



## ICT40215 Certificate IV in Information Technology Support

	<p>This qualification provides the skills and knowledge for an individual to be competent in supporting clients in a range of technical areas. The qualification has a strong information technology base of core units with the potential for inclusion of a range of broader industry-specific units in the areas of service desk, database, sustainability and network support to suit particular needs.</p> <p>Possible job titles relevant to this qualification include: customer support, database support, help desk specialist, network support technician, PC support technician, technical support – sustainability, user support technician.</p>		
Currency	Current. Supersedes and is equivalent to ICA40211 Certificate IV in Information Technology Support.		
Locations	NDA has professionally equipped training centres in Hobart, Launceston and Devonport. NDA provide a consistent service state-wide. Address and contact details for the training centres can be found on the NDA website – <a href="http://www.nda.com.au/aboutnda/officelocations.asp">http://www.nda.com.au/aboutnda/officelocations.asp</a> .		
Entry requirements	There are no entry requirements for this qualification.		
Individual units	Where NDA delivers a unit of competency or a skill set, the amount of training delivered is proportionate to the Australian Qualification Framework (AQF) requirements for the full qualification.		
Packaging rules	<p>Total number of units = 22 (8 core units plus 14 elective units)</p> <p>The elective units consist of:</p> <p>5 from one of the following specialist elective groups:</p> <ul style="list-style-type: none"> <li>• Group A Database support</li> <li>• Group B Network communications</li> <li>• Group C Service desk</li> <li>• Group D Sustainability</li> </ul> <p>Of the remaining elective units:</p> <p>Up to 9 may be from the specialist elective groups below or from Group E general elective units below</p> <p>Up to 4 may be from elsewhere in ICT Information and Communications Technology Training Package or any other Training Package or accredited course at Certificate IV or Diploma level.</p> <p>The elective units chosen must be relevant to the work outcome and meet local industry needs. Other electives are available for this qualification but not all elective units under the packaging rules can be delivered by NDA.</p>		
Core Units	<b>Code</b>	<b>Title</b>	<b>Hours</b>
	BSBWHS403	Contribute to the implementing and maintaining WHS consultation and participation process	40
	BSBSUS401	Implement and monitor environmentally sustainable work practices	40
	ICTICT401	Determine and confirm client business requirements	40
	ICTICT408	Create technical documentation	20
	ICTICT418	Contribute to copyright, ethics and privacy in an ICT environment	40
	ICTSAS307	Install, configure and secure a small office home office network	50
	ICTSAS410	Identify and resolve client ICT problems	40
	ICTSAS412	Action change requests	40
Elective Units	<b>Group A Database Support</b>		
	ICTDBS402	Complete database backup and restore	30

	ICTDBS404	Identify and resolve common database performance problems	30
	ICTDBS409	Monitor and administer a database	50
	ICTDBS412	Build a database	30
	ICTPRG425	Use structured query language	60
<b>Group B Network Communications</b>			
	ICTNWK401	Install and manage a server	40
	ICTNWK404	Install, operate and troubleshoot a small enterprise branch network	60
	ICTNWK405	Build a small wireless local area network	20
	ICTNWK406	Install, configure and test network security	50
	ICTNWK408	Configure a desktop environment	40
<b>Group C Service Desk</b>			
	ICTICT421	Connect, maintain and configure hardware components	40
	ICTSAS414	Evaluate system status	20
	ICTSAS421	Support users and troubleshoot desktop applications	20
	ICTSAS425	Configure and troubleshoot operating system software	40
	ICTSAS426	Locate and troubleshoot IT equipment, system and software faults	40
<b>Group D Sustainability</b>			
	BSBSUS501	Develop workplace policy and procedures for sustainability	50
<b>Group E General</b>			
	ICTDBS403	Create basic databases	40
	ICTICT413	Relate to clients on a business level	40
	ICTICT415	Provide one-to-one instruction	20
	ICTNWK410	Install hardware to a network	40
	ICTPRG405	Automate processes	40
	ICTSAS518	Install and upgrade operating systems	50
Duration	The duration of this qualification is typically 12 - 24 months. This duration could either be reduced or extended depending on the existing skill, knowledge and workplace experience of the learner. The amount of training will be determined by the assessor during the induction visit and an individual training plan developed that takes the above into account, as well as language, literacy and numeracy capabilities. Formal learning activities provided by NDA are listed in modes of delivery (see below).		
Course fee	<p>Enrolment fee: \$600 (non-refundable).</p> <p>Course fee: \$3,572 (inclusive of all resources, training and assessment services including attendance at relevant NDA training courses).</p> <p>Total course fee: \$4,172</p> <p>Replacement certificate fee (if required): \$30 (plus GST).</p> <p>Fees are not levied for credit transfer applications or transition for superseded qualifications.</p> <p>'Fee for Service' learners (i.e. those without funding) are billed for 50% of the fee one month after enrolment (less the \$600 enrolment fee), 25% when half the units are completed or half the time has elapsed (whichever comes sooner) and 25% on completion. These amounts are non-refundable.</p> <p>Optional assessments (individual unit): \$110 per unit invoiced one month after enrolment.</p> <p>All fees are to be paid before a statement of attainment / certificate is issued.</p> <p>NDA's fees and refunds policy - <a href="http://www.nda.com.au/traineeships/overview.asp">http://www.nda.com.au/traineeships/overview.asp</a></p>		
Government training entitlements	State Government provides funding for new and existing workers under the User Choice program. This funding can pay all or most of the qualification costs. User Choice only applies to certain qualifications within NDA's scope of registry. To find out if you are eligible please contact NDA on 03 6334 4910.		
Modes of delivery	<p>An NDA assessor develops a training plan in consultation with the learner and their supervisor (if applicable). The plan is tailored to achieve the learner's need and specific workplace outcomes that align with the qualification.</p> <p>Learners are reviewed for existing skills, prior knowledge and workplace experience. Where skill gaps are identified, additional support is available through training courses at NDA. Training consists of face-to-face, trainer-led classes that include small group and individual activities.</p>		

	<p>The training plan outlines the modes of delivery and the units to be assessed at regular assessment visits agreed with the learner, their supervisor (if applicable) and the NDA assessor.</p> <p>Face to face, trainer-led classroom sessions combined with self-paced learning. Depending on electives chosen this may comprise up to 56 - 112 hours of classroom tuition plus 6 – 12 hours per week of self-paced study.</p> <p>Self-paced learning without attending classroom sessions: 7 - 14 hours per week (this can include time spent at the workplace on relevant tasks).</p>
Assessment evidence techniques	<p>NDA assessment tools meet the principles of assessment and rules of evidence outlined in the Australian Skills Quality Authority (ASQA) standards.</p> <p>The assessment tools allow the learner to choose the evidence that they provide to the assessor. NDA assessment tools that provide evidence include:</p> <p><b>Activities</b></p> <p>Learners are provided with workbook resource material for each of the 22 units of competency in this qualification. The final section of each unit is an activity. If you choose to complete this form of assessment, all activities should be completed and returned to your assessor.</p> <p><b>Questions and answers</b></p> <p>If you choose to complete this form of assessment all questions and answers should be completed and returned to your assessor.</p> <p><b>Project or workplace evidence</b></p> <p>The projects are designed for the unit of competency. These are generic projects and may not correlate to the learner’s industry. Alternatively, appropriate workplace evidence can be provided for assessment. Workplace evidence must be relevant to the unit of competency requirements.</p> <p><b>Supervisor/assessor/third party report</b></p> <p>This report allows the learner’s supervisor to comment on the skills they have observed the learner demonstrate. These observable skills should align to the requirements of the unit of competency. If the learner doesn’t have a supervisor then the assessor or a third party can perform this task.</p> <p><b>RPL portfolio</b></p> <p>Learners can submit a portfolio of recognition of prior learning (RPL) evidence to the assessor for assessment relevant to the unit of competency. NDA’s RPL policy - <a href="http://www.nda.com.au/traineeships/overview.asp">http://www.nda.com.au/traineeships/overview.asp</a>.</p> <p><b>NDA training courses</b></p> <p>NDA offers four by two-day hands-on IT training courses each year that align to some units of competency in this qualification. Assessment activities completed during these training courses can lead to competency in the aligned units.</p> <p>NDA assessment tools are mapped against the elements and performance criteria to confirm that the learner can show competency in each unit for the qualification. Critical aspects for assessment are included in the mapping process to ensure that all the essential skills are demonstrated.</p> <p>NDA encourages learners to submit evidence gathered prior to each assessment visit to their assessor. This allows the NDA assessor to identify any gaps in evidence and supply additional evidence, if required.</p>
Materials and equipment	Learners will require access to a laptop or personal computer and an internet connection to be able to access vocational learning materials.
Statement / Certificates	NDA is responsible for the quality of the training and assessment in compliance with ASQA standards and for the issuance of the AQF certification documentation. A Statement of Attainment is issued when a unit of competency (i.e. individual unit) is successfully completed. A Certificate of Completion is issued when a qualification is successfully completed. NDA’s scope of registration allows the issuance of AQF certification documentation.
Support	<p>NDA provides a variety of delivery modes and assessment evidence techniques to support the learner to meet the requirements of the qualification.</p> <p>Where language, literacy and numeracy gaps or physical barriers are identified NDA will use strategies to address gaps and support the learner throughout the qualification.</p>
Learner rights	In the unlikely event NDA stops operating as an RTO, learners will be transferred to another RTO with the qualification on scope of registry. For funded learners the apprenticeship centre will be

	<p>contacted to organise transfer documentation.</p> <p>In the event NDA is not able to provide the agreed services or the arrangement is terminated early, NDA will refund the appropriate amount of fees paid upon agreement of training and assessment provided. This agreement is negotiated between the learner and an NDA Director.</p> <p>NDA will notify learners of any changes to the agreed services as soon as possible or within 14 days.</p>
Documentation	<p>NDA's complaint and appeals policy is located on the NDA website - <a href="http://www.nda.com.au/traineeships/overview.asp">http://www.nda.com.au/traineeships/overview.asp</a>. This explains the steps to be followed should a learner or employer wish to make a complaint or appeal an assessment.</p>
Industry relevance	<p>NDA's training and assessment strategies are relevant to the needs of industry and informed by industry engagement. We implement a range of strategies to achieve this and use the outcomes to update training and assessment materials, select suitable resources and monitor practices.</p>
Trainer / assessor competence	<p>NDA employs trainers and assessors who either possess the relevant vocational competencies at least to the level of the training and assessment to be delivered, or who have equivalent commercial experience.</p>
Other documents	<p>Other documents that form a part of the NDA Training &amp; Assessment Strategy (TAS) include:</p> <ul style="list-style-type: none"> <li>• Induction materials</li> <li>• Assessment tools</li> <li>• Learning materials</li> <li>• Activity books</li> </ul>