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# Certificate IV in Information Technology (Support) ICA40205

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## Description

This qualification provides the skills and knowledge for an individual to be competent in a variety of IT support roles including database administration. The qualification has a strong ICT base of 12 common core units with the potential for inclusion of a range of broader support, help desk and database units to suit particular needs.

## Suggested Entry Competencies

Prerequisites:

BSBCMN106A Follow workplace safety procedures	ICAW2002A Communicate in the workplace
ICAU1128A Operate a personal computer	ICAU2005A Operate computer hardware
ICAU2006A Operate computing packages	ICAU2013A Integrate commercial computing packages
ICAU2231A Use computer operating system	ICAW2001A Work effectively in an IT environment
ICAD2012A Design organisational documents using computing packages	

## Requirements

Participants must successfully complete 22 units of competency including

- 12 common units; plus
- 6 specialist core units – Database Administration or Help Desk; plus
- 4 elective units, 2 of which may be drawn from a nationally endorsed training package.

## Duration

Two years full-time; four years 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

12 common core units	BSBCMN304A	Contribute to personal skill development and learning
	ICAA4041A	Determine and confirm client business expectations and needs
	ICAB4225A	Automate processes
	ICAD4043A	Develop and present a feasibility report
	ICAD4217A	Create technical documentation
	ICAS4022A	Determine and action client computing problems
	ICAS4106A	Action and complete change requests
	ICAS4113A	Identify and resolve common database performance problems
	ICAS4114A	Implement maintenance procedures
	ICAT4221A	Locate equipment, system and software faults
	ICAW4214A	Maintain ethical conduct
	PSPPM402B	Manage simple projects

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6 specialist core units (Database Administration)	ICAB4060A Identify physical database requirements ICAB4136A Use structured query language to create database structures and manipulative data ICAS4107A Manage resolution of system faults on a live system ICAS4108A Complete database back-up and recovery ICAS4125A Monitor and administer a database ICAB4170A Build a database
6 specialist core units (Help Desk)	ICAS4023A Provide one-to-one instruction ICAS4033A Assist with policy development for client support procedures ICAS4109A Evaluate system status ICAS4134A Provide first-level remote help desk support ICAW4027A Relate to clients on a business level ICTCC121A Use an enterprise information system
4 elective units chosen from the following sources	<ul style="list-style-type: none"> <li>• Other ICA40205 specialist units not already selected; and/or</li> <li>• Elsewhere in the ICA05 Information Technology Training Package (at Certificate III (maximum 2 units), Certificate IV or Diploma); and/or</li> <li>• The BSB01 Business Services Training Package (at Certificate IV or Diploma); and/or</li> <li>• Any other training Package (up to a maximum 2 units at Certificate IV or Diploma) based on documented or enterprise needs</li> </ul>