Certificate IV in Information Technology

ICT40120

LEARN ADVANCED INFORMATION TECHNOLOGY SKILLS AND STAY UP TO DATE

April 2024

About This Course

The Certificate IV level course provides your experienced IT staff with a selection of advanced theory and hands-on learning opportunities. This qualification covers advanced client support skills, protecting intellectual property, online security, cyber-security risk management, ICT problem resolution, virtualisation, emerging technology, system administration and basic programming. Additional electives may be considered. Both General and Networking streams of the Certificate IV are available with this course.

This Certificate IV 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.

Subject Choices

Specialist Electives Can Be Added at the Halfway Mark As Required

- ICT Service Desk Operations
- Implement Data and IP Protection Strategies
- ICT Problem Resolution Techniques
- Mid Course Survey

- Evaluate Cloud and Emerging Technology
- Programming with Javascript
- Secure Information Assets
- Networking - Virtualisation

Key Course Facts

Start Date:

Start immediately

Duration:

Complete within 53 weeks

Delivery Options:

On-line/Correspondence

Group Training:

Contact the College for Availability

Course Fees: $5,000 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	$5,000	$1,368	$600	$5,000	$5,000	$5,000

Existing Worker Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
$350	N/A	N/A	$1,368	N/A	$5,000	N/A	N/A

School Based Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Subsidised Training Options for this Qualification *

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	$1,980	N/A	N/A	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 gain the most from this qualification you should be in a workplace where you may practise the skills learnt. Specific subjects do require direct hands-on work with IT systems (ie routers)

Literacy Skills

Reading Skills
You must be able to:
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

Language Skills (Spoken English)

You must be able to:
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

You must be able to:
Interpret, comprehend and use a range of everyday mathematical information in familiar and routine contexts

As a basic guide - you must have completed Year 12 schooling, or have a working knowledge of basic mathematical functions.

Digital Literacy Skills

You must be able to:
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:

ICT Service Desk Operations

Review the skills and knowledge required to apply the principles of service management when supporting and resolving Information and Communications Technology (ICT) service / help desk cases. This involves the skills to use help desk software as well as access information from multiple information systems. In addition identify the opportunities to improve service / help desk systems and procedures and make recommendations for improved support policies.

Unit(s):

ICTICT446 - Apply ICT service management principles

ICTSAS433 - Update ICT client support procedures and assist with policy development

ICTWOR306 - Resolve technical enquiries using multiple information systems

Implement Data and IP Protection Strategies

Data protection and cyber-security are integral factors in today's business success. This subject addresses core units of competency and will deliver training in Intellectual Property, ethics, privacy and how to safeguard data a world where cyber-security risks are a constant threat to your organisation. This subject looks at the foundation knowledge about these key topics and requires students to show they can undertake research to stay up to date with current cyber security threats such as malware. To complete this subject the student must be active in identifying and actioning 3 cyber security threats.

Unit(s):

BSBXCS404 - Contribute to cyber security risk management

ICTICT451 - Comply with IP, ethics and privacy policies in ICT environments

BSBXCS302 - Identify and report online security threats

ICTSAS214 - Protect devices from spam and destructive software

ICT Problem Resolution Techniques

Solving complex ICT problems is part of an IT technicians daily role. This subject addresses the need for critical thinking and team problem solving techniques required to identify and resolve ICT issues. It also covers the skills to provide ICT advice and support to users, including the communication of comprehensive technical information. Basic troubleshooting of common ICT problems, using collaborative tools and a virtual Lab, is included in this practical subject with a range of problems for clients provided to be actioned and resolved.

Unit(s):

BSBCRT404 - Apply advanced critical thinking to work processes

ICTICT443 - Work collaboratively using ICT technologies

ICTSAS432 - Identify and resolve client ICT problems

ICTSAS442 - Provide first-level remote help desk support

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

Evaluate Cloud and Emerging Technology

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):

ICTICT426 - Identify and evaluate emerging technologies and practices

ICTCLD301 - Evaluate characteristics of cloud computing solutions and services

ICTICT310 - Identify and use industry specific technologies

ICTICT428 - Select cloud storage solutions

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

Secure Information Assets

The importance of protecting data is the main issue 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):

ICTSAS312 - Provide basic system administration

BSBXCS303 - Securely manage personally identifiable information and workplace information

ICTSAS215 - Protect and secure information assets

Networking - Virtualisation

Today's computing world is moving more and more towards IT virtualisation. To bring students closer to virtualisation, this subject will allow learners to actually install and configure a Server in a true virtual environment as

well as install, configure, and test the functionality of two virtual machines in the provided lab environment. Installation includes configuring the operating systems.

Unit(s):

ICTNWK420 - Install and configure virtual machines

ICTNWK422 - Install and manage servers

ICTNWK427 - Configure desktop environments

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.

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.

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.

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.

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.

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.

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.

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.

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.