



ICT30115 - Certificate III in Information, Digital Media and Technology

The ICT30115 Certificate III in Information, Digital Media and Technology provides students with the skills and knowledge to be competent in a wide range of general information and communications technology (ICT) technical functions.

Duration

This course is studied via face to face in select locations.

Typically a face to face course would run 6-8 weeks with a study load of two days per week. This however, will depend on the individual skill set of the student. All specific course information is given to the student upon enquiry.

Aims & Objectives

Students will gain the skills and knowledge to:

- Demonstrate some relevant theoretical knowledge
- Apply a range of well-developed skills
- Apply known solutions to a variety of predictable problems
- Perform processes that require a range of well-developed skills where some discretion and judgement is required
- Interpret available information, using discretion and judgement
- Take responsibility for own outputs in work and learning
- Take limited responsibility for the output of others



Assessment Method

Throughout this course you may be assessed in the following ways:

- Multiple Choice Questions
- Simulation Exercises
- Log-Book of Daily Activities
- Short answer
- Projects

Your trainers are available to assist you throughout this course and should be contacted if you require additional study assistance.

Entry Requirements

Candidates must have at least the following to be able to complete our course:

- A sound ability to read and write English (e.g. completed year 10 English or equivalent)
- Basic computer knowledge including:
 - How to turn on/off the computer
 - Using a mouse and keyboard
 - Ability to browse the internet
 - Ability to send emails with attachments
 - Ability to type and print a word document

Career Opportunities

This course provides the computing skills and knowledge to be an effective IT user in an office environment or employee in the area of technical support. The skills developed would also help the user with personal computer use and knowledge and confidence in the area of I.T.

Possible job titles include:

- Office Administration assistant
- Roles which require computer knowledge and experience in an office/I.T environment
- Help desk officer
- Help desk assistant
- ICT operations support
- ICT user support
- PC support
- Technical support
- Call centre support representative



ICT30115 Certificate III in Information, Digital Media and Technology		
Unit Number	Unit Title	Description
BSBWHS304 A (CORE)	Participate effectively in WHS communication and consultation processes	This unit describes the skills and knowledge required to participate in work health and safety (WHS) communication and consultation processes. It applies to individuals who participate in WHS communication and consultation processes as part of their work health and safety responsibilities, which are in addition to their main duties.
BSBSUS301 (CORE)	Implement and monitor environmentally sustainable work practices	This unit describes the skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness. It applies to individuals with responsibility for a specific area of work or who lead a work group or team and addresses the knowledge, processes and techniques necessary to implement and monitor environmentally sustainable work practices, including the development of processes and tools.
ICTICT202 (CORE)	Work and communicate effectively in an ICT environment	This unit describes the skills and knowledge required to work and communicate effectively within organisational policies and governance arrangements, using information and communications technology (ICT) systems, equipment and software. It applies to individuals who may work under supervision with responsibility to support others within a small office environment.
ICTICT301 (CORE)	Create user documentation	This unit describes the skills and knowledge required to create user documentation that is clear to the target audience and easy to navigate. It applies to individuals who may work under supervision with responsibility to support others in a range of information and communications technology (ICT) areas.
ICTICT302 (CORE)	Install and optimise operating system software	This unit defines the skills and knowledge required to install, configure and optimise operating system (OS) software to meet business and client needs. It applies to individuals who may work under supervision and support others using well developed skills in creating solutions through analysis and evaluation of information.
ICTSAS301 (CORE)	Run standard diagnostic tests	This unit describes the skills and knowledge required to troubleshoot problems and conduct diagnostic tests on a range of platforms. It applies to individuals who, while working under a level of supervision, have responsibility to action tasks in a frontline technical support capacity.



ELECTIVE STREAM (Web Technologies)		
BSBEBU401	Review and maintain a website	This unit describes the skills and knowledge required to undertake data analysis, review website content, and update and maintain a website. It applies to individuals who have knowledge of the relationship between a website and the core functions of an organisation. They also have working knowledge and skills to perform basic updates to website content. They may provide administrative support within an organisation or be other individuals who have been delegated this responsibility.
ICTWEB201	Use social media tools for collaboration and engagement	This unit describes the skills and knowledge required to establish a social networking presence, using social media tools and applications. It includes the requirement to review, compare, and use different types of social networking tools and applications. It applies to information and communications technology (ICT) personnel who need to develop a social networking web presence for a small or large office environment, using social media tools and applications.
ICTWEB301	Create a simple markup language document	This unit describes the skills and knowledge required to design, create and save a basic markup language document, using a text editor. It applies to individuals who work in an assistant capacity to create web pages.
ICTWEB302	Build simple websites using commercial programs	This unit describes the skills and knowledge required to use web authoring tools to create, modify and test, simple web pages and websites. It applies to individuals with responsibility for creating and maintaining simple websites.
ICTWEB303	Produce digital images for the web	This unit describes the performance outcomes, skills and knowledge required to produce, and manipulate, images suitable for use in website development. This unit applies to individuals with responsibility for creating graphics for a web environment.



OTHER ELECTIVES		
ICTICT203	Operate application software packages	This unit describes the skills and knowledge required to identify, select and operate three commercial software packages, including a word-processing and a spreadsheet application package. It applies to individuals who utilise different software applications within a small to large office environment to produce diverse documents.
ICTICT308	Use advanced features of computer applications	This unit describes the skills and knowledge required to use computer applications employing advanced features. It involves manipulating data and accessing support resources to solve routine problems. It applies to individuals who have achieved a degree of autonomy as advanced information and communications technology (ICT) users, and support information technology activities in software applications.
ICTSAS303	Care for computer hardware	This unit describes the skills and knowledge required to manage the maintenance and location of hardware. It applies to frontline technical support individuals who work under a level of supervision but have some responsibility to maintain organisational hardware.
BSBITU304	Produce spreadsheets	This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet software. It applies to individuals employed in a range of environments who tend to be personally responsible for designing and working with spreadsheets under minimal supervision.
BSBITU302	Create electronic presentations	This unit describes the skills and knowledge required to design and produce electronic presentations for speakers, for self access and online access. It applies to individuals employed in a range of work environments who design electronic presentations. They may work as individuals providing administrative support within an enterprise, or may be responsible for production of their own electronic presentations.
BSBWRT301	Write simple documents	This unit describes the skills and knowledge required to plan, draft and finalise a basic document. It applies to individuals who apply a broad range of competencies in various work contexts and may exercise some discretion and judgement to produce a range of workplace documentation.