



@ASK Training
Attitude | Skills | Knowledge

up to
90%
SkillsFuture
Funding

Balance Fee
SkillsFuture
Credit &
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Claimable

Balance Fee
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Enterprise
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(32 HRS)

ADVANCED HARDWARE AND SOFTWARE TROUBLESHOOTING



Course Synopsis

This course equips participants with the knowledge and practical skills to address common and complex IT hardware and software issues in workplace settings. Participants will **examine key computer components, input and output devices, and data transfer interfaces** to strengthen their technical foundation. The course also develops competence in advanced troubleshooting, software debugging, conflict resolution, and diagnostic prioritisation through applied problem-solving activities. In addition, participants will explore the importance of IT Asset Management, including regulations, tools, disposal practices, and sustainability considerations. A **hands-on workshop** further enables participants to apply asset tracking, management, and disposal procedures in an effective and responsible manner.

Course Code: TGS-2026064616

Prerequisites

Completed the following courses awarded by @ASK Training:

- Understanding Computer Hardware & Peripherals
- IT Troubleshooting and Problem Solving

Language:

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

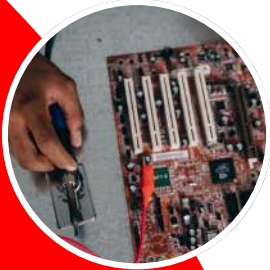
Academic:

- 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:

- 32 hours, including a 2-hour assessment
- Written Assessment
- Practical Assessment

Learning Units



Learning Unit 1

Introduction to Advanced Troubleshooting



Learning Unit 2

Advanced Hardware
Troubleshooting Techniques



Learning Unit 3

Advanced Software
Troubleshooting Techniques



Learning Unit 4

Diagnosis and Resolution of
Complex Technical Problems



Learning Unit 5

Overview of IT Asset Management
(ITAM)

Course Objectives

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

- ✓ Evaluate the significance of advanced troubleshooting techniques and methodologies for resolving common hardware and software challenges.
- ✓ Explain the functions of key computer hardware components, including the motherboard, CPU, RAM, storage devices, input and output devices, as well as the ports and cables used for data transfer and user interaction.
- ✓ Utilise software debugging and conflict resolution by actively applying diagnostic techniques in real-world scenarios.
- ✓ Apply advanced diagnostic and prioritisation skills to efficiently tackle complex technical challenges through practical problem-solving methodologies in real-world scenarios.
- ✓ Explain the importance of IT Asset Management, including the different types of IT assets, relevant industry regulations, management tools, asset disposal practices, and environmental sustainability considerations.
- ✓ Apply IT Asset Management principles and procedures in a hands-on workshop setting to manage, track, and dispose of IT assets effectively.

Programme Fee


S\$1,200

(exclusive of 9% GST)


PROGRAMME FEE AFTER ELIGIBLE SSG SUBSIDIES:

From **S\$152.40**

(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\$1,200.00	90% SkillsFuture Funding	S\$152.40
Singapore Citizens, PRs or LTVP+ Holders ≥ 21 years old		70% SkillsFuture Funding	S\$392.40

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\$1,200.00	90% SkillsFuture Funding	S\$152.40
Non-SME Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old		70% SkillsFuture Funding	S\$392.40
Non-SME Singaporean Citizens ≥ 40 years old		90% SkillsFuture Funding	S\$152.40

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.

Contact Us

- + 65 64846723
- + 65 94303852
- information@asktraining.com.sg
- <https://asktraining.com.sg/>

Follow Us

- @ask.training.sg
- ASK Training
- @ASK Training
- @ask_training

Find Us

- 8 Jurong Town Hall Road
#27-01 The JTC Summit
Singapore 609434
- 10 Anson Road
#06-11 International Plaza
Singapore 079903