Hello there, our dream is to help you make great happen.

Get skills you can count on!

The Certificate III in Information, Digital Media and Technology Support Stream is ideal for students who want to enter the market as a technician working in a typical computer shop dealing with home user and small business client. The skill sets that the student will achieve when they complete the Support Stream will also give them the ability to work within a small business to help support the businesses IT infrastructure.

The skills that you will learn in the Support Stream are:

- Communicating and documentation in the IT environment.
- Workplace

...more online

LOCATION/S
Online

DURATION
Online: up to 2 years

Course delivery options
WORKLOAD
Online
LOCATION
Online
DELIVERY
Online

Key dates
For key start dates for each location visit the online brochure for this course (under the course details tab).

tafeeastcoast.edu.au/course/16513

Entry requirements
Course Entry Requirements
It is recommended that
...more online

Resources required
It is recommended prior to enrolling into this course that you have or have access to the following minimum specifications
...more online

What are my payment options?

No matter what your circumstances, TAFE Queensland East Coast has a payment option to suit you. If you are unsure of what’s right for you, call us on 1300 656 188. We’re here to help.

...more online

<table>
<thead>
<tr>
<th></th>
<th>FULL FEE</th>
<th>SUBSIDISED</th>
<th>CONCESSION</th>
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<tbody>
<tr>
<td>$</td>
<td>$4,500</td>
<td>$1,878</td>
<td>$1,004</td>
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</table>

This is the total cost of the course.

Got a question? Enquire about your full fee study options

The Queensland Government will offset the cost of study for eligible students. You will still need to pay for a portion of your study costs. The amount above is what you will need to pay.

You are eligible for the concession price of a course if you are eligible for subsidised training, and are listed on an Australian Government Low Income Health Care Card or Pensioner Concession Card, if you are Aboriginal or Torres Strait Islander, you hold a Department of Veterans' Affairs Pensioner Concession Card, or if you have a disability.

Accurate as at 16 October 2017. For the latest information see:
tafeeastcoast.edu.au/course/16513

RTO 0275
CRICOS 03020E
Outcome

ICT30115 Certificate III in Information, Digital Media and Technology - Online

Job prospects
• ICT Customer Support Officer
• ICT Support Technicians

Units

To achieve this qualification you will need to complete:
Core Competencies: 6
Elective Competencies: 11

Further study: ICT40115 - Certificate IV in Information Technology, ICT50415 - Diploma of Information Technology (Networking)

Stage 1

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
<th>Type</th>
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</thead>
<tbody>
<tr>
<td>ICTICT202</td>
<td>Work and communicate effectively in an ICT environment</td>
<td>Core</td>
</tr>
<tr>
<td>BSBWHS304</td>
<td>Participate effectively in WHS communication and consultation processes</td>
<td>Core</td>
</tr>
<tr>
<td>ICTICT301</td>
<td>Create user documentation</td>
<td>Core</td>
</tr>
<tr>
<td>BSBUS401</td>
<td>Implement and monitor environmentally sustainable work practices</td>
<td>Core</td>
</tr>
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</table>

Stage 2

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
<th>Type</th>
</tr>
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<tbody>
<tr>
<td>ICTICT302</td>
<td>Install and optimise operating system software</td>
<td>Core</td>
</tr>
<tr>
<td>ICTSAS301</td>
<td>Run standard diagnostic tests</td>
<td>Core</td>
</tr>
<tr>
<td>ICTICT303</td>
<td>Connect internal hardware components</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTSAS304</td>
<td>Provide basic system administration</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTSAS303</td>
<td>Care for computer hardware</td>
<td>Elective</td>
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</table>

Stage 3

<table>
<thead>
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<th>Course</th>
<th>Description</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICTSAS305</td>
<td>Provide ICT advice to clients</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTSAS306</td>
<td>Maintain equipment and software</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTNWK305</td>
<td>Install and manage network protocols</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTNWK301</td>
<td>Provide network systems administration</td>
<td>Elective</td>
</tr>
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</table>

Stage 4

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<tr>
<th>Course</th>
<th>Description</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICTNWK304</td>
<td>Administer network peripherals</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTWEB301</td>
<td>Create a simple markup language document</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTWEB303</td>
<td>Produce digital images for the web</td>
<td>Elective</td>
</tr>
<tr>
<td>ICTNWK302</td>
<td>Determine and action network problems</td>
<td>Elective</td>
</tr>
</tbody>
</table>

Disclaimer

Not all electives available at all campuses

ARE YOU READY TO TAKE THE NEXT STEP ON YOUR PATH TO GREAT?
Enrol today to secure your spot in this course.

HOW TO ENROL

Enrol now

You're ready if you have:
• checked your important dates (under the course details tab)
• checked you meet the entry requirements (under the course details tab)
• checked your course costs and know which payment option is right for you (under the costs tab)
• Read the student rules and refund policy
• Created your Unique Student Identifier and can provide this code to TAFE Queensland
• If you are applying for a subsidised cost, please ensure you have all the relevant documents at time of enrolment

All done? Then head to the link below to complete your enrolment:
tafeeastcoast.edu.au/study-with-us/enrolment-fees/enrol

Enrolment options

By telephone: 1300 656 188.
In person: at any TAFE Queensland East Coast location.
Online: Full Fee paying students can enrol online

Recognition of prior learning

Fast-track your way to a formal qualification by earning credit for the things you already know. Getting recognition for the skills you’ve gained from the workplace or previous learning means less study time for you, and getting the paper to prove you’re qualified a whole lot sooner.

More info:
tafeeastcoast.edu.au/study-with-us/career-changers-jobseeker/recognition-prior-learning/

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