



**Australian
College**
of Commerce & Management

Certificate IV in Information Technology

ICT40120

Give your staff the advanced technology skills they need to thrive in the IT industry



The  difference

- ✓ **Maximum Flexibility** - No set study times or off-site training.
- ✓ **All Materials Online** - designed to suit a wide range of learning styles.
- ✓ **Available 24/7** - via computer, tablet or mobile phone.
- ✓ **Proactive Student Advisers** - helping to drive progress.
- ✓ **Coaching and Ongoing Support** - it is part of our service.



Call ACCM today

1300 515 321

Foundation Skills

Service Desk operations
Cyber-security risk management
Evaluating emerging technologies
Basic system administration

Specialty Skills

Install and manage virtual networks
Resolving IT client outages
First-level help desk support
Cloud computing solutions
Programming with Javascript

30 YEARS
of meeting employers' needs

✉ courses@accm.edu.au

🌐 www.accm.edu.au

RTO ID: 1441

CERTIFICATE IV IN INFORMATION TECHNOLOGY

ICT40120

COURSE DESCRIPTION:

The Certificate IV level course provides your experienced IT staff with a selection of advanced theory and hands-on learning opportunities. This qualification covers advanced client support skills, protecting intellectual property, online security, cyber-security risk management, ICT problem resolution, virtualisation, emerging technology, system administration and basic programming.

SUBJECT	UNIT	CODE	DURATION (weeks)
ICT Service Desk Operations	• Apply ICT service management principles	ICTICT446	7
	• Update ICT client support procedures and assist with policy development	ICTSAS433	
	• Resolve technical enquiries using multiple information systems	ICTWOR306	
Implement Data and IP Protection Strategies	• Contribute to cyber security risk management	BSBXCS404	9
	• Comply with IP, ethics and privacy policies in ICT environments	ICTICT451	
	• Identify and report online security threats	BSBXCS302	
	• Protect devices from spam and destructive software	ICTSAS214	
ICT Problem Resolution Techniques	• Apply advanced critical thinking to work processes	BSBCRT404	8
	• Work collaboratively using ICT technologies	ICTICT443	
	• Identify and resolve client ICT problems	ICTSAS432	
	• Provide first-level remote help desk support	ICTSAS442	
Evaluate Cloud and Emerging Technology	• Identify and evaluate emerging technologies and practices	ICTICT426	8
	• Evaluate characteristics of cloud computing solutions and services	ICTCLD301	
	• Identify and use industry specific technologies	ICTICT310	
	• Select cloud storage solutions	ICTICT428	
Programming with Javascript	• Apply introductory programming techniques	ICTPRG302	6
Networking - Virtualisation	• Install and configure virtual machines	ICTNWK420	8
	• Install and manage servers	ICTNWK422	
	• Configure desktop environments	ICTNWK427	
Secure information Assets	• Provide Basic System Administration	ICTSAS312	10

If you would like to discuss additional electives, please contact us.

FEES - ICT40120 CERTIFICATE IV IN INFORMATION TECHNOLOGY

STATE / TERRITORY	NEW ENTRANT TRAINEESHIPS	EXISTING WORKER TRAINEESHIPS	FULL FEE / EMPLOYER SPONSORED
New South Wales	\$0	\$3750	\$3750
Australian Capital Territory	\$350	\$350	\$3750
South Australia	\$500	\$500	\$3750
Tasmania	\$3750	\$3750	\$3750
QLD, WA, NT, VIC	\$3750	\$3750	\$3750

STATE SUBSIDY DECLARATIONS, AS APPLICABLE

New South Wales (NSW)

This training is subsidised by the NSW Government.

Tasmania (TAS)

Supported by the Tasmanian Government

Australian Capital Territory (ACT)

Australian Apprenticeships in the ACT are funded by the ACT and Australian Governments

South Australia (SA)



Visit www.skills.sa.gov.au for Participant Eligibility Criteria



NATIONALLY RECOGNISED
TRAINING