

# Certificate in Information Technology (Client Support)



## Qualification Description

The Certificate in Information Technology (Client Support) is approximately 6 months full-time\* or 17 months part-time\*. This qualification provides the skills needed for an individual to work within support roles in a variety of organisations.

## What will I learn?

The Certificate in Information Technology (Client Support) is a perfect way for those with little or no experience with computers to be able to establish a strong career in the IT industry. Offering comprehensive training in software applications, hardware, networking, help desk and customer service skills, this qualification provides the expertise to begin a career in a support capacity.

## Should I consider this qualification?

An ideal qualification to choose for those who are keen to begin a career in which they can utilise their problem solving skills and have the opportunity to work closely with other people. The Certificate in Information Technology (Client Support) provides the fundamentals in a broad range of areas to provide the perfect platform from which to grow as your career develops.

## What do I need to start?

To ascertain whether you qualify for a qualification at Computer Power Institute, you must obtain a satisfactory result on our entrance assessment. Ideally, you will have successfully completed Year 12/UE or Bursary or have work experience behind you. Of course, you also need enthusiasm and a willingness to learn. No previous knowledge of IT is required to undertake this qualification.

## Major Qualification Goals

Upon completion of this qualification, students are able to:

- Operate and maintain a personal computer
- Configure and administer a local area network
- Use common word processing, spreadsheet, and presentation packages
- Provide advanced skills in hardware and software support
- Demonstrate communication, time management, goal setting, planning and customer relation skills.

## Career Paths

This qualification can complement your existing skills and qualifications or provide further opportunities in your current role. It can also prepare you for a number of career opportunities including:

### CAREER ENTRY

Help Desk  
 PC Support  
 Customer Support  
 Technical Support  
 Systems Support  
 Software Support

### FUTURE OPPORTUNITIES

Support Manager  
 Network Administrator  
 Customer Service Engineer  
 Trainer

\*Based on: Full-time study load of 5 shifts per week of approximately 5 hours per shift. Part-time study load of 2 shifts per week of approximately 4 hours per shift. Study schedules can also be tailored to meet your needs.

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## INTRODUCTION

- Introduction to Computer Power
- Introduction to Computers
- Introduction to Outlook

## KEYBOARDING

- Learning to touch-type
- Speed and accuracy development

## OPERATE A COMPUTER

- Working with Windows
- Customising Windows
- Working with files
- Running applications

## THE INTERNET AND e-COMMERCE

- Connecting to the Internet
- Obtain useful information from the Internet
- Using Internet programs

## MICROSOFT SOFTWARE APPLICATIONS

- Operate a Word Processing Application
- Operate a Spreadsheet Application
- Operate a Presentation Package
- Access, retrieve, manipulate, import and export data between Microsoft software applications
- Design documents to meet users requirements

## PC FUNDAMENTALS

- Components of a microcomputer system
- Command prompt commands and procedures
- PC utilities and drivers

## PC SETUP

- Installing and configuring an operating system
- Installing software packages
- Operating system tools

## NETWORKING FUNDAMENTALS

- Network concepts
- Network configurations and components
- Network software
- Network administration

## NETWORK OPERATING SYSTEMS

- Planning the Local Area Network
- Installing the Local Area Network
- Network structure and security
- Managing users and groups
- Setting-up & configuring a network workstation
- Setting-up a server and a network

## ACCOUNTING FUNDAMENTALS

- Introduction to accounting and management accounting
- The balance sheet & profit and loss statement
- Analysis and interpretation of financial statements

## ELECTRONIC ACCOUNTING CONCEPTS

- Setting up MYOB-receivables, payables, inventory and sales
- Produce reports to manage a business

## HELP DESK PROBLEM SOLVING TECHNIQUES

- Help desk roles and responsibilities
- Help desk policies and procedures
- Problem solving and prevention

## EXTENDED CUSTOMER SERVICE

- The customer/business relationship
- Dealing with difficult customers
- Customer feedback

## PROFESSIONAL DEVELOPMENT PROGRAM

- Goal setting and planning
- Time and personal resource management
- Communication skills, decision making
- Telephone and written communication skills

## EMPLOYMENT PREPARATION AND PLANNING

- Surveying the job market
- Matching skills with employer needs
- Interview techniques