



@ASK Training
Attitude | Skills | Knowledge

(16 HRS)

IT TROUBLESHOOTING AND PROBLEM SOLVING

Course Synopsis

This course provides participants with essential knowledge and practical skills to troubleshoot common IT issues in the workplace. Participants will learn how to identify, analyse, and diagnose hardware, software, network, and application-related problems using appropriate tools and techniques. Emphasis is placed on root-cause analysis, task prioritisation, and effective problem resolution to **minimise operational disruption**.

Participants will also develop an understanding of network components, connectivity troubleshooting, and methods to improve network performance. In addition, the course addresses security-related concerns by equipping learners to identify threats, implement appropriate responses, and support a secure and reliable IT environment.

Course Code: TGS-2026064618

up to
90%
SkillsFuture
Funding

Balance Fee
SkillsFuture
Credit &
PSEA
Claimable

Balance Fee
SkillsFuture
Enterprise
Credit
Claimable



Prerequisites

Language:

- Attained at least WPLN level 5 OR
- Obtained Grade C6 for GCE O level English OR
- Other equivalent qualifications

Academic:

- Obtained at least a pass or C6 at GCE O Level in at least 3 subjects OR
- Candidates with other qualifications will be considered on a case-by-case basis OR
- Mature candidates (≥ 30 years old) with 8 years of relevant working experience

Total Training Hours:

- 16 hours, including a 2-hour assessment
- Written Assessment

Learning Units



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

Network Troubleshooting



Learning Unit 5

Application Troubleshooting



Learning Unit 6

Security Troubleshooting

Course Objectives

By the end of this course, learners should be able to:

- ✓ Comprehend the fundamentals of troubleshooting, including recognising common IT problems in the workplace.
- ✓ Analyse and diagnose IT problems effectively, prioritising tasks based on root causes.
- ✓ Resolve hardware and software-related issues using appropriate diagnostic tools and techniques.
- ✓ Demonstrate proficiency in understanding network components, diagnosing connectivity problems, and enhancing network performance.
- ✓ Resolve application-related errors and installation issues.
- ✓ Demonstrate the ability to identify, implement, and respond to security-related concerns and incidents.



Programme Fee

S\$600

(exclusive of
9% GST)

PROGRAMME FEE AFTER ELIGIBLE SSG SUBSIDIES:

From **S\$76.20**

(inclusive of 9% GST) after 90% SSG Subsidies

 Self-Sponsored	Course Fee before Subsidy and GST	Eligible Funding	Nett Fees Payable incl. 9% GST
Singapore Citizens ≥ 40 years old	S\$600.00	90% SkillsFuture Funding	S\$76.20
Singapore Citizens, PRs or LTVP+ Holders ≥ 21 years old		70% SkillsFuture Funding	S\$196.20

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
Small-to-Medium Enterprise (SME) Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old	S\$600.00	90% SkillsFuture Funding	S\$76.20
Non-SME Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old		70% SkillsFuture Funding	S\$196.20
Non-SME Singaporean Citizens ≥ 40 years old		90% SkillsFuture Funding	S\$76.20

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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