This course is suitable for people who have an interest or work related involvement in IT and wish to get a head start into web technology and operating systems that are used in most small to medium size workplaces.

You will be introduced to various aspects of customer service, marketing, workplace health and safety as well as the skills necessary to work with social media tools such as Facebook, Twitter and LinkedIn. You will also learn how to create web pages, be introduced to popular computer applications such as MS Office and MYOB, as well as basic care of computer hardware and troubleshooting.

**Delivery and Assessment**

Delivery modes include:

- A mix of on-the-job training sessions and class based delivery
- Self-paced learning

**Entry Requirements**

Australian Year 11 or equivalent, or a demonstrated English language, literacy and numeracy ability to succeed in the course. This may be ascertained by an interview or written test if required.

Applicants must be a minimum of 18 years of age.
Career Prospects
Possible job roles include Help Desk Officer, Help Desk Assistant, IT Operations and support.

Why Choose VIT?

**In-house training facilities** - dedicated computer labs
**Flexible delivery** - suits your business needs
**Quality training** outcomes since 1998
**Experienced** industry trainers
**We assist you** with Government funding eligibility paperwork

Course Units

**Business**
- Coordinate implementation of customer service strategies
- Promote products and services
- Analyse and present research information
- Implement and monitor environmentally sustainable work practices
- Work and communicate effectively in an IT environment
- Participate effectively in WHS communication and consultative processes

**Introduction to MYOB**
- Operate accounting applications

**Microsoft Office**
- Operate application software packages
- Use advanced features of computer applications
- Create user documentation

**Introduction to Web Technologies**
- Use social media tools for collaboration and engagement
- Review and maintain a website
- Create a simple markup language document
- Build simple websites using commercial programs
- Produce digital images for the web

**Introduction to Microsoft Windows Operating System**
- Install and optimise operating system software
- Run standard diagnostic tests

Units are subject to change.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)
Students have an option to apply for RPL or CT based on their previous qualifications, knowledge and experience.

VIT Testimonials

“It was a fantastic opportunity to be a student of VIT. An excellent trainer and very good administration, thanks for your help and support”
*Ramanpreet Puar*

“The course was very good. Trainer fantastic, flexible and at the same time informative”
*Rebecca Bugaje*

Government Funded Training

This training is delivered with Victorian and Commonwealth Government funding. Eligibility criteria apply.

Contact

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