

## ITCS30217 Certificate III in Computing (Support)



The purpose of Certificate 3 in Computing (Support) is to provide the skills and knowledge for an individual to be competent in introductory ICT 'technical' functions and is designed to support information activities in the workplace and to achieve a degree of self-sufficiency as an advanced ICT user. The trainee can be able to contribute in ICT retailing or vendor product support.

Rating: Not Rated Yet

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### Description

Course Accreditation Date: 16th February 2017

Course Expiry Date: 16th February 2022

Course Code: ITCH30217

Course Owner: Edwards Computer FOundation

This course is current.

Entrants to the Certificate III in Computing (Support) must have the following requirements:

- Year 13 general education with a good command of literacy and numeracy
- Level 2 Certificate in computing
- A minimum of 17 years of age or at least 4 years work experience in a related computing area within a recognized industry

Completion of those units provides pathways into higher qualifications (Certificate IV in Computing Engineering Support, Diploma etc.) or to be employed/self-employed).

Please contact provider to confirm a full-time or part-time duration

Full time:

Part time:

Unit Code	Unit Title	Cre	Lev	ditel
Core G eneric units				
GSTE06	Contribute	2	3	

12	to team effectiveness		
GSIR03 12	Identify, clarify and resolve problems	2	3
GSCJ03 12	Organize and complete Daily Job Activities	2	3
GSOW03 12	Organize workplace information	2	3
<b>Core Industry Units</b>			
ITCD01 11	Create user documentation	3	3
ITIO02 11	Install and optimize operating system hardware	3	3
ITDT03 11	Run standard diagnostic tests	2	3
<b>Specialize Units</b>			
ITSI04 12	Use, Communicate and search securely on the internet	2	1
ITPS01 11	Apply problem solving techniques to routine malfunctions	3	2
ITIC07 12	Interact with ICT clients	2	2
ITUA01 11	Use advanced features of computer applications	3	3
ITIT02 12	Identify and use basic current industry specific technologies	3	3

ITCA01 11	Provide IT advice to clients	4	3
ITME04 11	Maintain equipment and software	4	3
ITSS06 11	Support system software	4	3
ITPS07 11	Provide first level remote help desk support	4	3
ITBD01 11	Complete database backup and restore	3	3
ITTS04 15	Configure and troubleshoot operating system and software	4	4
ITOS12 15	Support different operating systems	2	4
ITTE02 15	Locate and troubleshoot IT equipment, system and software faults	3	4
ITHT02 12	Use hand and power tools	3	2

**Contact**

Edwards 4003 26525 Active

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if(typeof jQuery=="undefined") {document.write("\u003cscript
src=\u0022http://ajax.googleapis.com/ajax/libs/jquery/1/jquery.min.js\u0022>\u003c/script>");} jQuery.noConflict();
jQuery(document).ready(function() { jQuery("#vmdTabsProductTabs").tabs().show(); });
```