

# Certificate II in Applied Digital Technologies (ICT20120)

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## Course Overview

The Certificate II in Applied Digital Technologies is a nationally recognised qualification designed to equip learners with essential skills for information systems.

This course is ideal for individuals seeking to develop foundational knowledge and practical abilities to pursue employment or further study in the business administration sector.

## Accreditation Statement

This is a nationally recognised and accredited Australian qualification delivered by Bankstown Education and Skills Training Centre (RTO 40651). It is developed in line with the Australian Qualifications Framework (AQF) and recognised across all states and territories. Successful completion will result in a nationally recognised Certificate or Statement of Attainment.

## What You Will Learn / Key Skills

- Effective communication and teamwork
- Problem-solving in workplace contexts
- Planning, organising and prioritising tasks
- Using digital and business technology
- Understanding industry-specific procedures

## Course Modules / Units of Competency

Please refer to your enrolment documents or course page for the complete list of core and elective units included in this qualification.

### Core Units:

- BSBSUS211 Participate in sustainable work practices
- BSBTEC202 Use digital technologies to communicate in a work environment
- BSBWHS211 Contribute to the health and safety of self and others
- ICTICT213 Use computer operating systems and hardware
- ICTICT214 Operate application software packages
- ICTICT215 Operate digital media technology packages

### Elective Units:



- **BSBTEC201** – Use business software applications
- **BSBXCS301** – Protect own personal online profile from cyber security threats
- **ICTICT221** – Identify and use specific industry standard technologies
- **ICTICT219** – Interact and resolve queries with ICT clients
- **ICTSAS215** – Protect and secure information assets
- **BSBTWK201** – Work effectively with others
- **BSBPEF202** – Plan and apply time management
- **BSBOPS203** – Deliver a service to customers
- **FSKDIG002** – Use digital technology for routine and simple workplace tasks
- **CUADIG211** – Maintain interactive content

### Entry Requirements / Prerequisites

No formal prerequisites required. Minimum age: 15 years. Basic literacy and digital skills are recommended.

### Delivery Mode

Flexible delivery – study online at your own pace with support from experienced trainers via Moodle and Zoom.

### Course Duration

Estimated 6–12 months. Self-paced with trainer guidance available throughout.

### Assessment Method

Knowledge quizzes, practical tasks, projects, case studies, and third-party observation (where applicable).

### Certification Outcome

Qualification (Certificate II) – awarded upon successful completion of all requirements.

### Course Fees

TBA

### Pathways After This Course

- **ICT30120 Certificate III in Information Technology**
- **BSB30120 Certificate III in Business**



- **Certificate III in Cyber Security** (via state-funded programs)
- **Vocational education pathways** in digital media, software, networking, or administration

## Employment Pathways (Entry-Level Roles)

- ICT Support Assistant
- Data Entry Operator
- Junior Office Assistant
- Help Desk Trainee
- Digital Literacy Tutor (community-based programs)
- Administration Trainee

## Why Study With Us

With over 25 years of training experience, Bankstown Education and Skills Training Centre (RTO 40651) offers flexible, engaging learning tailored to individual needs. Access quality resources, industry-relevant skills, and supportive trainers.

## Group Bookings & Onsite Facilitation

We offer flexible group bookings for organisations, schools, and community centres. Training can be facilitated directly at your location, making it easy and convenient for your team or participants to complete the course without needing to travel. Minimum numbers apply – contact us to discuss your needs and arrange a session that suits your schedule.

At BEST Training, we're here to support you every step of the way. Whether you're learning online or on campus, you'll have access to caring trainers, helpful course guidance, and personal support when you need it. We're committed to helping you stay confident, connected, and on track throughout your learning journey.

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## Diversity and Inclusion Statement

At Bankstown Education and Skills Training Centre (RTO 40651), we are committed to fostering a learning environment that celebrates diversity and promotes inclusion for all. We recognise that each student brings unique experiences, perspectives, and strengths, and we welcome all forms of diversity.

Our approach is inclusive of:



- Aboriginal and Torres Strait Islander peoples
- People with disability and mental health conditions
- Gender equality and gender diversity
- LGBTQIA+ communities
- Culturally and linguistically diverse (CALD) backgrounds
- Neurodiverse individuals
- People of all ages, cultures, and religions

We believe that inclusive education empowers students, enriches learning, and supports equitable outcomes. Our team actively works to remove barriers, promote cultural safety, and create a respectful, supportive space where every learner can thrive.

If you need individual support or would like to learn more about our inclusive practices, please contact us at **info@bankstowneducation.com.au** or phone **02 9791 0015**.

### How to Enrol

Call (02) 9791 0015 or email [info@bankstowneducation.com.au](mailto:info@bankstowneducation.com.au). Visit [www.bankstowneducation.com.au](http://www.bankstowneducation.com.au) to enrol online or request a demo login.

### RTO Details / Compliance Info

Bankstown Education and Skills Training Centre

RTO Code: 40651

Address: 8 Fetherstone Street, Bankstown NSW

Phone: (02) 9791 0015

Email: [info@bankstowneducation.com.au](mailto:info@bankstowneducation.com.au)

Website: [www.bankstowneducation.com.au](http://www.bankstowneducation.com.au)