



**@ASK Training**  
Attitude | Skills | Knowledge

Eligible For **\$4,000**  
SkillsFuture Level-Up  
Programme

# (SCTP) Certificate in Infocomm Technology (Infrastructure and Operations)

Course Code: TGS-2023040518 / TGS-2023040517

up to  
**95%**  
SkillsFuture  
Funding

## Programme Description

The Certificate in IT Infrastructure and Operations offers a comprehensive curriculum designed to equip participants with essential knowledge and hands-on skills in managing and optimising IT infrastructure.

Through seven structured modules covering topics such as hardware and peripherals, operating systems, networking fundamentals, cybersecurity essentials, troubleshooting, and IT service management, participants will gain proficiency in critical areas of IT operations.

The programme combines theoretical learning with practical assessments and simulations to ensure participants develop a thorough understanding of key concepts and are prepared to address real-world IT challenges effectively. With a focus on industry-relevant skills and competencies, this certificate programme is ideal for individuals seeking to kickstart a career or begin a career switch in IT infrastructure and operations.

# Who Should Attend?

This certificate program is suitable for a diverse range of participants, including individuals with no background in IT who aspire to pursue a career in the field. It is also beneficial for IT enthusiasts seeking to enhance their knowledge and skills in managing and optimising IT infrastructure. Professionals looking to transition into roles such as IT support technicians, system administrators, or network specialists will find this programme invaluable for acquiring foundational competencies essential for success in the IT industry. Additionally, individuals already working in IT who wish to broaden their expertise and stay updated with industry best practices will benefit from this comprehensive curriculum.

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<b>Course Duration</b>	<b>1 Month</b> , 9.00 AM – 6.00 PM
<b>Course Fee:</b>	From <b>S\$311.85</b> (inclusive of 9% GST) after <b>95%</b> SkillsFuture Funding
<b>Mode of Delivery:</b>	Face-to-Face Classroom

## Programme Objective

**Upon completion of this course, trainees should be equipped with the skills and knowledge to:**

- Describe the current trends, job roles, hardware and software concepts, and essential IT terminology.
- Perform component installation (CPU, RAM, SSD, graphics card), including identifying parts, connectivity, PC build-up/upgrading, and the BIOS process flow of booting.
- Proficiently install, configure, and maintain Windows OS and virtualised environments, including building capabilities for their desktop support skills and managing systems.

- Apply the networking fundamentals, including distinguishing between various network types and topologies, performing network design and configuration, and effectively diagnosing and resolving network challenges.
- Discuss cybersecurity concepts, best practices, and professional roles, skilfully identify and counteract threats using assessment methodologies, and emphasize the importance of regular software updates and patches in maintaining a secure digital environment.
- Troubleshoot and resolve common IT issues in hardware, software, network, applications, and security domains.
- Acquire mastery over computer network foundations and incident management, effectively navigating data transmission and IP addressing, efficiently handling and resolving help desk incidents within set parameters, and applying these skills proficiently in simulated scenarios while ensuring consistent service quality.

## Minimum Requirement

- 1 GCE 'O' level or equivalent (equal or more than 21 years old); OR
- NITEC/Higher NITEC (equal or more than 21 years old); OR
- Mature candidates (equal or more than 30 years old with 8 years' work experience); OR
- Candidates with other qualifications will be considered on a case-by-case basis

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@ASK Training is a Private Education Institution (PEI) accredited by the Ministry of Education (MOE) and also a Continuing Education and training Centre (CETC) accredited by SkillsFuture Singapore (SSG), offering a diverse range of courses from Infocomm Technology (ICT) to Digital Marketing, with up to

**95% funding and Career Advisory and Resources Support Programme.**

# Programme Outline



## Module 1: Introduction to Information Technology (IT)

- Learning Unit 1: Overview of the IT Industry in Singapore and Job Roles
- Learning Unit 2: Basic Hardware Concepts
- Learning Unit 3: Basic Software Concepts
- Learning Unit 4: IT Overview/Glossary



## Module 2: Understanding Computer Hardware & Peripherals

- Learning Unit 1: Introduction to Computer Hardware
- Learning Unit 2: Identifying the Parts and Connectivity
- Learning Unit 3: PC Build-Up/Upgrading
- Learning Unit 4: BIOS & Process Flow of Booting



## Module 3: Operating Systems And Desktop Support

- Learning Unit 1: Introduction to Operating System
- Learning Unit 2: Installation and configuration of Windows OS
- Learning Unit 3: Desktop Support Best Practices
- Learning Unit 4: Virtualised Environment and Hands-on Activity
- Learning Unit 5: Maintenance and Performance Optimisation
- Learning Unit 6: Security and Data Backup



## Module 4: Network Fundamentals and Troubleshooting

- Learning Unit 1: Basics of Computer Networks and Network Components, Routing, IP Addressing
- Learning Unit 2: Network Types, Topologies, Protocols, Methodologies
- Learning Unit 3: Setting up a Small-scale Network, Configuring Network Devices, and Troubleshooting Connectivity Issues
- Learning Unit 4: Sandbox Software: Network Simulation Software



## Module 5: Cybersecurity Essentials

- Learning Unit 1: Introduction to Cybersecurity principles and best practices
- Learning Unit 2: Identifying and Mitigating Common Security Threats
- Learning Unit 3: Conducting Vulnerability Assessments, Implementing Security Measures, and Analysing Security Logs, Software Maintenance
- Learning Unit 4: Sandbox Software: Security Tools and Utilities

# Programme Outline



SOLUTION

## Module 6: IT Troubleshooting and Problem Solving

- Learning Unit 1: Introduction to Troubleshooting Process and Identifying Common IT issues
- Learning Unit 2: Problem Analysis and Diagnosis
- Learning Unit 3: Hardware and Software Troubleshooting
- Learning Unit 4: Application Troubleshooting
- Learning Unit 5: Network Troubleshooting
- Learning Unit 6: Security Troubleshooting



## Module 7: IT Service Management and Help Desk Operations

- Learning Unit 1: Introduction to IT Service Management Frameworks
- Learning Unit 2: Help Desk Operations and Incident Management
- Learning Unit 3: Simulated Incident Management Scenario

## WHY WE ARE DIFFERENT

### @ASK TRAINING

- ✓ Instructors are subject matter experts
- ✓ Instructors are certified facilitators with the WSQ Advanced Certificate in Learning and Performance (ACLP)
- ✓ Courseware is up-to-date
- ✓ Training is hands-on with real world project-based assignments
- ✓ Career Advisory and Resources Support Programme

### OTHER INSTITUTES

- ✗ Instructors may not have sufficient subject matter expertise
- ✗ Instructors' teaching experience may be inadequate
- ✗ Courseware may be outdated
- ✗ Curriculum and lesson plan may be unstructured and lack engagement
- ✗ Training may be loaded with lectures without opportunity to practice concepts taught
- ✗ Certificate may not be recognised
- ✗ No career services offered


# Programme Fee / Funding Information

**\$S\$4,050**  
(exclusive of 9% GST)


## PROGRAMME FEE AFTER ELIGIBLE SSG SUBSIDIES:

From **\$S\$311.85**

(inclusive of 9% GST) after 95% SSG Subsidies

 Self-Sponsored	Course Fee before Subsidy and GST	Eligible Funding	Nett Fees Payable incl. 9% GST
Singapore Citizens ≥ 40 years old	<b>\$S\$4,050.00</b>	<b>90%</b> SkillsFuture Funding	<b>\$S\$514.35</b>
Singapore Citizens, PRs or LTVP+ Holders ≥ 21 years old		<b>70%</b> SkillsFuture Funding	<b>\$S\$1,324.35</b>

SkillsFuture Credits can be used on top of existing subsidies

 Company-Sponsored	Course Fee before Subsidy and GST	Eligible Funding	Nett Fees Payable incl. 9% GST
<b>Small-to-Medium Enterprise (SME)</b> Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old	<b>\$S\$4,050.00</b>	<b>90%</b> SkillsFuture Funding	<b>\$S\$514.35</b>
<b>Non-SME</b> Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old		<b>70%</b> SkillsFuture Funding	<b>\$S\$1,324.35</b>
<b>Non-SME</b> Singaporean Citizens ≥ 40 years old		<b>90%</b> SkillsFuture Funding	<b>\$S\$514.35</b>

Singapore Citizens 21 years old and above who meet special criteria\* may be eligible for Additional Course Fee Funding Support (AFS) of 95% Subsidy. AFS is only eligible for SkillsFuture Career Transition Programme applicants.

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Visit our website: <https://asktraining.com.sg/it-courses/certificate-in-infocomm-technology-infrastructure-and-operations/>



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