Certificate III in Information Technology (ICT30120)

The technology sector faces a critical shortage of 60,000 IT professionals annually, with employers specifically seeking candidates possessing hands-on hardware, networking, and system administration skills. IVET's Certificate III in Information Technology directly addresses this gap by equipping students with the practical technical competencies most valued in today's AI-influenced workplace environment.

SCAN to view all courses

Students gain comprehensive experience with physical hardware components, networking equipment, and system administration tools through authentic scenarios that mirror real workplace challenges. These skills translate directly into employment opportunities in high-demand roles such as technical support specialist, network administrator, and help desk technician – positions that offer starting salaries 23% higher than those requiring only basic digital literacy.

Schools implementing this qualification provide students with a nationally recognised credential that creates multiple pathways: direct entry to the workforce, articulation to higher-level IT qualifications, or credit toward state-specific senior secondary certification. The program's flexible structure accommodates existing school resources while addressing growing STEM education priorities and equipping students with the technical skills increasingly required across all industry sectors. Position your school as a leader in technology education by offering this comprehensive, future-focused qualification that prepares students for the rapidly evolving digital economy.

Learning Areas

These learning areas develop transferable technical competencies that remain relevant despite rapid technological change, providing students with a robust foundation for ongoing career development in IT.

Technical Infrastructure:

- Computer hardware installation, configuration, and troubleshooting
- Network design, implementation, and security
- System administration and user account management
- Hardware diagnostics and repair procedures
- Client device configuration and maintenance

Professional IT Services:

- Technical client support and problem resolution
- IT service documentation and knowledge management
- Ethical and privacy considerations in IT environments
- Team collaboration in technical environments
- Critical thinking and creative problem-solving approaches

Emerging Technologies:

- AI implications for IT support and system administration
- Cloud computing integration and management
- Virtualisation concepts and implementation
- Remote support technologies and methodologies
- Mobile device management and BYOD considerations

Programming and Development:

- Introductory programming techniques and concepts
- Scripting for system administration tasks
- Web technologies and services implementation
- Software application deployment and maintenance
- User interface and experience considerations

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Job Role Outcomes

These roles exist across virtually all industry sectors, including education, healthcare, finance, government, manufacturing, and professional services. According to the National Skills Commission, technical support and system administration positions consistently appear on skills shortage lists and offer strong employment prospects with above-average salary growth.

Entry-Level Positions:

- Help Desk Support Officer
- IT Support Technician
- Network Support Officer
- Computer Technician
- Technical Support Representative
- Junior Systems Administrator
- ICT Client Support Officer
- Computer Hardware Technician
- Service Desk Analyst

Career Progression Opportunities:

- Network Administrator
- Systems Administrator
- IT Operations Specialist
- Desktop Support Team Leader
- Network Security Specialist
- IT Service Manager
- IT Infrastructure Specialist
- Cloud Support Technician
- IT Project Coordinator

Further Education Opportunities

The qualification provides direct credit and recognised prior learning opportunities for further IT study while establishing the technical foundation needed for industry certifications that significantly enhance employability and earning potential.

Vocational Education Pathways:

- Certificate IV in Information Technology
- Certificate IV in Information Technology Networking
- Certificate IV in Cyber Security
- Diploma of Information Technology
- Diploma of Information Technology Systems Administration
- Advanced Diploma of Information Technology

Higher Education Options:

- Bachelor of Information Technology
- Bachelor of Computer Science
- Bachelor of Network Security
- Bachelor of Information Systems
- Bachelor of Cyber Security
- Associate Degree in Information Technology

Industry Certifications:

- CompTIA A+ (hardware and support certification)
- CompTIA Network+
- Microsoft Certified: Windows Server Administration Fundamentals
- Microsoft 365 Certified: Modern Desktop Administrator Associate
- Cisco Certified Network Associate (CCNA)
- ITIL Foundation Certificate in IT Service Management

VET in QCE

Vocational Education and Training Delivered to Secondary Students (VETDSS) is unique in that it provides flexible pathways, either into employment or further studies (post-compulsory schooling), all while formally contributing to the Queensland Certificate of Education. All VET qualifications are nationally recognised - by both employers and industries, and further education providers (like TAFE institutes or private training organisations).

Nationally Recognised Training

QCAA recognition and QCE Credit arrangements

IVET PROGRAM	POSSIBLE QCE POINTS*
Certificate III in Information Technology (ICT30120)	Up to 8

This course, when combined with four General subjects, may also contribute to your ATAR*.

*Further information on VET in QCE can be found on the Queensland Curriculum and Assessment Authority's website here: https://myqce.qcaa.qld.edu.au/subjects-and-courses/vocational-education-and-training

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Course Structure - 2026

COURSE DURATION

2 Years

UNITS		TYPE	NOMINAL HOURS	WEEKS DELIVERY
BSBXTW301	Work in a team	Core	35	6
ICTICT213	Use computer operating systems and hardware	Elective	60	10
ICTICT214	Operate application software packages	Elective	60	10
ICTSAS311	Maintain computer hardware	Elective	20	3
ICTSAS308	Run standard diagnostic tests	Elective	15	2
BSBCRT301	Develop and extend critical and creative thinking skills	Core	40	6
ICTWEB306	Develop web presence using social media	Elective	25	4
BSBXCS301	Protect own personal online profile from cyber security threats	Elective	25	4
ICTSAS305	Provide ICT advice to clients	Core	35	6
BSBXCS303	Securely manage personally identifiable information and workplace information	Core	35	6
ICTPRG302	Apply introductory programming techniques	Core	40	6
ICTICT313	Identify IP, ethics and privacy policies in ICT environments	Core	45	7
		TOTAL	**435**	**70**

For schools wanting to customise the course content (choose different electives and/or imported units), you can find the available options (permissible substitutes) listed on the back of this document.

All units are shown in IVET's standard (suggested) sequence of delivery.
The weeks delivery per unit is based on a 70-week delivery period.

REQUIRED WEEKLY TIME COMMITMENT (Scheduled^)			
In-class	**5 hrs**	**Homework**	**1 hr**

^Scheduled hours means timetabled class time and time allotted for homework only. Further contributions to students' overall learning occur in a variety of ways - this will be documented in the course's Master Training & Assessment Strategy.

In the event of customisation of this program (elective unit substitutions), the required amount of training will be re-calculated and documented in the form of a customised delivery schedule and as an appendix to the Master Training & Assessment Strategy.

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Permissible Substitutes

The units below are the remaining electives from within the qualification's packaging that are available for selection by schools.

These elective units can only be substituted/swapped with other elective or imported units, but not added - i.e. the total number of units cannot be increased. A maximum of two imported units are allowed. Please refer to qualification packaging rules for precise information on allowable course composition.

The core units (see reverse side) cannot be substituted and must be retained.

	UNITS	TYPE	NOMINAL HOURS
BSBXCS302	Identify and report online security threats	Elective	25
CUAANM301	Create 2D Digital Animation	Elective	60
ICTICT215	Operate digital media technology packages	Elective	40
ICTICT309	Create ICT user documentation	Elective	20
ICTSAS214	Protect devices from spam and destructive software	Elective	10
ICTSAS309	Maintain and repair equipment and software	Elective	25
ICTWEB304	Build simple web pages	Elective	50
ICTWEB305	Product digital images for the web	Elective	30

Further units may be available to import from other qualifications or training packages. In the event that your school has a specific need for a unit not listed above, please consult your School Relationship Officer.

Important – As the student resource is printed as a standardised course book, the unit-based resource for any substitute units will only be available in soft copy for the school/students to self-print.

All information provided is current at the time of print, however, is subject to change based on Training Package updates or changes made by the State Curriculum Authority. In the event of such changes, the actual course composition may vary from the above.

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