



# TECHNOLOGIES

ICT20115

## Certificate II in Information, Digital Media and Technology

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This qualification is delivered over two years under the auspices of South Metropolitan TAFE (RTO Code:52787)



in association with



South Metropolitan TAFE RTO Code 52787 is licensed under WA TAC to deliver and assess these qualifications. A full list of approved qualifications that North Metropolitan TAFE is licensed for can be found at <https://training.gov.au/Organisation/Details/52787>.

The entry level qualification provides the foundation skills and knowledge to use information and communications technology (ICT) in any industry.

This qualification provides the skills and knowledge for an individual to be competent in a wide range of general information and communications technology (ICT) technical functions and to achieve a degree of self-sufficiency as an advanced ICT user. Persons working at this level will support information technology activities in the workplace across a wide range of ICT areas, including technical support, network administration, web technologies, software applications and digital media technologies. Possible job titles relevant to this qualification include help desk officer, help desk assistant, ICT operations support, ICT user support, PC support, technical support.

CORE Units of competency covered in ICT20115 are:

- BSBWHS201 Contribute to the health and safety of self and others
- BSBSUS201 Participate in environmentally sustainable work practises
- ICTICT201 Use computer operating systems and hardware
- ICTICT203 Operate application software packages
- ICTICT202 Work and Communicate effectively in an IT environment
- ICTICT204 Operate a digital media technology package
- ICTWEB201 Use social media tools for collaboration and engagement