Start your career in IT support

Kick start your career in information and communications technology (ICT) with this entry-level qualification from TAFE Queensland. This course allows you to specialise in a number of streams so you can seek employment in the role you want.

Qualified workers in the ICT industry have many options for employment and further education. Demand within the industry for ICT support technicians is expected to grow by as much as 50,000 new positions over the next five years. You will learn a broad range of practical skills including how to create user documentation.

ENTRY REQUIREMENTS

There are no entry requirements, however TAFE Queensland Gold Coast recommends the following...

RESOURCES REQUIRED

Students can bring their own device including external USB hard drive and laptop. Students will need to...

COSTS

- FULL FEE $5,000
- SUBSIDISED $2,318
- CONCESSION $1,424

What are my financial options?

No matter what your circumstances, TAFE Queensland Gold Coast has a financial option to suit you. If you are unsure of what’s right for you, call us on 07 5581 8300. We’re here to help.

Got a question?

Enquire about your full fee study options

Key dates

For key start dates for each location visit the online brochure for this course (under the course details tab).

tafegoldcoast.edu.au/course/11547

Important Information

Course commencement is subject...

Accurate as at 11 May 2018. For the latest information see:
tafegoldcoast.edu.au/course/11547

RTO 0275
CRICOS 03020E
Outcome

This qualification provides the skills and knowledge for an individual to be competent in introductory Information and Communications Technology (ICT) ‘technical’ functions and is designed to support information technology activities in the workplace and will give employers a degree of confidence in an individual’s usefulness in the workplace as it builds on prerequisite knowledge and skills. Successful completion of the Network Administration stream develops skills in the design administration and maintenance of the user environment for a computer network.

This course may provide for natural progression into the Diploma of Information Technology qualifications including Networking or Software.

Possible job titles include:
- Call Centre Support Representative
- Computer Operator
- Help Desk Officer
- Help Desk Technician
- ICT Operations Support
- ICT User Support
- IT Technician
- Maintenance Technician
- PC Support
- PC Support Specialist
- Sales Support Technician
- Support Technician
- Technical Support
- User Support Specialist

Job prospects
- Help Desk Officer
- Network Support Officer
- ICT Technician

Units

To successfully attain this qualification students must achieve competency in 17 units, 6 core and 11 electives.

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICTNW401</td>
<td>Install and manage a server</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTICT301</td>
<td>Create user documentation</td>
<td>Core</td>
</tr>
<tr>
<td>ICTNW401</td>
<td>Provide network systems administration</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTNW302</td>
<td>Determine and action network problems</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTNW303</td>
<td>Configure and administer a network operating system</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTNW304</td>
<td>Administrator network peripherals</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTNW305</td>
<td>Install and manage network protocols</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTSAS307</td>
<td>Install, configure and secure a small office or home office network</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTWEB301</td>
<td>Create a simple markup language document</td>
<td>Elective</td>
</tr>
<tr>
<td>BSBWHS304</td>
<td>Participate effectively in WHS communication and consultation processes</td>
<td>Core</td>
</tr>
<tr>
<td>BSBUS401</td>
<td>Implement and monitor environmentally sustainable work practices</td>
<td>Core</td>
</tr>
<tr>
<td>ICTICT302</td>
<td>Install and optimise operating system software</td>
<td>Core</td>
</tr>
<tr>
<td>ICTNW303</td>
<td>Connect internal hardware components</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTSAS301</td>
<td>Run standard diagnostic tests</td>
<td>Core</td>
</tr>
<tr>
<td>ICTNW306</td>
<td>Maintain equipment and software</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTICT202</td>
<td>Work and communicate effectively in an ICT environment</td>
<td>Core</td>
</tr>
<tr>
<td>ICTICT306</td>
<td>Migrate to new technology</td>
<td>Elective</td>
</tr>
</tbody>
</table>

Disclaimer

Not all electives available at all campuses

ARE YOU READY TO TAKE THE NEXT STEP ON YOUR PATH TO GREAT?

Enrol today to secure your spot in this course.

HOW TO ENROL

Enrol now

You're ready if you have:
- checked your important dates (under the course details tab)
- checked you meet the entry requirements (under the course details tab)
- checked your course costs and know which payment option is right for you (under the costs tab)
- Read the student rules and refund policy
- Created your Unique Student Identifier and can provide this code to TAFE Queensland

All done? Then head to the link below to complete your enrolment:

Recognition of prior learning

Fast-track your way to a formal qualification by earning credit for the things you already know. Getting recognition for the skills you’ve gained from the workplace or previous learning means less study time for you, and getting the paper to prove you’re qualified a whole lot sooner.

More info:

Make your future happen

Connect with TAFE on Facebook