



NDA

TRAINING
TASMANIA



ICT40120

Certificate IV in Information Technology

NDA TRAINING TASMANIA

Hobart | Launceston | Ulverstone

03 6334 4910

www.nda.com.au

About NDA

NDA Training Tasmania (NDA Computing Pty Ltd) is a registered training organisation (RTO Provider Number 60034) offering training and assessment in the 'Business Services' and 'Information and Communications Technology' (ICT) Training Packages.

NDA has been in operation for over 30 years and is 100% locally owned and operated.

NDA operates in accordance with the Standards for Registered Training Organisations (2015), and has obligations to ensure that all training and assessment offered:

- Provides a quality outcome for learners,
- Meets the requirements of the Standards for Registered Training Organisations, and
- Provides AQF certification documentation.

Training results for Qualifications and Statements of Attainment are recognised and accepted by industry and other educational institutions throughout Australia.

The following information is provided to enable you, as a potential learner, to make an informed choice before enrolling in any training and assessment services. You need to consider if this is the right qualification for you and your needs, and if the delivery methods, schedule, fees and requirements are a good fit for you. The following information is provided to assist with your decision making. If you have any further questions about this qualification, please contact NDA on (03) 6334 4910.

Why choose us?

NDA provide FREE access to all relevant NDA training courses that align to units on the training plan. No other RTO provides this service and few provide face-to-face training for units in qualifications.

An NDA assessor will visit both the trainee and the trainee's supervisor regularly and provide progress reports after each assessment. Trainees receive FREE phone support from the NDA Help Desk.

An NDA assessor will be assigned to your staff member and will provide support throughout your qualification. Many other RTOs use contract assessors who often change during a qualification.

NDA offers flexible training options to suit both the needs of the employer and the individual, including face-to-face training and assessment, self-paced learning resources, and access to online services.

NDA has professionally equipped training centres in Hobart, Launceston and Ulverstone providing a consistent service state-wide.

Support available for learners

NDA provide support in accessing the following services:

- Learning support
- Travel and allowance subsidy for training
- Counselling
- Housing assistance
- Financial management assistance

ICT40120 - Certificate IV in Information Technology :

Course overview

The ICT40120 Certificate IV in Information Technology provides the skills and knowledge for an individual to become competent in a wide range of general information and communications technology (ICT) technical functions and to achieve a degree of self-sufficiency as an advanced ICT user.

Persons working at this level will support information technology activities in the workplace across a wide range of ICT areas, including technical support, network administration, web technologies, software applications and digital media technologies.

Entry Requirements

NDA requires learners to have the following as outlined below:

- Have access to a computer and the internet (with Adobe Reader, Microsoft Word and Google)
- Have a good level of language, literacy and numeracy skills.
- Have an intermediate level of technology skills equivalent to the Certificate III in IT.
- Be working in an IT role at a suitable level and have access to the network administration in your workplace.

Examples of job roles for learners wanting to undertake this qualification may include, but are not limited to: Database Support Officer, User Support Specialist, Client Support Officer (ICT), Help Desk Specialist, Help Desk Officer, IT Technician.

Volume of learning

The Australian Qualifications Framework (AQF) volume of Learning Indicators, provide a starting point for the amount of training provided for a qualification at an AQF Level (4) Certificate and states the following volume of Learning:

Certificate IV	0.5-2 years	approximately 600-2400 hours
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*This indicator is designed to be a starting point only and many factors can affect the amount of training required.

If you work fulltime, you are given 24 months to complete the Certificate IV in Information Technology qualification. Extensions are available upon request to our RTO Administrator where learners can supply sufficient reasoning. Alternatively, you may complete the qualification early by agreement with your assessor and employer.

Suspensions, extensions and cancellations

Information on the suspension, extension and cancellation processes and who you should contact can be found in the Student Information Guide which you will be provided with upon enrolment.

Training courses

One of the benefits of undertaking a qualification with NDA is the opportunity to attend NDA training courses that are aligned to your qualification at no extra cost. NDA offer the opportunity to attend training courses for some of the units.

Any cancellation or transfers by the trainee 5 or less working days prior to the course will incur a \$50 cancellation fee. The cancellation fee may be waived upon presentation of a doctor's certificate. For any cancellations or transfers please contact our Client Services Officer directly.

How is the qualification delivered?



Self-Paced Study

The self-paced study delivery method is completed either in your own time or allocated work time and is highly suited to motivated self-learners. With this delivery method, you will have access to many avenues of support including:

- Ongoing email support
- Telephone support (Monday – Friday, during business hours)
- Workplace assessments
- Regular administration contact



Face-to-Face Classroom Sessions

The face-to-face classroom sessions are training courses that have been developed to directly align to specific units in the qualification. This delivery method is undertaken in conjunction with self-paced study.

With this delivery method, you will have access to many avenues of support including:

- Ongoing email support
- Telephone support (Monday – Friday during business hours)
- Workplace assessment visits
- Regular administration contact

ICT40120 Certificate IV in Information Technology units

The Certificate IV in Information Technology is made up of 7 Core and 13 Elective units of competency.

The packaging rules for the qualification are:

7 core units plus 13 elective units of which:

- At least 9 units must be selected from the elective units listed below
- Up to 4 units may be selected from the remaining listed elective units or from any other currently endorsed training package qualification or accredited course at Australian Qualifications Framework (AQF) Level 3, 4 or 5.

Networking

To achieve a specialisation in Networking, all 7 units must be selected from Group D.

Systems Administration Support

To achieve a specialisation in Systems Administration Support, all 6 units must be selected from Group F.

The units NDA offer in the Certificate IV in Information Technology are as follows:

**** Please note: ****

The highlighted units below will have classroom training sessions offered once every 12 months

	Unit Code	Unit Title	Nominal Hours
Core	BSBCRT404	Apply advanced critical thinking to work processes	50
	BSBXCS404	Contribute to cyber security risk management	30
	ICTICT426	Identify and evaluate emerging technologies and practices	60
	ICTICT443	Work collaboratively in the ICT industry	30
	ICTICT451	Comply with IP, ethics and privacy policies in ICT environments	60
	ICTPRG302	Apply introductory programming techniques	40
	ICTSAS432	Identify and resolve client ICT problems	40
Elective	Group A - Database Development		
	ICTDBS416	Create basic relational databases	40
	Group D - Networking		
	ICTNWK420	Install and configure virtual machines	50
	ICTNWK421	Install, configure and test network security	50
	ICTNWK422	Install and manage servers	40
	ICTNWK423	Manage network and data integrity	40
	ICTNWK424	Install and operate small enterprise branch networks	60
	ICTNWK429	Install hardware to networks	40
	ICTTEN434	Install, configure and test internet protocol networks	50

Group F - Systems Administration Support		
ICTICT445	Connect and configure devices and hardware components	40
ICTSAS436	Evaluate ICT system status	20
ICTSAS438	Implement maintenance procedures	10
ICTSAS441	Support ICT system software	50
ICTSAS442	Provide first-level remote help desk support	30
ICTSAS443	Support operating system users and troubleshoot applications	20
Group H - General		
ICTICT429	Determine and confirm client business requirements	40
ICTSAS446	Fault find and troubleshoot ICT equipment, hardware and software problems	40
ICTICT435	Create technical documentation	20
ICTNWK425	Build small wireless local area networks	20
ICTNWK427	Configure desktop environments	40
ICTPMG411	Support small scale ICT projects	60

How is the qualification assessed?

To achieve this qualification learners are required to be found Competent in 20 units of competency. The following methods are used to gather evidence of competence:

NDA training course

NDA offer training courses that align to some units of competency in the qualification. Assessment activities completed during these training courses help to demonstrate competency in the aligned unit.

Activities

Learners may be provided with workbook resource material for some of their self-paced study units in the qualification. The final section of each unit is an activity. If you choose to complete this form of assessment, all activities should be completed and returned to your assessor.

Questions and answers

If you choose to complete this form of assessment all questions and answers should be completed and returned to your assessor.

Project or workplace evidence

The projects are designed specifically for the unit of competency. Alternatively, appropriate workplace evidence can be provided for assessment. Workplace evidence must be relevant to the unit of competency requirements.

Supervisor/assessor/third party report

This report allows the learner's supervisor to comment on the skills they have observed the learner demonstrate. These observable skills should align to the requirements of the unit of competency. If the learner doesn't have a supervisor, then the assessor or a third party can perform this task.

RPL portfolio

Learners can submit a portfolio of evidence to be assessed for recognition of prior learning (RPL). The evidence must be relevant to the performance standards in the unit of competency.

The training plan completed upon induction outlines the training and assessment methods for each unit of competency. It also outlines the units to be assessed via an assessment visit with you, your supervisor and your NDA assessor. Assessment visits are normally spaced between 3-4 month intervals. Your assessment co-ordinator will arrange a date, time and place for your assessment visit.

Zoom Assessments

NDA may need to revert to Zoom based assessments under certain circumstances, particularly relating to any COVID developments.

Payment

User Choice Funded

This qualification is partially funded under the Department of State Growth User Choice Funding scheme for eligible employees.

There is a gap fee of \$500, which is payable by the employer upon enrolment.

This amount includes a **\$500 non-refundable enrolment fee**.

Fee for Service

If the Learner is ineligible for funding, the total course fee is \$4,950.

Fees charged by NDA include all resources, training and assessment services *including* attendance at relevant NDA training courses, where applicable.

The invoicing structure for fee for service clients is as follows:

First Instalment - \$2,000

- This is invoiced the month of enrolment and includes a **\$500 non-refundable enrolment fee**.

Second Instalment - \$1,475

- This is invoiced six months after enrolment.

Final Instalment - \$1,475

- This is invoiced one month before the completion of the qualification.

Refunds

NDA's refund policy can be found on our website www.nda.com.au

