The Certificate III in Information, Digital Media, and Technology (ICT30115) provides the skills and knowledge individuals require to be competent across a wide range of technical functions in Information and Communications Technology (ICT), and allows graduates to demonstrate a degree of self-sufficiency as users.

Who Should Attend
This course is appropriate for individuals seeking third step certification in information technology. The articulated outcomes of the certificate are to facilitate the effective use of computers in the workplace at a more advanced level, and to promote an understanding of a wider range of concepts across ICT. A range of elective options give participants the ability to customise their learning according to particular professional roles, which commonly include call centre operators, customer service representatives, help desk technicians, and a variety of technical support positions.

Course Structure
This program has been created with a blend of vendor specific, vendor neutral and trainer developed materials. Vendor training is recognised internationally as an industry benchmark for product specific training. Upskilled uses an online Learning Management System to manage the delivery, assessment and learning resources. The program is conducted over a 12 month period through a blended learning approach of teacher led, distance and online materials.

Prerequisites
Participants must fulfill ONE of the following requirements for entry to this program:
• Certificate II in Information Technology or equivalent
• Evidence of a minimum of 6 months’ ICT industry experience

Recognition of Prior Learning (RPL)
Participants often come to the diploma program with experience in one or more ICT competencies, vocationally acquired from a range of sources (both formal and otherwise). Upskilled acknowledges the validity of such experience and encourages candidates to apply for Recognition of Prior Learning where applicable. Upskilled’s RPL Calculator is a guide to initial RPL standing, although participants are sometimes entitled to further RPL as enrolment progresses.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support and certification upon successful completion.
Course Outline
The Online e-Learning course will address the following units of Competence from the National ICT Information and Communications Technology Training Package. All of these competencies must be successfully completed to gain the Certificate III in Information, Digital Media, and Technology.

**UNITE CODE** | **COMPULSORY UNITS**
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BSBWH304 | Participate effectively in WHS communication and consultation processes
BSBSU301 | Implement and monitor environmentally sustainable work practice
ICTICT202 | Work and communicate effectively in an ICT environment
ICTICT301 | Create user documentation
ICTICT302 | Install and optimise operating system software
ICTASA301 | Run standard diagnostic tests

**UNIT CODE** | **ELECTIVE UNITS**
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ICTICT303 | Connect internal hardware components
ICTASA303 | Care for computer hardware
ICTASA304 | Provide basic system administration
ICTASA305 | Provide ICT advice to clients
ICTASA306 | Maintain equipment and software
ICTNWK301 | Provide network systems administration
ICTNWK302 | Identify and resolve network problems
ICTNWK305 | Install and manage network protocols
ICTASA307 | Install, configure and secure a small office home office network
ICTNWK303 | Configure and administer a network operating system

Course Fees and Payment Options
The Certificate has a course fee of **$3,055**, payable in one of two ways:

1. A single upfront payment of the course fees attract a **10% DISCOUNT**, making the total fee **$2,750**

2. An upfront enrolment fee of **$605**, and 7 x **$350** paid per month for seven consecutive months. The total course fee is therefore **$3,055**

How to Apply
Whether you’re inquiring as an individual, or as a manager acting on behalf of one or more employees, the easiest way to apply is to contact Upskilled:
- Select from more than 80 nationally accredited certificate and diploma courses
- Complete an application form at [www.upskilled.edu.au](http://www.upskilled.edu.au)
- Submit the form and an Upskilled Education Manager will contact you