

Student Program Information 2020

ICT40118 Certificate IV in Information Technology (Industry Placement Pathway)

The Certificate IV in Information Technology program offered in partnership with DXC technology offers students the benefit of both classroom training and real-world work experience.

The recommended Certificate IV study plan has the following key features:

- > The course will run full-time over 12 months.
- > Focus will be on remote desktop support skills.
- > This course includes up to 240 hours of vocational placement at DXC Technology premises (Felixstow). Students will be studying at TAFESA and undertaking experience at DXC simultaneously for most of this course.

At the end of the first semester students will undertake induction training full-time for 2 weeks covering work-placement guidelines, service-desk culture, communication techniques, call simulations and remote desktop simulations. Subsequently students will be expected to present for work experience at DXC Technologies.

SUBSIDISED TRAINING

- > You may be eligible for government subsidised training based on your employment and training level.
- > For full details, including visa eligibility, please see the [Skills SA website](#)
- > While this course may attract government subsidies, there may also be upfront fees, depending on any required underpinning knowledge and skills.
- > **ALL STUDENTS, IRRESPECTIVE OF PREVIOUS STUDIES, WILL BE REQUIRED TO DO THE CORE SKILLS PROFILE FOR ADULTS (CSPA) BEFORE THEY ARE ELIGIBLE FOR GOVERNMENT SUBSIDY.**

IT Studies Subjects

This qualification is from the National Training Package [ICT15](#) that is developed by the Commonwealth Government. TAFESA IT Studies clusters related competencies in the Training Package into subjects. The information below refers to the TAFESA IT Studies subjects and outlines the competencies that makes up those subjects. Delivery and assessment for the subjects will be done holistically so you will be awarded the same result for all competencies taught in that subject. Your final official results will refer to the competencies listed below.

Course Admission Requirements

- > Satisfactory demonstration of reading, writing and numeracy skills by undertaking the Core Skills Profile for Adults (CSPA)
- > Satisfactory performance in an IT skills assessment
- > Current National Criminal Check and Working with Children Check (DCSI) will be required before a student may undertake work placement in this field

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Assumed Skills and Knowledge

Whilst there are no pre-requisites for the units in this course, it is highly recommended that students starting this course would already have competent computer skills. Ideally these skills would come from the successful completion of one of the following qualifications:

- > Completed the majority of the Certificate III in Information, Digital Media and Technology (ICT30118); or
- > Other study equivalent to it or
- > Have work experience and knowledge equivalent to it.

Incidentals

This course also has an incidental cost of \$400.00 for 512Gb SSD portable hard drive, headset with microphone, and National Police Clearance.

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Required Competencies

Certificate IV in Information Technology

National Code: ICT40118 TAFE SA Code: CP00253

This table shows the competencies that you must have on your academic record to achieve this qualification and the IT subjects you would complete.

IT Studies Subject	National Code	Unit Name	Assumed Knowledge and Skills
Core Units			
DXC_PREP	DXC Workplace Preparation (TAFESA)		
DXC_IND	DXC Workplace Induction (DXC)		DXC_PREP
4DCR	Determine Client Requirements		
	ICTICT401	Determine and confirm client business requirements	
4CEP	Copyright, Ethics and Privacy		
	ICTICT418	Contribute to copyright, ethics and privacy in an ICT environment	
4ACSR	Address Cyber Security Requirements		
	ICTICT424	Address cyber security requirements	
4WESAD	WHS, ES, EEO & Anti-Discrimination Practices		
	ICTICT425	Implement WHS, environmental sustainability and anti-discrimination practices in an ICT workplace	
4IEET	Identify & Evaluate Emerging Technologies		
	ICTICT426	Identify and evaluate emerging technologies and practices	

Common Electives			
3PRB	Programming Basics (Python)		
	ICTPRG301	Apply introductory programming techniques	
4WOSF	Windows OS 10 Fundamentals		
	ICTNWK408	Configure a desktop environment	
4HTML5	Hypertext Mark-up Language Basics		
	ICTWEB431	Create and style simple mark-up language documents	
4PICTS	Participate in ICT Services		
	ICTICT422	Participate in ICT services	

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4MOS	Microsoft Office Specialist		
	ICTICT203	Operate application software packages	
4CIRS6	Cisco Introduction to Routing and Switching v6		
	ICTNWK404	Install, operate and troubleshoot a small enterprise branch network	

Specialist Electives			
4ICW	Install and Configure Windows Server		4WOSF
	ICTNWK401	Install and manage a server	
4O365	Office 365		4WOSF
	ICTSAS421	Support users and troubleshoot desktop applications	
4CNS	Create Network Scripts		3PRB
	ICTPRG405	Automate processes	
4SCCM	System Centre Configuration Manager		4ICW 4WOSF
	ICTNWK411	Deploy software to networked computers	
4PRHS	Provide Remote Help-desk Support		4PICTS
	ICTSAS420	Provide first-level remote help-desk support	
4IRCP	Identify Resolve Client Problems		
	ICTSAS410	Identify and resolve client ICT problems	
4ACN	Address Customer Needs		
	BSBCUS402	Address Customer Needs	
4DWP	Develop Work Priorities		
	BSBWOR404	Develop work priorities	
4POTO	Provide One-To-One		
	ICTICT415	Provide one-to-one instruction	

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Subject Descriptions

Subject	Description
Core & Common Elective	
DXC_PREP	The preparation for work at DXC will include an overview of the placements approach, DXC workplace safety & ethics, effective business communication at DXC (working with clients, phone skills, business emails) and the basics of first-level remote help-desk support as provided at DXC. This will be undertaken at TAFE SA.
DXC_IND	Following the DXC_PREP subject there will be training at DXC premises which will include Customer induction to the customer you will be dealing with, assessment of your readiness to interact with customers and setup of access to DXC systems.
Placement	Vocational placement at DXC Technology premises (Felixstow). Students will be expected to present for work experience at DXC Technologies 2 days per week over a 6-month period.
4DCR	This subject requires the student to gather information using verbal, written and other techniques and then to turn them into technical requirements for ICT projects. Student will use the skill and knowledge learnt to gather information and verify its accuracy.
4CEP	This subject involves maintaining professional and ethical conduct as well as to ensure that personal information of stakeholders is handled in a confidential and professional manner when dealing with stakeholders in an information technology (IT) environment.
4ACSR	This subject requires the student to determine the cyber security requirements of an organisation. Student will use a range of resources and tools to identify and protect the valuable assets of the organisation. Students will participate in the identification and control cyber security threats or risks.
4WESAD	This subject requires students to participate in workplace occupational health and safety (WHS), environmental sustainability and anti-discrimination consultative processes. Consultative arrangements, also referred to as participative arrangements, give the students insights in WHS, environmental sustainability and equal opportunity matters, and looks at the opportunity for stakeholders to participate in decisions that may impact on the WHS, environmental sustainability and EO of the workplace.
4IEET	This subject involves the student using skills and knowledge learnt to identify emerging technologies and practices in the ICT sector and assess them of adoption and implementation into their own organisations. They will determine its impact on organisation practices
3PRB	This subject introduces the programming constructs of sequence, selection and iteration, array handling and file processing using Python.
4WOSF	This unit describes the skills and knowledge required to install, configure and support a desktop or workstation operating system such as Microsoft Windows 10 and 8.1 in a networked environment. It applies to individuals with competent technical skills employed in information and communications technology (ICT) support roles.
4HTML5	This subject covers the usage and integration of HTML5 and CSS 3. Students will create an interactive website from scratch by coding using the technologies mentioned above.
4PICTS	This unit describes the skills and knowledge required to apply the principles of service management when working in an information and communications technology (ICT) service desk environment. It applies to individuals who work in ICT service roles and are responsible for providing ICT service desk support.
4MOS	In this subject, students will learn to be effective users of Microsoft Word, Excel and PowerPoint, acquiring skills and understanding of functions and features of these 3 office applications. Students will learn to be effective users of Microsoft Word, Excel and PowerPoint, mastering tasks such as formatting, embedding and many other functions required in the day to day use of office applications.

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	This subject will give the student the knowledge and skills to attain the MOS (Microsoft Office Specialist) certification.
4CIRS6	This subject prepares students for jobs as network technicians and helps them develop additional skills required for computer technicians and help desk technicians. It provides a basic overview of routing and switching, IP addressing and security. It also familiarises students with the OSI layer model as well as the TCP/IP protocol stack. Students learn about the soft skills required for help desk and customer service positions and the final chapter helps them prepare for the CCENT certification exam. Network monitoring and basic troubleshooting skills are taught in context.

Subject	Description
Specialist Electives	
4ICW	This subject describes the skills and knowledge required to determine client business system requirements and verify the accuracy of the information gathered. It provides in-depth training on implementing, configuring, managing and troubleshooting Active Directory Domain Services (AD DS) in Windows Server 2016. It covers core AD DS concepts and functionality as well as common network services such as DNS & DHCP. Sharing and controlling resources, Windows update strategies as well as introducing PowerShell, performing backup and restore and monitoring and troubleshooting Active Directory related issues. It also covers fault tolerant storage technologies and Network Storage. After completing these subject students will be able to configure a server client LAN with AD DS in their Windows Server 2016 environments.
4O365	This subject describes the skills and knowledge required to sustain users who run operating systems (OS) in a corporate or home environment. It will focus on supporting MS Office applications, including 2016 and O365, reviewing and selecting storage delivery, and deployment models, and an evaluation of the benefits and challenges of implementing cloud computing solutions and services. The subject will apply to individuals who provide frontline support to users and apply technical and specialised knowledge to fault finding and problem solving.
4SCCM	This unit describes the skills and knowledge required to install, configure, maintain and support server-side applications as well as client applications on network workstations, in both Windows based and Linux based networks. It will also cover skills and knowledge required to plan, manage and support the installation of new or upgraded software to networked computers according to vendor and organisation specifications It applies to individuals working as network administrators and network support staff who implement the installation and configuration of client-server based software.
4CNS	This unit describes the skills and knowledge required to undertake scripted programming tasks for networking related activities. It applies to individuals with competent technical skills employed in network or systems administration roles.
4POTO	This subject describes the skills and knowledge required to convey technical information to an individual client for their specific use. It applies to individuals who are competent in a wide range of general information and communications technologies (ICT), and support clients in technical areas, including instructing others on an individual basis.
4IRCP	This subject describes the skills and knowledge required to plan and execute an information and communications technology (ICT) system review following implementation at a point where the system has been operational for some time. It applies to individuals working in a range of ICT development roles in small to medium enterprises (SMEs) and who are required to review the success of a project with a view to contributing to best practice for future projects.

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4PRHS	<p>This subject describes the skills and knowledge required to resolve first-level user support difficulties or change requests remotely.</p> <p>It applies to experienced individuals who, while working under a level of supervision, have responsibility in a frontline technical support capacity to exercise discretion and judgement using appropriate knowledge to provide assistance and remote help desk support to clients.</p>
4ACN	<p>This subject describes the skills and knowledge required to receive, review and carry out change requests while using a change management system, according to client requirements.</p> <p>This unit applies to individuals who may work under supervision and have a level of responsibility to ensure work is completed to quality standards and requirements.</p>
4DWP	<p>This subject describes the skills and knowledge required to monitor and obtain feedback on own work performance and access learning opportunities for professional development.</p> <p>This subject applies to individuals who are required to design their own work schedules and work plans and to establish priorities for their work. They will typically hold some responsibilities for the work of others and have some autonomy in relation to their own role.</p>

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TAFE SA Study Plan for Full-Time Students 12 Month Certificate IV in Information Technology (ID4AS)

The following table shows the recommended study plan for the ICT40118 Certificate IV of Information Technology. Each stage is one semester (or 6 months) in length for Full-Time students*.

These are eligible for Subsidised Training

Please Note: This program structure is subject to change.

Stage 1 (Common)	
Term 1	Term 2
4CIRS6 (4)	
4HTML5 (2)	4IEET (2)
4WOSF (4)	4DCR (2)
4MOS (2)	4CEP (2)
4PICTS (2)	4WESAD (2)
3PRB (2)	4ACSR (2)
Practical (2)	Practical (4)
18 hours	18 hours

Stage 2 (IT Support)	
Term 1	Term 2
DXC Prep / DXC Ind	
#Work placement (2 days / week)	
^4IRCP (2)	
^4POTO (2)	
^4PRHS (2)	
^4DWP (2)	
^4ACN (2)	
4ICW (4)	4CNS (4)
4O365 (2)	4SCCM (4)
Practical (2)	Practical (2)
18 hours	20 hours

Legend:

- * The length of time for Part-Time students will depend on the number of subjects studied in each semester.
- ^ Subjects are conducted through work placement and workshops.
- # Work placement will start after students have completed the DXC Preparation and Induction training and continues through term and semester breaks.
- () The number in brackets after the subject is the indicative number of contact hours per week that you expect to study at a TAFE SA campus for that subject.

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Practical additional sessions to complete subject activities, assignments and tests

NOTE: The study plan is for a full-time student with class-attendance. This is usually between 18-20 hours a week of attendance.

[Click here to apply for this qualification](#)