

PERSONAL LEARNING REQUIREMENTS

ICT40120 Certificate IV in Information Technology

The skills and abilities required to study in this course and be ready to work in the industry include:

Communication Skills

- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to listen to feedback and advice of supervisors
- Demonstrate accurate and clear written communication (e.g. creating user documentation, assessments)
- Listen attentively to what is being said. Understand and respond to verbal communication accurately.
- Read, understand and respond to, verbal and non-verbal cues and communication accurately and appropriately (e.g. body language)
- Respond to all types of communication in a time efficient, accurate and appropriate manner
- Speak clearly and directly with clients, colleagues and stakeholders
- Strong customer service skills (e.g. understanding customer requirements)
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

Physical Skills

- Capacity to use computers/smart devices
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands (e.g. to work with computers, servers, networks and equipment)
- Hand and arm strength (e.g. lifting and carrying computers and equipment)
- Tolerance for working indoors and sitting for long periods of time

Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to create and provide detailed instructions and training material
- Ability to learn new processes, methods and equipment
- Capacity to develop, apply and maintain industry knowledge
- Capacity to maintain focus and concentration
- Critical thinking and logic skills to work in a highly technical ICT environment (e.g. to perform system diagnostics, troubleshoot, etc.)
- Read, understand and interpret written materials (e.g. health & safety documents, standard operating procedures)
- Time management skills including prioritising tasks (e.g. perform tasks accurately, in a safe manner and within reasonable timeframes)
- Understand and follow policies and procedures (e.g. legal compliance, work instructions, health & safety)

Behavioural & Social Skills

- Ability to remain alert, focused and engaged with clients and colleagues
- Ability to work as part of a team and/or independently
- Ability to work under pressure
- Accepts responsibility for own work and outcomes
- Attention to detail

- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Hands-on, practical and realistic approach to work
- Initiative (e.g. willingness to take on responsibilities and challenges)
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Technical Skills

- Detailed knowledge of computers, servers, networks, software and equipment to be able to implement, manage and maintain them in an ICT environment

Digital Skills

- Able to use useful key words when searching the internet
- Able to format text in a short document
- Able to strengthen a password and updates when prompted
- Begins to use some keyboard shortcuts, e.g. Ctrl C, Ctrl V
- Able to participate in a group message chat e.g. WhatsApp or other
- Able to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Able to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet based software, e.g. group discussion
- Able to download an eBook

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>