



## ICT20115 Certificate II in Information, Digital Media and Technology

### Course Description

This course teaches foundation IT skills required in any career or profession. Students will learn a variety of software programs using the Google suite, as well as how to combine programs to produce mail merge documents, reports and bulk emails. Students will also learn how to answer a customer inquiry and record the inquiry and results in a database. Students will learn to organise and save files on local and Cloud drives, as well as convert documents into multiple formats.

Students may attempt to complete evidence tasks prior to the online class on that topic using provided offline material and guides. Attendance at the 1 hour tutorial online is mandatory, **unless** the student has **successfully submitted and passed** a topic prior to the class.

Students receive a nationally recognised qualification on completion. In addition, Students receive 4 points towards the QCE for this training.

You must complete the [VET enrolment form](#) in order to receive your qualification

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## Units

BSBWHS201 Contribute to health and safety of self and others
BSBSUS201 Participate in environmentally sustainable work practices
ICTICT201 Use computer operating systems and hardware
ICTICT202 Work and communicate effectively in an ICT environment
ICTICT203 Operate application software packages
ICTICT204 Operate a digital media technology package
ICTWEB201 Use social media tools for collaboration and engagement
ICTICT207 Integrate commercial computing packages
ICTICT205 Design basic organisational documents using computing packages
BSBWOR301 - Organise personal work priorities and development
ICTICT209 Interact with ICT clients

ICTSAS204 Record client support requirements
ICPDMT263 - Access and use the internet
ICTSAS206 Detect and protect from spam and destructive software

## Key Activities

<b>Term 1</b>	Course Commences. Self paced. Students may enroll late.
<b>Term 2</b>	
<b>Term 3</b>	Answer and record a customer inquiry
<b>Term 4</b>	Collaborate with other student on environmentally sustainable practices

## Course Structure

Students will be required to attend classes online consisting of a 1hour tutorial season each Wednesday afternoon 1-2pm, using BBB software. A Headset with microphone is mandatory. Students will also be required to do practical tasks which will average 30 - 60 minutes a week. Harder tasks may take upto 2 hrs depending on current skill levels.

Students may attempt to complete evidence tasks prior to the online class on that topic using provided offline material and guides. Attendance at online tutorial is mandatory, **unless** the student has **successfully submitted and passed** a topic prior to the class.

Every student submission will receive feedback on what to correct if it is not initially at the required standard. Students may have unlimited resubmits until they are assessed as competent.

## Required Equipment

A Headset with microphone is mandatory. You will need a Smartphone to take photos and screenshots of some assignments. A webcam or smartphone is also required for the Collaboration task to record yourself and a partner. The smartphone does not require a sim card and may still upload photos while accessing your home wifi network. [Contact Mat Fell IT support](#) if you need more information on this.

## Course Dates

BBB tutorial sessions Wednesdays 1.00pm – 2.00pm

First BBB session Wednesday 3 Feb 2021 mandatory orientation

Final Evidence must be submitted by 26 Nov 2021

## Course Costs

2022 costs are \$200

This list was last update 20/3/20 and is indicative only. Tasks may change. This list will be updated with indicative times to complete a task prior to 20 April 2021.

Each task will have a Task Sheet, a step by step guide and a Video Walk through of the Task. Additional support material will be provided for difficult tasks. The Tutorial is provided weekly to answer student questions.

Assignments Cert II in IT with indicative difficulty level

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1	Practice Assessment	Easy
2	Use Student Google Folder	Easy
3	Locate information using a search engine, Send information by gmail	Easy
4	Access file by FTP. Send an email attachment	Easy
5	Signs of Personal stress Quiz	Easy
6	Use Word Processing software	Medium

7	Use Presentation Software	Medium
8	Use Spreadsheet Software	Medium
8b	Use Spreadsheet Software	Medium
9	Use Calendar	Medium
10	Set Appointment	Medium
11	Upload Photo to Google drive	Medium
12	Prepare photo for use on website	Medium
13	Create and use Google Forms	Medium
14	Create a Welcome letter with Mail Merge	Medium
15	Create a safety Checklist	Medium
16	Setup a workspace	Medium
17	Create and use Electronic signature	Medium
18	Create an organisation chart	Medium
19	Record a client request	Medium
20	Record and escalate a client request	Medium
21	Record and Answer a Client Complaint	Medium
22	Analyse Complaint registry and recommend improvement	Medium
23	Install anti- virus and scan	Medium
24	Install anti- malware and scan	Medium
25	Compare social Media, Select social media	Medium
26	Use Video collaboration softwares for collaboration	Medium
27	Identify current resource use and suggest Environmental Sustainability improvement 1	Medium
28	Identify current resource use and suggest Environmental Sustainability improvement 2	Medium
29	Identify Hardware & Install Operating system	Hard
30	Configure operating system	Hard

## **Work Experience**

This course does not involve a formal work experience period

## **How is vocation training different?**

Training will involve video conferencing with the students and trainers to explain the practical tasks and teach key skills and knowledge combined with real life practical tasks to learn the skills. The primary method of both learning and assessment will be by practical tasks. This course will involve an explanation and demonstration of the task by the trainer. Then answering questions with your trainer, doing the practical tasks, learning by doing and submitting the required evidence by Moodle. Vocational training uses the 10:20:70 method of Instructor mediated training: discussion and collaboration with peers: Learning by real life tasks and reflection.

All training is delivered by Christians with 5 years+ experience in the industry, uses current industry software and methods and is designed to both introduce students to the industry, get an overall sample of different parts of the industry and prepare for entry level jobs in the industry. You also get between 4 QCE points for this course.

## **Support the RTO can offer**

The RTO can explain the course requirements in more detail and discuss how this training may link with your future plans. An additional role of the RTO is the provision of assistance with career planning and work experience placement.

Additional adaptation and support can be offered for students with learning barriers and disabilities. Tasks may be explained verbally and answered verbally. Please contact us to discuss other possible adaptations to tasks and individual support that can be provided.

Recognition of Prior learning can be offered for prior experience of tasks and skills. Proof of the prior learning must be supplied.

Credit for previously completed vocational qualifications can also be arranged.

Please contact us to discuss any of these areas or if you have additional questions.

## **RTO Contact details**

**RTO Manager** – Mark Dunnett 0478 196 193

**Admin Assistant** – Mary-Jane Dunnett 0435 560 940