



Interested in increasing your IT technical support skills? Diploma of Information Technology ICT50120

About the course

This qualification provides the skills and knowledge for an individual to administer and manage information and communications technology (ICT) support in small-to-medium enterprises (SMEs) using a wide range of general ICT technologies. This course can be delivered as both part of a traineeship or as a non-trainee.

Who should attend?

IT staff wishing to be assured of a successful career in Computer Servicing, Network Administration, Systems Administration and Systems Integration.

Possible job roles could be

- Information systems office manager
- Office systems administrator
- IT office manager
- IT systems administrator
- Systems manager

Recognition of Prior Learning (RPL)

RPL is available for each unit of competency based on relevant workplace experience, formal training or other expertise. Recognition will involve submission of evidence.

Course Fees

Fees are variable subject to eligibility for Government subsidised training. Please contact us for more information.

Assessment

Assessment is ongoing during the program and includes undertaking workplace specific activities. The assessments consist of Q&A, project, practicals, and observations. This is completed partially within the classroom with an expectation of approximately additional 3 hours per week of self-paced study.

Access and Equity

Integrity Business College encourages participants who have disabilities to apply.

Duration

The minimum duration is 12-18 months depending on current skills, knowledge and previous experience.

Possible Delivery Modes

Delivery for this course is available in multiple modes.

Our preferred and most popular deliver mode:

Virtual Classroom: 3-hour classes every 2 weeks, with a trainer and other students. Requires logging into the virtual classroom platform.

Physical Classroom: weekly or fortnightly classes held in our offices.

Traineeships: trainees will undertake either of the above options, in addition to 4 workplace visits within a 12-18 month period.

*In specific cases, other tailored options may be available.

For more information, please visit our website
www.integritybusinesscollege.com

Integrity Business College Australasia Pty Ltd (RTO # 21739)
Level 4, Suite 401B, 198 Harbour Esplanade, Docklands VIC 3008
Adelaide: 217 Flinders Street, Adelaide SA 5000

1300 731 451

Prerequisites and pathways for the qualification

Preferred pathways for candidates considering this qualification may include after achieving ICT40420 Certificate IV in Information Technology or with demonstrated vocational experience in a range of work environments using a wide range of information technologies.

Requirements to receive the Diploma of Information Technology

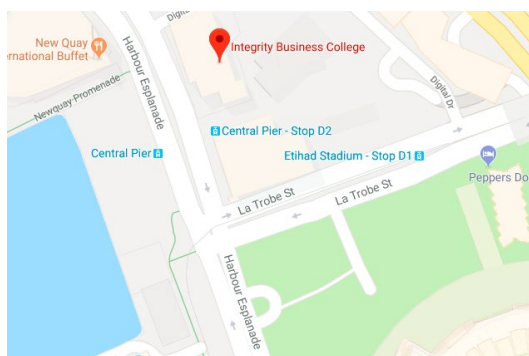
This qualification requires the demonstration of competency in a minimum of 20 units.

Potential Units Covered

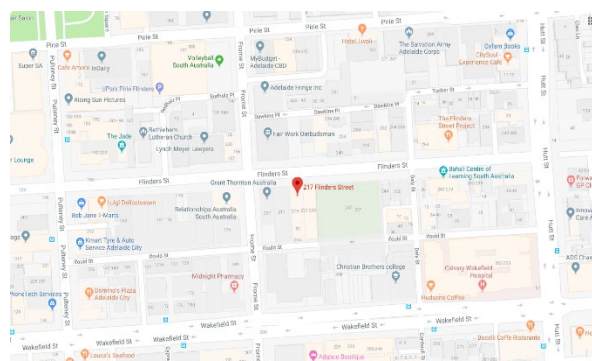
- **BSBCRT501** – Originate and develop concepts
- **BSBXCS402** – Promote workplace cyber security awareness and best practices
- **BSBXTW401** – Lead and facilitate a team
- **ICTICT517** – Match ICT needs with the strategic directions of the organisation
- **ICTICT532** – Apply IP, ethics and privacy policies in ICT environments
- **ICTSAS527** – Manage client problems
- **ICTNWK529** – Install and manage complex ICT networks
- **ICTNWK536** – Plan, implement and test enterprise communication solutions
- **ICTSAS528** – Review and develop ICT maintenance strategy
- **ICTICT443** – Work collaboratively in the ICT industry
- **ICTNWK540** – Design, build and test network servers
- **ICTNWK546** – Manage network security
- **ICTNWK557** – Configure and manage advanced virtual computing environments
- **ICTNWK559** – Install an enterprise virtual computing environment
- **ICTPMG505** – Manage ICT projects
- **BSBPMG517** – Manage project risk
- **ICTSAS518** – Install and upgrade operating systems
- **ICTICT523** – Gather data to identify business requirements
- **ICTSAS526** – Review and update disaster recovery and contingency plans

Locations

Level 4, Suite 401B
198 Harbour Esplanade, Docklands, 3008



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