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# Certificate II in Information Technology ICA20105

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## Description

This qualification provides the foundation ICT skills and knowledge for an individual to be an effective ICT user or employee. The 8 core units provide an effective entry into all ICA05 qualifications from Cert III upwards.

## Prerequisites

ICAU1128A Operate a personal computer

## Requirements

Participants must successfully complete 14 to 16 units of competency (depending on the specialist stream chosen) including

- 8 core units; plus
- 3 elective units from selected ICA05 sources, plus
- 3 electives from either ICA05 or from any other nationally endorsed training package.



## Duration

One year full-time; 18 months part-time.

## On-The-Job Training

Much of the training is delivered on-the-job through reading, interacting with colleagues and completing useful project work. You only need to attend off-the-job training if a competency cannot be acquired at the workplace.

## Recognition of Current Competencies (RCC)

You may already have many of the skills required to qualify for this qualification. There is no need to be trained in things you can already do. NDA will assess current skills and give recognition for relevant competencies.

## Units

8 core units	BSBCMN106A ICAD2012A ICAU2005A ICAU2006A ICAU2013A ICAU2231A ICAW2001A ICAW2002A	Follow workplace safety procedures Design organisational documents using computing packages Operate computer hardware Operate computing packages Integrate commercial computing packages Use computer operating system Work effectively in an IT environment Communicate in the workplace
3 elective units	ICAD2003A ICAD3218A ICAI2015A ICAI3021A ICAS2008A ICAS2009A ICAS2010A ICAS2014A ICAS2016A ICAS2017A ICAS2243A ICAS3034A ICAS3115A ICAS3121A ICAS3234A ICAT3025A ICAU1128A ICAU2007A ICAU3004A ICAU3019A ICAW2011A ICPKN315A ICPMM321A ICPMM263A	Receive and process oral and written communication Create user documentation Install software applications Connect internal hardware components Maintain inventories for equipment, software and documentation Interact with clients Apply problem solving techniques to routine malfunctions Connect hardware peripherals Record client support requirements Maintain system integrity Detect and protect from spam and destructive software Determine and action network problems Maintain equipment and software in working order Administer network peripherals Care for computer hardware Run standard diagnostic tests Operate a personal computer Maintain equipment and consumables Apply occupational health and safety procedures Migrate to new technology Work individually or as a team member to achieve organisational goals Apply knowledge and requirements of the multimedia sector Capture a digital image Access and use the internet