**INFORMATION AND DIGITAL TECHNOLOGY**

Statement of Attainment towards

ICT30120 Certificate III in Information, Digital Media and Technology Version 22/1

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| **COURSE DETAILS** | |  | **ABOUT** |
| **Hours** | 240 hours |  | 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 | |
| **Type** | Board Developed Course Category B |  |
| **Duration** | 2 years |  |
| **Unit** **Value** | 2 unit Preliminary  2 unit HSC |  |
| **Specialisation** | Yes, check with your school |  |
| **HSC Exam** | Yes |  |
| **ATAR** | Yes |  |
| **Work placement** | Mandatory 70 hours |  |
| **SBAT** | Opportunity to complete a School Based Traineeship and gain credit towards the HSC |  |
| **RECOGNITION** | 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. | |  |
|  | **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  [Related image](https://www.google.com.au/imgres?imgurl=http://www.globalgiants.com/archives/fotos25/WEF-ICT-01.jpg&imgrefurl=http://www.globalgiants.com/archives/2010/03/global_informat.html&docid=lTpW8nuykPopgM&tbnid=m-Fsn2sgNCipdM:&w=300&h=260&ved=0ahUKEwjX_aWBqPHKAhUCnZQKHTt6DysQxiAIAg&iact=c&ictx=1) | |
| **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, Digital Media and 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.ncver.edu.au/) | |  | | | | | |

**Further reading:**

[**http://training.gov.au/training/details/ICT30120**](http://training.gov.au/training/details/ICT30120)[**https://smartandskilled.nsw.gov.au/for-students/job-guides**](https://smartandskilled.nsw.gov.au/for-students/job-guides)[**http://www.sbatinnsw.info/traineeships.php?trpg=travailable**](http://www.sbatinnsw.info/traineeships.php?trpg=travailable)[**https://www.myskills.gov.au/courses/details?Code=ICT30120**](https://www.myskills.gov.au/courses/details?Code=ICT30120)