

# INFORMATION TECHNOLOGY

Statement of Attainment towards or Full Qualification

ICT30120 Certificate III in Information Technology

Version 23/3

## COURSE DETAILS

<b>Hours</b>	240 hours
<b>Type</b>	Board Developed Course Category B
<b>Duration</b>	2 years
<b>Unit Value</b>	2 unit Preliminary 2 unit HSC
<b>Specialisation</b>	Yes, check with your school
<b>HSC Exam</b>	Yes
<b>ATAR</b>	Yes
<b>Work placement</b>	Mandatory 70 hours
<b>SBAT</b>	Opportunity to complete a School Based Traineeship and gain credit towards the HSC
<b>RECOGNITION</b>	National and HSC Qualification

## ASSESSMENT

Assessment strategies may include:

- Observation
- Student Demonstration
- Questioning
- Written tasks
- Tests



## PERSONAL REQUIREMENTS

- Strong client focus and genuine desire to assist
- Analytical skills
- Persistence
- Good communication skills
- Able to work as part of a team
- Patient and tolerant
- Aptitude for technical activities
- Methodical and disciplined approach to problem-solving.

## DUTIES AND TASKS OF AN INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

IT support technicians may perform the following tasks:

- Identify the hardware and software needed to provide solutions to problems
- Assist with the customisation and adaptation of existing programmes to meet users' requirements
- Provide telephone, face-to-face and online support to customers
- Download and install appropriate software
- Connect users to networks and provide initial training in facilities and applications
- Talk with vendors and programmers
- Provide information relating to customers' hardware and software purchasing decisions
- Make sure users can use the equipment by providing personal tuition and self-help instructions
- Undertake housekeeping and reporting functions for the area of responsibility

## STUDENT OUTCOMES for Certificate III in Information Technology

These are the outcomes of graduates surveyed six months after completing their training for Certificate III in Information, Digital Media and Technology.

All statistics are supplied by the [National Centre for Vocational Education Research](http://www.nvq.gov.au)

Salary



## ABOUT

This qualification provides the skills and knowledge for an individual to be competent in a wide range of general information and communications technology (ICT) technical functions and to achieve a degree of self-sufficiency as an advanced ICT user.

Persons working at this level will support information technology activities in the workplace across a wide range of ICT areas, including technical support, network administration, web technologies, software applications and digital media technologies.

## JOB ROLES

Possible job titles relevant to this qualification include:

- Help desk officer
- Help desk assistant
- ICT operations support
- ICT user support
- PC support
- Technical support



## CAREER PATHWAYS

Technical Support, Helpdesk Officer, Office Assistant, Computer Operator, Webpage Design, Multimedia Production, IT Business Manager, Internet Systems Administrator, E-Business Project Manager

## FURTHER STUDY

Relevant Information Technology qualifications including Certificate IV, Diploma and Degree



## Further reading:

<http://training.gov.au/training/details/ICT30120>  
<http://www.sbatnsw.info/traineeships.php?trpg=travailable>

<https://smartandskilled.nsw.gov.au/for-students/job->  
<https://www.myskills.gov.au/courses/details?Code=ICT30120>