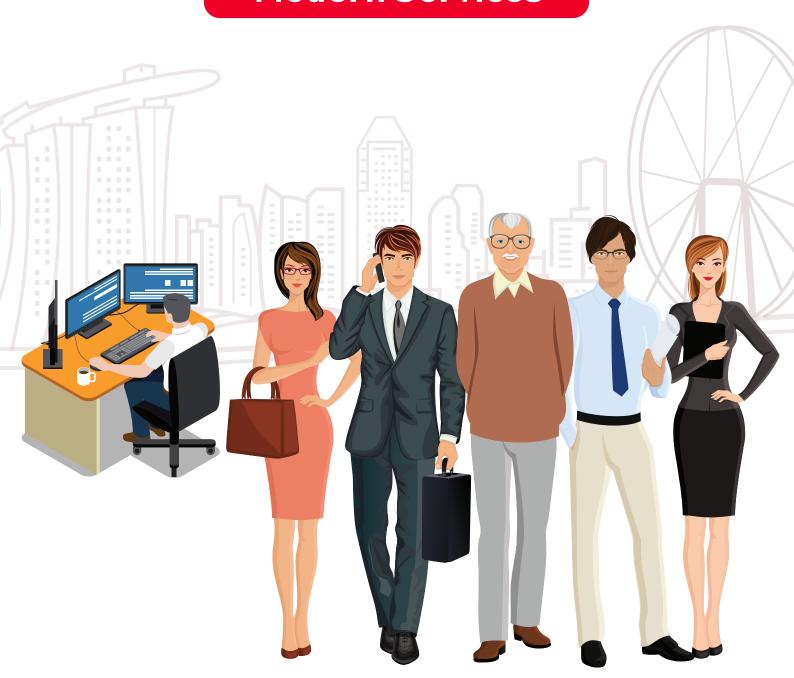# SGUNITED
SKILLS PROGRAMME

Modern Services

Up-Skill in ICT Systems, Services & Support

Course code: GCI

Course Overview

The course aims to equip you with the knowledge and skills on software development and applied artificial intelligence. You will learn to develop chatbots, leverage on natural language processing technologies, undertake object recognition and learn to use machine learning and deep learning algorithms to create solutions.

Career Opportunities

Upon completion of the course, graduates can look forward to career opportunities in roles such as:

- System Administrator
- System Engineer
- System Infrastructure Specialist
- Technical Support Engineer

Minimum Entry Requirement

- Singapore Citizens and Singapore Permanent Residents, aged 21 & above
- 3 Relevant 'O' Level passes and 3 years of relevant working experience
- Higher Nitec and 1 year of relevant work experience
- Nitec GPA ≥3.5 and 2 years of relevant working experience
- Higher Nitec in Technology/Services and 1 year of relevant working experience
- Nitec in Technology/Services of GPA ≥3.5 with 2 years of relevant working experience
- Relevant WSQ Qualification with 3 years of relevant working experience and WSQ Workplace Literacy Statement of Attainment (SOA)(Level 6) and Workplace Numeracy Statement of Attainment (SOA)(Level 6) WSQ Qualification

Applicants who do not meet the entry requirements may be considered for admission to the course based on evidence of at least 5 years of relevant working experience or supporting evidence of competency readiness. Suitable applicants who are shortlisted may have to go through an interview and/or entrance test. The Polytechnic reserves the right to shortlist and admit applicants.

Important information for you

With the new support scheme, you can now earn up to $1,200 per month by attending courses and equipping yourself with industry-relevant skills and knowledge.

View courses
Find all courses at:
www.tp.edu.sg/sgus

Application Period
09 November 2020 - 04 January 2020
APPLY HERE

Training Allowance
$1200 per month
- Min. 75% attendance requirement

Nett Course fee
6-month course - $500
12-month course - $1000
Use your SkillsFuture Credits!

Click here for FAQ.

UP-SKILL IN ICT SYSTEMS, SERVICES & SUPPORT | 08 MARCH 2021 INTAKE

Course fee: **$1000.00**
Course Duration: **12 months | Full day training**
Course commencement date: **08 March 2021**
Application period: **09 November 2020 – 04 January 2021**

APPLY NOW

COURSE CODE: GCI

Full Course fee before subsidy: $15,999.00
Please take note of the following requirements in order to be eligible for the subsidy:
1. Trainees must fulfil minimum attendance requirements and pass assessments to qualify for course fee subsidies. Trainees who are unable to meet these requirements may be asked to return the course fee subsidies that they have received.
2. The programme allows trainees to exit without penalty if they are successfully placed into a job or have secured a job on their own accord while undergoing training. However, trainees who exit the programme without a valid reason may be asked to return the course fee subsidy that they have received.

Diploma in Infocomm and Digital Media (ICT Systems, Services & Support)	Course Outline
Learning Basic Sales Techniques	Course Outline
Basic Business Analytics @ Work	Course Outline
Data Visualisation	Course Outline
Data Storytelling	Course Outline
Handling Complaints	Course Outline
Coding for All	Course Outline
Career Readiness	Course Outline
Fundamentals of the Personal Data Protection Act	Course Outline
Robotic Process Automation for Beginners	Course Outline
Industry Project/Industry Attachment	Course Outline

Diploma in Infocomm and Digital Media (ICT Systems, Services & Support)

The course aims to equip participants with the knowledge and relevant skills to manage, monitor and implement first level helpdesk support for the IT infrastructure department of an organisation.

What you will learn

Certificate in ICT Essentials
- Data Communications and Networking
- Computer and Operating Systems
- Basic IT Security

Certificate in Network & Systems Security
- Servers Administration and Security
- Internetworking Technologies
- Security Operations and Analysis

Certificate in Mobile & Systems Management
- Enterprise Networking
- Client Platform Administration and Management
- Mobile Device Management

Certificate in Network & Systems Technologies
- Cloud Computing and Security
- IoT Network Technology
- Virtual Desktop Technology

Certificate in IT Infrastructure & Service Management
- IT Infrastructure Management
- IT Service Desk Management
- IT Service Design and Delivery

Learning Basic Sales Techniques

This workshop covers an overview of basic sales techniques and participants will learn and understand the fundamentals of personal selling.

What you will learn
- Develop sales mindset and attitudes that drive commitment to sales target
- Create positive first impression and sales conversation
- Overcome sales objections with sales closing techniques

Basic Business Analytics @ Work

This workshop is a quick jumpstart to do basic business analytics. Participants will get to understand of the importance of Analytics, to get hands-on experience to handle data, as well as to create interactive dashboards. This workshop will also show case the potential and possibilities of doing more with advance business analytics.

What you will learn
- Introduction to Analytics
- Business Analytics Life Cycle
- Text Mining

Data Visualisation

This course focuses on the skills to analyse, visualise and present analysed data. It will cover the knowledge and best practices of data visualisation with commercial visualisation software.

What you will learn
- What is data visualisation?
- The different types of data visualisation
- Overview of the applications of data visualization
- Applying data management
- Understanding data attributes, data quality dimensions
- Analysing the nature of raw data
- Preparing for data cleansing
- Handling data cleansing, data visualisation techniques
- Understanding the various visualisation techniques
- Applying appropriate techniques to display data
- Building a basic dashboard using appropriate reporting components
- Validating the selection of graphical representations

Data Storytelling

In this workshop, participants will learn to communicate data findings, tailored to a target audience, by connecting the dots using compelling narratives and visuals such as storyboarding and visual aesthetics.

What you will learn
- Be equipped with concepts and techniques to transform data into stories
- Learn various attributes that can alter the impact on your audience
- Gain a new perspective to communicate your data differently

Handling Complaints

Participants should understand the communication process involved when applying suitable complaint resolution techniques. They should also be skilled in overcoming barriers to listening when engaging stakeholders.

Coding for All

This workshop uses a project-based approach to introduce participants to coding fundamentals using an appropriate coding language (i.e. Python). Participants will learn how to develop simple applications from scratch. No prior programming experience is needed.

What you will learn
- Basic concepts and techniques of coding in a language, such as Python
- Hands on activity will be performed using IDLE and/or Pycharm

Career Readiness

This module focuses on one's personal and career management, as well as employability skills. It develops the understanding of one's career profile and skills needed for career success, and provides one with the qualities to remain relevant in a changing job market environment. It emphasizes career ownership and continuous learning for lifelong employability. In addition, participants will learn how to prepare career documents such as a résumé, cover letter and be better prepared for interviews

Fundamentals of the Personal Data Protection Act

The course will train participants to identify key legislative and regulatory requirements under the PDPA and will look at the role of the Data Protection Officer and how to manage data breaches.

What you will learn
- Identify key legislative and regulatory requirements under the PDPA including the 9 key obligations under the PDPA, the provisions relating to "Do Not Call
- Manage data breaches through case study.

Participant Pre- requisites
Participants are assumed to be able to:
- Understand relevant organisational strategies, objectives, culture, policies, processes and products / services;
- Have information gathering skills to gather and collate necessary data;
- Have analytical skills to assess policies and procedures;
- Have business writing skills to prepare management report;
- Have interpersonal and communication skills to interact with relevant stakeholders;
- Have facilitation skills to ask the right questions to elicit necessary information; and
- Be aware of compliance requirements of organisation.

Robotic Process Automation for Beginners

This course aims to give participants a glimpse into the limitless possibilities of robotic process automation and learn how to use RPA to automate repetitive, computerized administrative tasks.

What you will learn
- Introduction to RPA: What is it?
- Learn to develop a basic RPA script
- Best practices for automation

Industry Project/Industry Attachment

This programme involves project-based learning, where you are required to be either attached to companies or work on real-life projects for companies or centres, related to your course of study. You are expected to undertake various activities discussed with and assigned by the supervisors or participating host organisations. The programme enables you to apply knowledge and skills acquired in the course of your study to address practical problems in the real workplace.

The information in this brochure is accurate at the time of updating (28 Sep 2020).

Temasek Polytechnic

Temasek Skillsfuture Academy

21 Tampines Avenue 1, East Wing 1A
Level 3, Unit 81, Singapore 529757

www.tp.edu.sg/tsa

6788 1212

tsa@tp.edu.sg

@temasekpoly

tsa.tp