



# Certificate III in Information Technology

ICT30120



A HANDS-ON PRACTICAL COURSE TO  
START YOUR IT CAREER

# About This Course

The Certificate III in Information Technology is a hands-on qualification that has a key focus on the skills and knowledge essential for any IT career. You will learn all the essential skills for a successful career in IT including how to run standard diagnostic tests, local device system administration, basic programming, and supporting ICT problem resolution.

This Certificate III program takes advantage of the latest advances in virtual technology to safely transfer IT theory to practical application. Our students will have the opportunity to develop new skills or hone their existing IT abilities using a virtual laboratory specifically designed to provide a realistic IT experience. This means our learners can practice and experiment in a safe setting with no risk to operational systems or networks in the workplace.

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## Subject Choices

Specialist Electives Can Be Added at the Halfway Point if Needed

- Local Device System Administration
- ICT Problem Solving
- Mid Course Survey
- Programming with Javascript
- Support ICT Technical Problems
- Run Standard Diagnostic Tests on Devices
- Evaluate Cloud Solutions
- Networking - Build a Small Office Network
- IT Network Systems Administration

# Key Course Facts

## Start Date:

Start immediately

## Duration:

Complete within 51 weeks

## Delivery Options:

On-line/Correspondence

## Group Training:

Contact the College for Availability

## Course Fees: \$3,750 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:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
\$350	\$0	\$3,750	\$720	\$1,620	\$828	\$3,750	\$3,750

### Existing Worker Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
\$350	N/A	N/A	\$720	N/A	\$828	N/A	N/A

### School Based Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
\$350	\$0	N/A	\$0	N/A	N/A	N/A	N/A

### Subsidised Training Options for this Qualification \*

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	\$0	N/A	\$618	N/A	N/A	N/A	N/A

\* NSW fee listed is for the Smart and Skilled category 'no prior qualification'. A fee increases of 15-17% applies to those who have completed a qualification previously. This training is subsidised by the NSW Government.

\* Jobs & Skills WA courses are subsidised by the Department of Training and Workforce Development. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

\*\* Subject to eligibility and availability at the time of enrolment

# Entry Requirements

## Work Placement

To achieve the 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.

## Literacy Skills

### Reading Skills

*Required reading skills:*

Read basic texts relevant to workplace requirements (ie policies and procedures)

Read and evaluate information and ideas to extract meaning relevant to the topic

Use different reading comprehension strategies as needed (ie identifying, questioning, previewing)

As a guide - you should have completed Year 10 schooling, or have proven workplace reading skills.

### Writing Skills

*You must be able to:*

Write clear sequenced instructions for using routine/everyday activities

Draft short emails and letters to convey required information

Complete a range of forms requiring routine and factual data

As a guide - you must have completed Year 10 schooling, or have proven workplace written communication skills.

## Language Skills (Spoken English)

**Language Skills (Spoken English)** *Required spoken english skills are:*

Demonstrate language use appropriate to different circumstances

Make enquiries or seek clarification as needed to perform tasks

Explain routine procedures and give clear sequenced instructions to others

As a basic guide - you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

## Numeracy Skills

*Required numeracy skills:*

Interpret, comprehend and use a range of everyday mathematical information in familiar and routine contexts

As a basic guide - you must have completed Year 10 schooling, or have a working knowledge of basic mathematical functions.

## Digital Literacy Skills

### *Required Digital Literacy Skills:*

Open and use a computer application (such as your Web Browser)

Navigate a website by following instructions and follow website "links"

Type and edit text eg for short answer assessment questions

Select the appropriate answers in a multiple choice list (select the correct option(s))

Download, save, edit and upload documents or files

Write, edit, send, receive and save emails

Open and use a word processing application (such as Microsoft Word or Google Docs)

Open and use a spreadsheet program (such as Microsoft Excel or Google Sheets) depending on electives chosen

## Computer and Internet Requirements

Note - this course only supports Microsoft PCs and products. To be clear - Macintosh and Apple are not supported.

### *IT and internet requirements are:*

Highspeed internet connect

Access to a Desktop Computer or Laptop although some course work may be completed via mobile devices.

Internet access with the latest version of Microsoft Edge, Chrome, Safari or Firefox.

Microsoft Office 2010 Word (or higher)

Subject specific Microsoft Office products for chosen electives (ie Excel or Powerpoint).

Note: We do not support other applications like Pages or Numbers.

Access to a Current Windows 10 Operating System

Access to a desktop computer that can be physically dismantled (eg removal of hard drive and other components) and reassembled depending on subject choices

Access to router, switches if required

Possess Administrator rights for installation of software on a local computer

# Subject Descriptions

## Core Subjects:

### Local Device System Administration

Basic system administration functions and the importance of protecting data are the two main issues covered in this subject. Activities include implementing components of systems backup and restoring files from backups. In addition, there are activities on virus scanning and confirming licensing for a stand-alone device. Content explores the legal requirements to protect personally identifiable data and information. A virtual practical lab is used as a key assessment tool.

Unit(s):

BSBXCS303 - Securely manage personally identifiable information and workplace information

ICTSAS312 - Provide basic system administration

ICTSAS213 - Maintain the integrity of ICT systems

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### ICT Problem Solving

ICT problems can be difficult to solve. This subject covers critical thinking and team problem solving techniques aimed at identifying the nature of ICT issues. It also covers the skills to provide ICT advice and support to users, including the communication of detailed technical information. Basic troubleshooting of common hardware and software issues are included in the practical components of this subject. A virtual Lab is used to simulate the actioning of client requests for assistance and advice.

Unit(s):

ICTSAS305 - Provide ICT advice to clients

BSBCRT301 - Develop and extend critical and creative thinking skills

BSBXTW301 - Work in a team

ICTICT313 - Identify IP, ethics and privacy policies in ICT environments

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### Mid Course Survey

This survey is an important opportunity for you to tell ACCM College about your learning experience so far. By formally seeking this information at the mid-point of your course, ACCM College can help shape your learning outcomes to better ensure your professional development goals are met.

Unit(s):

MID-SURVEY - Mid Course Survey

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## Programming with Javascript

Learn to create simple applications through introductory programming techniques with Javascript. This Subject covers applying language syntax, control structures to create code, using programming standards, testing and debugging. The summative assessment components are completed in a lab environment and involve the development of a random password app.

Unit(s):

ICTPRG302 - Apply introductory programming techniques

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## Support ICT Technical Problems

Learn the skills and knowledge required to remotely support the resolution of ICT technical enquiries. You will learn the techniques to record, prioritise and escalate client support requests received, and the effective use of multiple information systems to troubleshoot and record your actions. A virtual practical lab is used for assessments.

Unit(s):

ICTICT219 - Interact and resolve queries with ICT clients

ICTSAS212 - Record the requirements of client support requests

ICTWOR306 - Resolve technical enquiries using multiple information systems

ICTSAS211 - Develop solutions for basic ICT malfunctions and problems

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## Run Standard Diagnostic Tests on Devices

The ability to solve device issues is a fundamental skill set required by an IT Technician. This subject will see you run a range of diagnostic tests designed to prolong the life of your IT equipment and Operating Systems. It looks at tools like Device Manager, Performance Monitor, Event Viewer an SFC and DISM.

Unit(s):

ICTSAS308 - Run standard diagnostic tests

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## Evaluate Cloud Solutions

The Cloud offers amazing opportunities, but only if you choose the right services for your organisation. This forward-thinking Subject will help you learn to review and evaluate the range of Cloud options, deployment models, implementation factors and their impact on your organisation. Finally, you will learn to prepare and deliver your findings to the key decision makers within your business.

Unit(s):

ICTCLD301 - Evaluate characteristics of cloud computing solutions and services

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## Networking - Build a Small Office Network

There are a number of key elements required in setting up a small networking environment. Within this subject you will learn how to setup and configure a small network from scratch. You will be exposed to a wide range of tools to setup appropriate network security as well as troubleshoot any network connectivity issues.

Unit(s):

ICTSAS310 - Install, configure and secure a small office or home office network

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## IT Network Systems Administration

Effectively maintaining and administering a network environment and operating system will provide your users with a seamless experience. This subject look at areas such as configuring a network operating system, setting up user accounts, modifying user permissions, installing and understanding basic networking protocols as well as conducting a range of command line networking tools in order to troubleshoot and uncover networking issues.

Unit(s):

ICTNWK309 - Configure and administer network operating systems

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# Service Guarantees

## Quality Training Provider

ACCM has 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.

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## 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.

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## Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

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## 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.

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## 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 a week or less. In the meantime you can progress to your next subject.

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## Personal Contact for the Right Start

Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have.

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

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## Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

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## Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

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## Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.

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