

## FREE SOFTWARE

Apart from Microsoft Office and the Adobe suite a significant amount of software required for the course can be obtained for no cost from the IT administrator at the campus.

This software can be used both at home and at the campus. Examples of this software include SQL Server, Microsoft Project, Windows 7 and Visual Studio.

## CAREER PROSPECTS

There is a significant current skill shortage in the IT industry. Entry level jobs often involve some support role and pay prospects are excellent, particularly after a year's experience.

## FEE EXEMPTIONS AND CONCESSIONS

Students receiving government benefits only pay \$53 per course while courses are free to Aboriginal and Torres Strait Islanders and students with a disability.

The course administration fee for Certificate IV in Support (Service Desk) is \$479.

## CONTACT/CAMPUS INFORMATION

**Campus Phone:**

**4979 6100**

**Course Enquiries:**

**4979 6239**

**Course Enquiries email:**

**[chris.cousins@tafe.nsw.edu.au](mailto:chris.cousins@tafe.nsw.edu.au)**



## HOW DO I APPLY FOR A COURSE?

First send an email to [chris.cousins@tafe.nsw.edu.au](mailto:chris.cousins@tafe.nsw.edu.au) to register your interest.

You will be contacted by the BOOST coordinator

You will be asked to come in and enrol on Thursday 8 December at 11 am in room B2.8.



## INFORMATION TECHNOLOGY

FACULTY OF BUSINESS & COMPUTING  
BELMONT CAMPUS

4979 6239

## BOOST CERTIFICATE IV IN IT SUPPORT (SERVICE DESK)

## ADVANTAGES OF UNDERTAKING THE BOOST COURSE COMPARED TO MAINSTREAM

- This course is guaranteed to start as TAFE has received special government funding.
- Students DO NOT have to pay the materials charge of \$50 as this is covered by the government funding.
- Students receive a 4 Gig Flash Drive on which to store their work.
- All notes and books are provided free of charge.

### Timetable:

A summary timetable is shown in Attachment 1 to this document.

A more detailed timetable showing units and starting dates is shown in Attachment 2 to this document

For further details on all matters relating to this course email:

[chris.cousins@tafe.nsw.edu.au](mailto:chris.cousins@tafe.nsw.edu.au)

## CERTIFICATE IV IN IT SUPPORT (SERVICE DESK)

The TAFE course number for this certificate is 10312.

### Attendance:

Full-Time 21 hpw – attendance over 3 days per week for one semester.

There is no part time available in this BOOST course but part time is available for our other courses

**Description:** Provides training for those people who have some computer skills and who wish to pursue a career in Information Technology.

This course provide skills to work on a Help Desk or in the support area.



## HOW DOES THE BOOST COURSE COMPARE TO A NORMAL MAINSTREAM COURSE

The BOOST course has a minimum of 60 hours work experience. This gives students a chance to demonstrate their skills to potential employees.

This work experience is negotiated between the student and the BOOST coordinator (Warren Price)

The BOOST course starts on Monday 12 and Tuesday 13 December for two days. Students are given work to complete over the holidays and resume two weeks earlier than other students on the 23 January. This enables them to come only three days a week instead of four.

## ENROLMENTS

Students **MUST** enrol on Thursday 8 December at 11am in room B2.8



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