



**ICT INFORMATION
TECHNOLOGY
QUALIFICATION
2025**

RTO 90232



HORNSBY KU-RING-GAI COMMUNITY COLLEGE INC

RTO 90232

Contents

Welcome!.....	4
Pre-Course Interview	5
Cost	5
Entry Requirements	5
Learning Material.....	6
Learning Support.....	6
ICT30120 Certificate III in Information Technology	8
Course Structure	8
What you will learn	9
The Units of Competency	10
Learning Material and Support	13
Career Pathways	14
Distance Learning Information	15
Student Code of Conduct.....	17

Qualification Information

ICT30120

Certificate III in Information Technology



Welcome!

Hornsby Ku-Ring-Gai Community College Inc (HKCC) is a Registered Training Organisation (RTO) offering an information technology qualification, which is a pathway to access vocational education training (VET) as well as technical skills for work.

The information technology qualification at HKCC is

- *ICT30120 Certificate III in Information Technology*

Also, HKCC offers training in foundation skills, business and aged/disability care for job ready skills and knowledge for employment and career development.

HKCC is a proud *High Performing Provider* as assessed by the Department of Education's Training Services NSW for adopting best practice based and measured on student outcomes in the following areas that are key to training delivery and assessment

- Student-centred approach to the learning journey
- Expanding connection to industry and employer needs
- Providing high level individualised support for all students
- Capability building of staff and systems
- Using external sources to validate assessment practices.

HKCC is a charity and not-for-profit community college providing learning in small classes with a lot of individual attention and mentoring. The benefits obtained from engagement at HKCC are

- Acquisition/development of vocational skills and knowledge
- Gaining a sense of belonging to a community
- Provision of pathways into further education and employment
- Opportunities to engage in lifelong learning
- Development of networking opportunities
- Increased creativity and mental agility
- Access to affordable education/training through subsidised initiatives.



Pre-Course Interview

A pre-course interview is required to assess your suitability for the course so call 9482 1189 to arrange your interview.

If learners are eligible for subsidised training, they will need to

- Bring along a photo ID e.g Driver's Licence/Passport for identification
- Bring along a Medicare, Centrelink card or a referral letter from a job search provider, where applicable
- Sign a consent form to use and disclose personal information to the Department of Education and other Government agencies
- Provide your Unique Student Identifier (USI), sign a formal permission to HKCC to create/access a USI on your behalf
- Must complete a language, literacy and numeracy test.

Cost

Is dependent on the learner's eligibility for subsidised training.

Subsidised places under the NSW Government's **Smart and Skilled** program are available. **Adult Community Education (ACE)** funding is available to eligible disadvantaged students with barriers to study. To find out if you are eligible contact HKCC on 9482 1189 to arrange a pre-course interview.

For more information on Smart and Skilled please visit the website <https://skills.education.nsw.gov.au/nsw-fee-free>.



If you are not eligible for funding the fee for the course is:

- *ICT30120 Certificate III in Information Technology \$4,300*

As per Clause 7.3 of *Standards for Registered Training Organisations 2015* (SRT0), HKCC **will not collect** a prospective or current learner to **prepay fees in excess of a total of \$1,500 (being the threshold prepaid fee amount)**.

Entry Requirements

Learners must provide evidence at an intermediate level (Year 10 equivalent) of English for this qualification.

If you have obtained the same units in another organisation, HKCC recognises the AQF qualifications and Statements of Attainment by another RTO. If you think you have previously attained an unit/s listed above, please inform the enrolling officer.

Learning Material

Every IT skills learner will have access and will be directed to the learning management system (*CAQA Resources*) – for training and assessment purposes. It is accessible at home and in class. Each student will have the use of a computer and access to internet at HKCC. In class facilities include a white board and an overhead projector.

Please note that your participation in class is vital. Every learner is encouraged to share their own knowledge, skills and culture to enrich the course quality and facilitate learning.

Learning Support

HKCC has a **Student Support Worker** who will assist you with any problems you may encounter. They can help you to

- Clarify your career goals
- Find an appropriate course that will help you fulfil your goals
- Develop study skills
- Improve reading, writing, speaking, listening and numerical skills
- Identify and overcome barriers to learning that may occur
- Referral to other services (e.g. Job service providers, legal, medical assistance)
- Assist individuals to enjoy the learning experience.



These services are usually provided on a one-to-one basis at the head office in Hornsby. Please call Customer Service 9482 1189 to book a suitable time.

Learners will undertake the assessments for each unit mostly in class. Assessments may take the form of

- Written knowledge questions
- Case studies
- Role plays
- Observation reports
- Projects.

Please note that if a learner has been deemed *Not Yet Competent*, they will be given every opportunity to re-sit the assessment/s. Reasonable adjustments may be undertaken with relevant circumstances to suit learner needs and abilities. Please talk to the enrolling officer or your Trainer and Assessor about any special needs that you may require.



HORNSBY KU-RING-GAI COMMUNITY COLLEGE INC

RTO 90232

If you have obtained the same units in another organisation, HKCC recognises the AQF qualifications and Statements of Attainment by another Registered Training Organisation (RTO). If you think you already have any of the units, please inform the enrolling officer.

ICT30120 Certificate III in Information Technology

It's great you're considering joining HKCC's Information Technology course

- ***ICT30120 Certificate III in Information Technology***

This qualification reflects the role of individuals who are competent in a range of Information and Communications Technology (ICT) roles, including animation, basic cloud computing, basic cyber awareness, digital media skills, generalist IT support services, networking, programming, systems and web development.

Individuals who work in these fields apply broad sets of skills, including foundational knowledge in critical thinking and customer service skills, to support a range of technologies, processes, procedures, policies, people and clients in a variety of work contexts.

Graduates at this level will have theoretical and practical knowledge and skill for work &/or further learning after attaining *ICT30120 Certificate III in Information Technology* offered is

- Help desk assistant / officer
- ICT operations / user support
- PC support
- Technical support.

Course Structure

Course Days:	Monday and Wednesday
Commencement:	See timetable
Duration:	40 weeks / 78 sessions
Class session time:	9.30am – 3.00pm
Prep/Tutorial:	3.00pm – 5.00pm
Self-Study:	6 hours per week

What you will learn

HKCC, its trainers and assessors ensure that learning activities and assessments accurately reflect workplace activities by making regular contact with industry for currency and validity of all activities conducted in simulated environments.

Further, HKCC's ICT assessors will consider relevant care and due diligence when assessing units of competency in a simulated environment to give learners the opportunity to meet the following critical criteria for the purpose of candidates gaining 'work ready' skills for the ICT sector (ICT TP V7.2, *Implementation Guide*, PwC 2021 p 64):

- **Quality** – the work is of the standard required in the industry
- **Productivity** – the work is performed within a timeframe appropriate in the industry
- **Safety** – the work is performed in a manner that meets industry safety standards.

Simulations should provide opportunities for integrated assessment of competence that include

- Performing a task (task skills)
- Managing a number of tasks (task management skills)
- Dealing with workplace irregularities such as unexpected problems, breakdowns and changes in routine (contingency management skills)
- Fulfilling the responsibilities and expectations of the job and workplace, including working with others (job/role environment skills).

And transferring competency to new contexts.

To further enhance the validity of assessment processes using simulation, the assessor should consider

- Assessments covering a range of interconnected units of competency
- Use of assessment checklists to ensure that all performance evidence and knowledge evidence requirements have been met
- Use of self-assessment, peer assessment and debriefing activities
- Use of authentic workplace documentation.

Assessment activities must be realistic and reasonable in terms of scale (ibid).

The Units of Competency

	Unit Code	Unit Name	
1	BSBCRT301	Develop and extend critical and creative thinking skills	Core
2	BSBXCS303	Securely manage personally identifiable information and workplace information	Core
3	ICTICT313	Identify IP, ethics and privacy policies in ICT environments	Core
4	ICTPRG302	Apply introductory programming techniques	Core
5	ICTICT309	Create ICT user documentation	Elective
6	ICTPRG430	Apply introductory object-oriented language skills	Elective
7	BSBXTW301	Work in a team	Core
8	ICTSAS308	Run standard diagnostic tests	Elective
9	ICTWEB304	Build simple web pages	Elective
10	CUADIG211	Maintain interactive content	Elective
11	ICTSAS309	Maintain and report ICT equipment and software	Elective
12	ICTSAS305	Provide ICT advice to clients	Core

BSBCRT301 Develop and extend critical and creative thinking skills

This unit describes skills and knowledge required to develop the habit of thinking in a more creative way through looking at things differently, musing, testing, experimenting and challenging existing thought patterns.

It applies to individuals who need to develop and extend their critical and creative thinking skills to different issues and situations and have a range of problem solving, evaluation and analysis skills.

BSBXCS303 Securely manage personally identifiable information and workplace information

This unit describes the skills and knowledge required to securely manage personally identifiable information (PII) and workplace information.

It applies to those working in a broad range of industries and job roles under some supervision and guidance who manage large amounts of PII and workplace information.

ICTICT313 Identify IP, ethics and privacy policies in ICT environments

This unit describes the skills and knowledge required to assist with the protection and lawful use of intellectual property (IP) and observing relevant organisational ethics and privacy policies.

It applies to individuals who are required to use intellectual property held by other people or organisations, to assist with the maintenance of organisational ethics and privacy policies and procedures.

ICTPRG302 Apply introductory programming techniques

This unit describes the skills and knowledge required to create simple applications through introductory programming techniques.

It applies to those who have responsibility for creating applications and includes applying language syntax, control structures to create code, using programming standards, testing and debugging.

ICTICT309 Create ICT user documentation

This unit describes the skills and knowledge required to create clear and coherent user documentation that is easy to navigate and apply.

It applies to individuals who work under supervision with responsibilities for the development of Information and Communications Technology (ICT) user documentation.

ICTPRG430 Apply introductory object-oriented language skills

This unit describes the performance outcomes, skills and knowledge required to undertake introductory programming tasks using an object-oriented programming language including tool usage, documentation, debugging, and testing techniques.

It applies to individuals who are programmers in a variety of fields and who are required to produce simple programs in object-oriented languages.

BSBXTW301 Work in a team

This unit describes the skills and knowledge required to work effectively as part of permanent or project-based teams in a workplace within an industry.

This unit applies to a wide range of workers but has a specific focus on the teamwork skills required for workers with limited responsibility for others.

ICTSAS308 Run standard diagnostic tests

This unit describes the skills and knowledge required to troubleshoot problems, identify and implement preventative maintenance techniques, and conduct diagnostic tests on a range of platforms.

It applies to individuals who, while working under a level of supervision, have responsibility to action tasks in a frontline technical support capacity.

ICTWEB304 Build simple web pages

This unit describes the skills and knowledge required to use an integrated development environment (IDE) to create, modify and test, simple web pages and web content, according to client requirements.

The unit applies to those who are responsible for creating and maintaining simple websites.

CUADIG211 Maintain interactive content

This unit describes the skills and knowledge required to maintain interactive content for websites or social media channels using a content management system. It involves confirming content requirements, checking links and media assets are valid and functional, updating applicable content and testing content functionality on the server.

The unit applies to those, working under direction, who upload media assets and change text content.

ICTSAS309 Maintain and report ICT equipment and software

This unit describes the skills and knowledge required to carry out maintenance and fault repair according to organisational procedures, to keep Information and Communications Technology (ICT) equipment and software operating.

It applies to frontline technical support individuals who work under a level of supervision and have some responsibility to maintain and repair ICT equipment and software.

ICTSAS305 Provide ICT advice to clients

This unit describes the skills and knowledge required to provide information and communications technology (ICT) advice and support to clients, including the communication of comprehensive technical information.

It applies to frontline technical support individuals who work under a level of supervision but have responsibility for providing technical support.

Learning Material and Support

Learners will be provided with training manuals or notes for each unit to use and practice with at HKCC or at home. Each learner will have the use of a computer and access to internet at HKCC. In-class facilities include a white board, PC and overhead projector.

Please note that your participation in class is vital. Every learner can contribute from their own knowledge, skills and culture to enrich the course quality and facilitate your learning.

HKCC is committed to supporting every learner's needs whilst studying. Our student support officer can assist with any barriers to education or any foreseeable problems. We can help to

- Clarify your career goals
- Find an appropriate course that will help you fulfil your goals
- Develop study skills
- Improve reading, writing, speaking, listening and numerical skills, identify and overcome barriers to learning that may occur
- Referral to other services (e.g. Employment service providers, legal, medical, settlement assistance)
- Assist individuals to enjoy the learning experience.

These services are usually provided on a one-to-one basis at HKCC's Hornsby HQ. Please call Customer Service on 9482 1189 to book a suitable time.

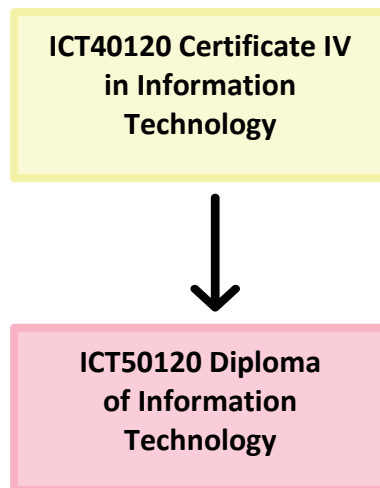
Career Pathways

Pathways for students

On completion of ICT30120 *Certificate III in Information Technology*, depending on individual interests and career plan, learners are provided with employment and training options throughout the delivery of the program. Pathways can be explained within the IT sector and other vocational education undertaking within information and communications technology (ICT) or any other certifications within the Australian Qualifications Framework.

Training pathway

Once learners have attained the ICT30120, they can proceed to higher qualifications in information and communications technology, such as



Employment pathway

This qualification provides the competency for a wide range of general information and communications technology (ICT) technical functions, including technical support, network administration, web technologies, software applications and digital media technologies.

Persons regularly working at this level will eventually achieve a degree of self-sufficiency as an advanced ICT user.

Distance Learning Information

Distance learning is an umbrella term that covers ways in which training can be provided remotely to a student, without face-to-face contact. The most common and widely recognised example of this is 'online learning', though distance learning can also include 'e-learning' and 'blended learning'.¹

HKCC is committed to supporting learners if they choose to study online with the appreciation of training package requirements especially limitations around training and assessment. Meaning that parts of the training or assessment are not possible to be completed via distance delivery. Learning by distance mode at HKCC is mostly by real-time spontaneous group video conferencing mimicking a classroom environment.

It is important for learners to ensure their learning and access to technology do not hinder their chances of achieving study success whilst on the online mode. In other words, the learner's learning style, internet, personal computer, specific and digital literacy skills should contribute to the completion of their course.

If there is a need for the class to continue by distance learning only – due to COVID19 risks as directed by NSW government – each student will be advised of the changes ASAP. If the changes are not suitable for the learner, or if the delivery of training has ceased, the enrolled student is entitled to a refund. For further information on returning funds, see HKCC's refund policy.

The required minimum resources to learn by distance are as follows

- Broadband internet connection with a minimum 1.5mbps of bandwidth
- Speakers and microphone
- Webcam
- Windows 8.1 or later or Mac OS X 10.11 El Capitan or later
- Windows or MAC system with:
 - Dual Core 2Ghz or Higher (i3/i5/i7 or AMD equivalent) processor
 - 4GB RAM
 - Microsoft Teams or Zoom (depending on class) installed
 - Latest Microsoft Edge or Google Chrome web browsers.

Most HKCC assessments are posted on *CAQA Resources*. All learners will be trained on how to use the online training and assessment management system with the aim of submitting assessments,

¹ As per ASQA 2020, Online learning is where training is delivered primarily via the internet videoconferencing. Online learning commonly uses learning management system (LMS) where a trainer can upload documents to the system and make them available to remote learners. Online learning can be *synchronous* or *asynchronous*. Synchronous occurs where the students and trainer participate at the same time but in different locations. Asynchronous is where students and trainers are not necessarily expected to participate in sessions at the same time. *Blended* (or hybrid) learning means a combination of both digital learning and in-class F2F learning. *E-learning* is broad in scope and includes both online learning and aspects of blended learning; covers all forms of digital teaching and learning, both on campus and remotely. *Traditional distance learning* includes providing hard-copy workbooks supplemented with email or telephone contact with a trainer.



HORNSBY KU-RING-GAI COMMUNITY COLLEGE INC

RTO 90232

accessing training materials and other resources. Also, *CAQA Resources* has video tutorials for new users as well as 24-hour customer support.

HKCC is committed to **supporting every learner's needs** to maintain student satisfaction and encourage completion. Learners can seek required support, through the

- Trainer – at class session (F2F or online), by email and telephone
- ICT Support by email ict@hkcc.nsw.edu.au or vet@hkcc.nsw.edu.au, and by telephone 9482 1189
- Reception desk at Hornsby HQ.

Essentially there are multiple ways of contacting student support for general enquiries/ assistance or for distance learning.

HKCC Assessors and Administrators track every students' attendance and course progress through the duration of their study and data reporting requirements.

Student Code of Conduct

HKCC views students as equal partners in the education process. As such, students have similar responsibilities with respect to proper interpersonal behaviour amongst colleagues and HKCC employees.

Therefore, students must

- Familiarise themselves with the policies of the HKCC either by reading the Pre-Enrolment Information Guide, Student Handbook or looking on our website www.hkcc.nsw.edu.au
- Show respectful consideration in all their interactions with each other, especially in recognition of the diversity of cultural and linguistic backgrounds represented amongst us respect the individuality and rights of all fellow students
- Maintain privacy and confidentiality in respect of all matters relating to students and staff
- Adhere to directions from the class tutor
- Work safely and not endanger others in the class
- Participate positively in class
- Adhere to all HKCC rules and regulations
- Be aware of, apply and adhere to access and equity obligations described in our access and equity section
- Seek any clarification of assessment requirements. Adult students are expected to take responsibility for their own learning outside the classroom and for timetabling their study and completion of assessments to maximise their chances of a successful learning outcome
- Raise any concerns with the content of delivery of a training course privately with the trainer outside of the course hours, or with an appropriate member of the HKCC staff, or the Principal
- Not attend class whilst intoxicated with either drugs or alcohol in their system.

Contact Details:

E: enquiries@hkcc.nsw.edu.au P: 9482 1189

Address: HKCC, Level 1, 45 Hunter Street, Hornsby NSW 2077

RTO 90232