed against prescribed industry standards. Assessment methods may include:

- Observation
- Student Demonstration
- Questioning
- Written tasks
- Tests

PERSONAL REQUIREMENTS

- Strong client focus and genuine desire to assist
- Analytical skills
- Persistence
- Good communication skills
- Able to work as part of a team
- Patient and tolerant
- Aptitude for technical activities
- Methodical & disciplined problem-solving.

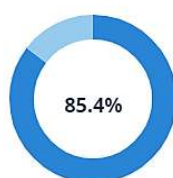
RELATED OCCUPATIONS

- Help desk officer
- Network Support Officer
- ICT operations support
- ICT user support
- PC support
- Technical support

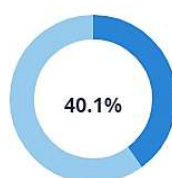
STUDENT OUTCOMES FOR CERTIFICATE III IN INFORMATION, DIGITAL MEDIA AND TECHNOLOGY

These are the outcomes of graduates surveyed six months after completing their training.

Satisfied with Training



Improved Work Status



Salary



DUTIES AND TASKS IN INFORMATION TECHNOLOGY SUPPORT

- Identify the hardware and software needed to provide solutions to problems
- Assist with the customisation and adaptation of existing programmes to meet users' requirements
- Provide telephone, face-to-face and online support to customers
- Download and install appropriate software
- Connect users to networks and provide initial training in facilities and applications
- Talk with vendors and programmers
- Provide information relating to customers' hardware and software purchasing decisions
- Make sure users can use the equipment by providing personal tuition and self-help instructions
- Undertake housekeeping and reporting functions for the area of responsibility

CAREER PATHWAYS

Technical Support, ICT Technician, Webpage Design, Multimedia Production, IT Business Manager, Internet Systems Administrator, E-Business Project Manager

FURTHER STUDY

Relevant Information Technology qualifications including Certificate IV, Diploma and Degree