# CERTIFICATE IV IN INFORMATION TECHNOLOGY (SUPPORT)

**This qualification is nationally accredited on the Fiji Qualifications Framework (FQF) by the Fiji Higher Education Commission (FHEC). It is also registered on the Pacific Register of Qualifications and Standards (PRQS).**

**DESCRIPTION**

This qualification provides the skills and knowledge for an individual to be competent in supporting clients in a range of technical areas. The qualification has a strong information technology base of core units with the potential for inclusion of a range of broader industry-specific units in the areas of ICT Business Processes, Work Practices, Sustainability, databases hardware and network support to suit particular needs. Students will undertake studies to develop skills for application development by participating in class-based, blended and project-based learning. The Certificate IV of Information Technology develops the underpinning knowledge and skills for the Diploma in Information Technology programme.

**CAREER OPPORTUNITIES**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include but not limited to:

| | | |
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| • Customer Support | • Database Support | • Database Administrator |
| • Helpdesk Specialist | • PC Support Technician | • Technical Support |

**LENGTH OF PROGRAMME**

| Full Time | 1 year |
|---|---|
| Part Time | 1 and half years |

**ELIGIBILITY/ADMISSION REQUIREMENTS**

To be admitted to the programme a person shall have:

   i. pass in a senate recognised Form 6/Year 12 or equivalent with English; or
   ii. pass in a senate recognised Form 6/Year 12 or equivalent and at least 2 years relevant work experience; or
   iii. met the mature student admission criteria

**COURSE INFORMATION**

This programme has a total of six (6) courses.

| Course Code | Course Title | Semester | Delivery Mode | Campus | Fees (FJD) |
|---|---|---|---|---|---|
| CEI41 | ICT Fundamentals | 1 & 2 | Online | All Campuses | $455 |
| CEI42 | ICT Business Process | 1 & 2 | Online | All Campuses | $455 |
| CEI43 | ICT Work Practices | 1 & 2 | Online | All Campuses | $455 |
| CEI44 | Networking and Hardware Support | 1 & 2 | Online | All Campuses | $455 |
| CEI45 | Network Communications | 1 & 2 | Online | All Campuses | $455 |
| CEI46 | Database and User Support | 1 & 2 | Online | All Campuses | $455 |

**ASSESSMENT**

All courses are competency based and assessment varies with each course ranging from class observations, questions and answers, case studies, projects, assignments, written tasks, practical demonstrations, and presentations.

**RECOGNITION OF PRIOR LEARNING**

Recognition of Prior Learning (RPL) takes into account the knowledge and skills you have already gained through your previous education and/or work. This may be through formal or informal training, paid or unpaid work experience, and can earn you credits if relevant to the courses of this programme. Student may apply for RPL with $100 application fee when enrolling for the programme. Student have to pay full course fee for the courses that have been awarded with an RPL.

**CREDIT TRANSFER**

Do you already have a relevant qualification, statements of attainment or academic statements for courses completed at another recognised institution? If yes, Pacific TAFE may award credit transfers after assessing the learning outcomes, content, assessment tools used and contact hours to ascertain their relevance and appropriateness to this qualification. This one-off absolute decision lies with Pacific TAFE. There is no cost for this arrangement.

**EXIT POINTS**

You may exit from this qualification and receive a Statement of Attainment for courses you have successfully completed.

**LEARNING RESOURCES & SUPPORT SERVICES**

Students are issued with relevant learning materials and handouts for each course. Students will have full access to library, counselling programmes, ITS labs, email access, online learning support and Campus Life activities. Learning Support Team provides learning support via one-to-one consultation through an "open door" policy. Students will access online learning support on "Moodle" which is USP's online learning management system.

**USP'S OBLIGATIONS, STUDENTS' RIGHTS**

The Student Grievance Policy and Procedures apply to all students of the University. The Student Grievance Policy provides the guiding principles for resolving student grievances, and appealing decisions about grievances. The Policy is accompanied by the Student Grievance Procedures (together referred to as the 'Student Grievance Policy and Procedures'). Students enrolled in a course will automatically become members of the USP Students' Association.

**FOR MORE INFORMATION CONTACT:**

Customer Service Centre
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Website: www.usp.ac.fj/pacifictafe