ICT30115 - CERTIFICATE III IN INFORMATION, DIGITAL MEDIA AND TECHNOLOGY (SUPPORT)
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RTO CODE: 90010
TAFE NSW - NORTH COAST
TAFEDIGITAL.EDU.AU
The course suits the sort of person who loves learning more about computers and helping others with their computer problems.

After mastering the basics of installing and optimising software, creating user documentation and running standard diagnostic tests, you will learn to maintain computer hardware and software and provide basic systems administration. You will also tackle a range of basic computer problems, learning how to advise potential clients on these issues.

At the completion of your training you will have the skills to apply for jobs like helpdesk officer, helpdesk assistant, PC support and technical support.

“I could work at night, or first thing in the morning whatever suited my day”

BUSINESS ADMINISTRATION STUDENT AND SHEEP STATION MANAGER
ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification. Applicants must be able to demonstrate competency in basic written and spoken English.

You will need to be comfortable operating a computer such as saving files and creating folders. Some basic ability to use a word processing program will be of assistance.

Internet access is essential.

MINIMUM AGE

Minimum age of 17 years. If you are under 18 your application must be signed by a parent or guardian.

ENGLISH LANGUAGE REQUIREMENTS

If English is not your First language and you did not complete the last two years of secondary education in English, you are required to provide evidence of English language competency before enrolling into the course.

Examples of appropriate evidence are listed below:

<table>
<thead>
<tr>
<th>EVIDENCE</th>
<th>EXAMPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>IELTS</td>
<td>Overall score of 5.5</td>
</tr>
<tr>
<td>TOEFL</td>
<td>530 (paper), 197 (computer), or 71 (internet)</td>
</tr>
<tr>
<td>Evidence of 12 months in English-speaking employment</td>
<td>Testimonial or statutory declaration</td>
</tr>
</tbody>
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FEES

How much is the course?*
Fee for service - people not eligible for government subsidies: $7,720

NSW Government: subsidised prices (Smart and Skilled)
- First qualification: $1,740
- Second qualification: $2,080
- Traineeship (new entrants only): $1,000
- Concession: $240
- Exemption: $0
- Traineeship: $1,000

* Your government subsidised fee and your eligibility for concessions, exemptions and scholarships, are all calculated and confirmed during the enrolment process.

Call us on 1300 823 366 for further information and advice.
You will need access to a computer and the internet to complete this course. Minimum specifications for your computer are:

- Microsoft Windows 7 or later or Mac OS X or above
- Microsoft Office (free download for TAFE NSW enrolled students)
- Up-to-date internet browser

You may also need access to a printer and the following applications:

- Adobe Acrobat Reader (free download)
- Adobe Flash Player (free download)

Some units in this qualification require practical access to network hardware such as;

- A switch
- A router and
- (In some cases), a second workstation.

Students can elect to complete these assessments on their own additional hardware, or by accessing the virtual networks provided by TAFE Digital.

Included in the enrolment for all TAFEnow students is an “Imagine” account, a Microsoft program that provides students free access software you may need during your study. This includes products for software design and development including operating systems and databases. Some Microsoft products, such as Office, are offered at discounted rates.

Course timeframe and commitment

We suggest you aim to complete the ICT30115 - Certificate III in Information, Digital Media and Technology (SUPPORT) over 12 months. We recommend you study a minimum of 10 hours per week.

As you are studying flexibly, this is a guide only and if you feel you are unable to complete within this timeframe, please discuss with your teacher.

Delivery mode

The ICT30115 - Certificate III in Information, Digital Media and Technology (SUPPORT) is offered through TAFE Digital and delivery is online which involves training and assessment using web-based materials where you are supported and guided in your learning by teachers with interaction by email, phone calls, forums and chat groups. You also have access to support services.
### INDIVIDUAL LEARNING PLAN

An Individual Learning Plan will be developed in consultation with you, your employer (if applicable) and TAFE Digital. This will include the units/modules to be completed, the method of assessment and the learning and assessment time frames. You will also be provided with a copy of your Individual Learning Plan.

### UNITS AND ASSESSMENT METHODS

Listed below are the units you will be required to successfully complete to achieve this qualification. This also provides information on how each unit will be assessed.

This qualification requires you to complete 17 units. These comprise 6 core units, 5 compulsory specialist units and 6 electives. The recommended electives are listed below. If you have particular needs in your workplace, contact your course coordinator to discuss options.

For more information on the units of competency below visit [http://training.gov.au](http://training.gov.au)

#### CORE UNITS

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
<th>Assessment Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBWHS304</td>
<td>Participate effectively in OHS communication and consultative processes</td>
<td>Case study</td>
</tr>
<tr>
<td>BSBSUS401</td>
<td>Implement and monitor environmentally sustainable work practices</td>
<td>Short answer questions, Written report, Presentation</td>
</tr>
<tr>
<td>ICTICT202</td>
<td>Work and communicate effectively in an IT environment</td>
<td>Short answer questions, Written report, Presentation</td>
</tr>
<tr>
<td>ICTICT301</td>
<td>Create user documentation</td>
<td>Written report, Guide, Evaluation</td>
</tr>
<tr>
<td>ICTICT302</td>
<td>Install and optimise operating system software</td>
<td>Research, 2 practical assessments</td>
</tr>
<tr>
<td>ICTSAS301</td>
<td>Run standard diagnostic tests</td>
<td>3 practical assessments</td>
</tr>
</tbody>
</table>
SPECIALIST UNITS

All five (5) units must be completed.

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
<th>Assessment Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICTICT303</td>
<td>Connect internal hardware components</td>
<td>Short answer questions, written report, evaluation, practical task</td>
</tr>
<tr>
<td>ICTSAS303</td>
<td>Care for computer hardware</td>
<td>Practical assessment, 2 written reports, research</td>
</tr>
<tr>
<td>ICTSAS304</td>
<td>Provide basic system administration</td>
<td>Two practical tasks, documentation</td>
</tr>
<tr>
<td>ICTSAS305</td>
<td>Provide IT advice to clients</td>
<td>Written report, research, feedback</td>
</tr>
<tr>
<td>ICTSAS306</td>
<td>Maintain equipment and software</td>
<td>Written report, research, feedback</td>
</tr>
</tbody>
</table>

ELECTIVE UNITS

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
<th>Assessment Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICTICT203</td>
<td>Operate application software packages</td>
<td>Written report, word processing task, spreadsheet task, presentation task</td>
</tr>
<tr>
<td>ICTICT304</td>
<td>Implement system software changes</td>
<td>Written report, practical task, evaluation</td>
</tr>
<tr>
<td>ICTICT308</td>
<td>Use advanced features of computer applications</td>
<td>Written report, practical task, evaluation</td>
</tr>
<tr>
<td>ICTWEB301</td>
<td>Create a simple markup language document</td>
<td>Written report, practical task</td>
</tr>
<tr>
<td>ICTNWK304</td>
<td>Administer network peripherals</td>
<td>3 practical tasks</td>
</tr>
<tr>
<td>ICTSAS307</td>
<td>Install and configure a small office home office network</td>
<td>3 practical tasks</td>
</tr>
</tbody>
</table>
ASSESSMENT OVERVIEW

- This qualification is ungraded. When you finish this course you will receive a qualification which shows your level of achievement as Competent.

- Every assessment event must be successfully completed in order to demonstrate competence in each unit.

- If you do not successfully complete an assessment event you will be given the opportunity to undertake another assessment at another time. Only two (2) attempts may be made on each individual assessment event within your current enrolment. If you experience difficulties please negotiate with your teacher.

- You will receive feedback on each assessment within 5 working days.

- If you want to view your unit results at any time, your teacher can provide you with instructions on how to access your student record via student e-Services.

- All TAFE students are eligible to apply for Recognition of Prior Learning (RPL).

- If you have a permanent or temporary condition that may prevent you successfully completing the assessment task(s) you should immediately talk with your teacher about ‘reasonable adjustment’. This is the adjustment of the way you are assessed to take into account your condition however the assessment criteria cannot be altered.

- If you do not agree with the result given for your assessment task, you may appeal the assessment decision. You should first discuss the assessment result with your teacher.

- For more information on assessment, refer to ‘Every Student’s Guide to Assessment in TAFE NSW.’

PLAGIARISM

Whatever the form of assessment, it is essential that the work you are assessed on is your own. All students should be aware that penalties will be imposed for students found cheating in an assessment. Cheating can take different forms. For example, it may be copying or using the work, writing, drawings or photographs created by other people and passing them off as your own. You must make it clear if you are quoting or using other people’s work.

Where you are working in a team with other students on a joint assessment task, your teacher will explain how your own contribution will be assessed.
RECOGNITION OF PRIOR LEARNING

All students in TAFE NSW are entitled to apply for recognition in the course or qualification in which they are currently enrolled. It is recommended that the application for recognition be made as soon as possible after enrolment.

The aim of granting recognition is to reduce the amount of learning required to achieve a qualification or accredited course by acknowledging an individual’s skills and knowledge acquired through formal and informal learning.

Students enrolled in a government subsidised qualification or accredited course can apply for recognition in that qualification at no additional charge and, under NSW Smart and Skilled may be eligible for a reduced student fee based on recognition granted.

For more information click here or discuss with your Course Coordinator.

GETTING THE MOST OUT OF YOUR COURSE

Online learning is best suited to people who are self-starters and really want to learn to improve their career prospects. Just because you don’t have to leave your home or workplace, the online learning isn’t necessarily easier than classroom learning, it’s just different.

To help overcome these barriers, we would strongly encourage you to:

- **Seek support** from course facilitators, friends, family or workmates in supporting you in your study goals.

- **Set aside regular times for** online learning and study each week. Try not to deviate from these set times.

- **Set clear goals** on what you want to achieve, by when, to ensure you achieve your course outcomes.

- **Engage in the Course Forum**. The Course Forum in your course enables you to engage with your facilitator and fellow students. It is an important opportunity to share your learning experiences and reflect on the course materials. By actively participating in the Course Forum, you will become part of the virtual community. This acts as an important support network as you progress in your studies.

- **FAQs**. Frequently asked questions are available within each course and unit area.
STUDENT SUPPORT OPTIONS

The ICT30115 - Certificate III in Information, Digital Media and Technology (SUPPORT) course can be both academically and personally challenging. Learner support is available to assist you with academic writing and referencing, time management, study plans, general study tips and goal setting.

Counselling and Support services

At TAFE Digital you are more than just a number to us. We provide a Counselling and Career Services website developed by professional counselling and careers staff with comprehensive information and resources to help you with your study, career development or personal issues. Access to online services means there is a wealth of personal, health and study information at your fingertips.

Tutoring Assistance

Stuck writing an assignment or general course work? Get unstuck with Studiosity.

When you have a writing, grammar, research, referencing or other study question, sign in at https://studiosity.com/connect/users - use your DEC username, the same user name as you use to sign into TAFE Digital.

Real-life, on-demand experts will help you with your question. You can even get help with essential bridging knowledge for maths, science and business studies.

You can also share a file in real-time for feedback on your writing or to discuss tables, diagrams and charts.

Smart Study Guide

This resource is for students at TAFE NSW. It is a referencing guide adapted from the Harvard referencing style. The Smart Study Guide aims to help you succeed in your course and achieve your goals. This guide includes useful tips to develop your skills in time management, researching, note taking and referencing.

Download your free guide

Library Services

TAFE Digital’s full library services are just a click away, whether you are studying near a campus or far away.

OTHER COURSES THAT MAY INTEREST YOU

- ICT30115 - Certificate III in Information, Digital Media and Technology (several elective options)
- ICT40315 - Certificate IV in Web-based Technologies
BEFORE YOU ENROL

All students participating in Nationally Recognised Training in Australia need to have a Unique Student Identifier, or USI.

How to get a USI

It is free and easy for you to create your own USI online at usi.gov.au. Your local Customer Service office can also provide further information and assistance. If you already have your USI you can enrol with TAFE Digital. For more information on the USI click here

HOW TO ENROL

Enrolling with TAFE Digital is easy!

Enrol online today by visiting our website at TAFEDIGITAL.EDU.AU and select your enrolment method from the options available.

Enrol by phone. Just call one of our TAFE Digital Customer Service Staff on 1300 823 366

Email study@tafenow.com.au and our friendly customer help team will contact you to finalise your enrolment.