

Certificate II in Information Technology

ICA20105

Overview

This qualification provides the foundation ICT skills and knowledge for an individual to be an effective ICT user or employee. The qualification has a fundamental ICT knowledge and skills base which is pivotal for all other qualifications in ICA05. The 8 core units contain those basic ICT skills and knowledge required for effective entry into all ICA05 qualifications from Certificate III upwards.

The qualification introduces OH&S and soft skills such as communication into the 8 core units. Electives make up 40 per cent of the qualification and are to be selected predominantly from ICA05 but with the option of up to half of the electives coming from other packages. A number of electives provide effective entry into the Certificate III in IT.

Qualification Requirements

Total number of units = 14

Prerequisites:

ICAU1128A Operate a personal computer is a prerequisite for the following units:
ICAD2012A, ICAU2005A, ICAU2013A,, ICAU2231A

8 core units as listed below

BSBCM106B	Follow workplace safety procedures
ICAD2012B	Design organisational documents using computing packages
ICAU2005B	Operate computer hardware
ICAU2006B	Operate computing packages
ICAU2013B	Integrate commercial computing packages
ICAU2231B	Use computer operating system
ICAW2001B	Work effectively in an IT environment
ICAW2002B	Communicate in the workplace



This qualification outline shows qualification packaging rules as documented in the National Training Package. Course delivery options, scheduling and available elective units may vary.

Plus 6 elective units

Select 6 elective units. All electives can be selected from the list of units below. Alternatively, 3 of the 6 elective units can be selected from elsewhere in the ICA05 training package at Certificate level II, or a relevant unit at certificate level II or III from any other nationally endorsed qualification at certificate level II.

ICAD2003B	Receive and process oral and written communication
ICAD3218B	Create user documentation
ICAI2015B	Install software applications
ICAI3021B	Connect internal hardware components
ICAS2008B	Maintain inventories for equipment, software and documentation
ICAS2009B	Interact with clients
ICAS2010B	Apply problem solving techniques to routine malfunctions
ICAS2014B	Connect hardware peripherals
ICAS2016B	Record client support requirements
ICAS2017B	Maintain system integrity
ICAS2243B	Detect and protect from spam and destructive software
ICAS3034B	Determine and action network problems
ICAS3115B	Maintain equipment and software in working order
ICAS3121B	Administer network peripherals
ICAS3234B	Care for computer hardware
ICAT3025B	Run standard diagnostic tests
ICAU1128B	Operate a personal computer
ICAU2007B	Maintain equipment and consumables
ICAU3004B	Apply occupational health and safety procedures
ICAU3019B	Migrate to new technology
ICAW2011B	Work individually or as a team member to achieve organisational goals
ICPKN315B	Apply knowledge and requirements of the multimedia sector
ICPMM321B	Capture a digital image
ICPMM263B	Access and use the internet

