HELLO THERE, OUR DREAM IS TO HELP YOU MAKE GREAT HAPPEN

Industry endorsed | Payment options | Student satisfaction

Start your career in IT support
If you love all things tech, you’re going to love studying for our Certificate III in Information, Digital Media and Technology. In this entry-level course you’ll learn a range of practical skills in networking and technical support including software applications, system configuration, documentation, web technologies, diagnostics and troubleshooting. Armed with this Certificate you will be work-ready for a role supporting information technology systems and processes in the workplace.

For the majority of students, without industry experience, Certificate III is ...

LOCATION/S
Gold Coast - Coomera
DURATION
Full time: 6 months / 3 days per week

Course delivery options
WORKLOAD | LOCATION | DELIVERY
Full time | 3 days per week | Gold Coast - Coomera | Classroom

Entry requirements
- Students require solid computing skills including: file management skills,

Resources required
Students are required to bring pens, a notepad and a USB memory stick/USB flash drive.

Entry requirements
- Students require solid computing skills including: file management skills,

Important Information
Course commencement is subject ...

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.

FULL FEE | $5,000
This is the total cost of the course.

Got a question?
Enquire about your full fee study options

SUBSIDISED | $2,318
The Queensland Government will offset the cost of study for eligible students. You will still need to pay for a portion of your study costs. The amount above is what you will need to pay.

CONCESSION | $1,424
You are eligible for the concession price of a course if you are eligible for subsidised training, and are listed on an Australian Government Low Income Health Care Card or Pensioner Concession Card, if you are Aboriginal or Torres Strait Islander, you hold a Department of Veterans’ Affairs Pensioner Concession Card, or if you have a disability.

Accurate as at 16 October 2017. For the latest information see:
tafegoldcoast.edu.au/course/11547
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**
- ICT Support Technicians

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

- **ICTWEB301** Create a simple markup language document
- **BSBWHS304** Participate effectively in WHS communication and consultation processes
- **BSSUS401** Implement and monitor environmentally sustainable work practices
- **ICTICT302** Install and optimise operating system software

**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.

**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:
tafegoldcoast.edu.au/study-with-us/enrolment-fees/enrol

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tafegoldcoast.edu.au/course/11547
<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICTICT303</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>ICTSA306</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>
<tr>
<td>ICTICT202</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>ICTNWK301</td>
<td>Provide network systems administration</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTNWK302</td>
<td>Determine and action network problems</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTNWK303</td>
<td>Configure and administer a network operating system</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTNWK304</td>
<td>Administer network peripherals</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTNWK305</td>
<td>Install and manage network protocols</td>
<td>Elective</td>
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<tr>
<td>ICTSA307</td>
<td>Install, configure and secure a small office or home office network</td>
<td>Elective</td>
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</table>

**Disclaimer**

Not all electives available at all campuses