



@ASK Training
Attitude | Skills | Knowledge

(24 HRS)

OPERATING SYSTEMS AND DESKTOP SUPPORT

Course Synopsis

This course equips participants with foundational and practical skills in operating systems, desktop support, virtualisation, and endpoint security. Participants will explore the role of operating systems in managing computer resources, compare major platforms, and apply **key OS concepts and terminology** in real-world contexts. The course develops competence in configuring Windows across physical and virtual environments, managing user access, applying updates, and maintaining system stability. Participants will also strengthen troubleshooting, remote support, and communication skills for desktop support roles. In addition, the course covers **performance optimisation, disk management, virtual machine setup, and data protection through security, backup, and recovery practices.**

Course Code: TGS-2026064612



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:

- 24-hours, including a 2-hour assessment
- Practical Assessment

Learning Units



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

Course Objectives

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

- ✓ Possess a comprehensive understanding of operating systems' role in managing computer resources, distinguishing features and functionalities of major platforms, and mastery over essential OS-related terminologies and concepts.
- ✓ Perform configuring Windows OS across physical and virtual environments, managing user access with security best practices, and ensuring the system's stability and security through timely updates and patches.
- ✓ Build capabilities to excel as desktop support technicians, boasting robust communication and troubleshooting expertise, leveraging remote support mechanisms, and adeptly handling prevalent desktop issues to elevate end-user satisfaction and productivity.
- ✓ Develop a deep understanding of virtualisation principles, recognise its multifaceted benefits, and gain expertise in establishing and tailoring virtualised operating systems on leading platforms such as VMWare and VirtualBox.
- ✓ Build capabilities to optimise operating system performance, effectively employ disk management strategies, actively monitor and mitigate system inefficiencies, and promptly address performance-related issues, ensuring a consistent and efficient experience for end-users.
- ✓ Identify and counteract common security threats, implement stringent security protocols for Windows OS, and establish resilient data backup and recovery mechanisms, guaranteeing the safeguarding and retrievability of vital data even in the face of potential threats or system malfunctions.



Programme Fee

S\$981.00

(inclusive of 9% GST)

PROGRAMME FEE AFTER ELIGIBLE SWDA SUBSIDIES:

From **S\$114.30**

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

 Self-Sponsored	Course Fee before Subsidy and GST	Eligible Funding	Nett Fees Payable incl. 9% GST
Singapore Citizens ≥ 40 years old	S\$900.00	90% SkillsFuture Funding	S\$114.30
Singapore Citizens, PRs or LTVP+ Holders ≥ 21 years old		70% SkillsFuture Funding	S\$294.30

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\$900.00	90% SkillsFuture Funding	S\$114.30
Non-SME Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old		70% SkillsFuture Funding	S\$294.30
Non-SME Singaporean Citizens ≥ 40 years old		90% SkillsFuture Funding	S\$114.30

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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