

Section C: Brochure

Course Details – CompTIA A+ Training

1.	Course Title	CompTIA A+ Certification
2.	Type of Course	Technical
3.	Training Methodology	Classroom Visual/ Remote
4.	Skill Area	<ul style="list-style-type: none">• Hardware• Networking• Mobile Devices• Operating Systems• Hardware & Network Troubleshooting• Virtualization & Cloud Computing• Software Troubleshooting• Security• Operational Procedures
5.	Duration (Days)	5 days / 40 hours
6.	Level of Certification	CompTIA A+ Certification
7.	Certification Body (If Applicable)	CompTIA, the world's leading tech association, is a thought leader and an action leader. From our IT professional association to our leading certification programs, from our original research to our member communities and councils, our unparalleled programs set industry standards, foster skills development and generate knowledge and insight every day.
8.	Course Overview	<p>CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world.</p> <ul style="list-style-type: none">• The only credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment.• Trusted by employers around the world to identify the go-to person in end point management & technical support roles.• Regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace

9.	Prerequisites	<ul style="list-style-type: none"> • SPM / STPM • Diploma / Degree or Equivalent • End-user skills with Windows-based PCs • Basic knowledge of computing concepts
10.	Course Objective	<ul style="list-style-type: none"> • Prepare for the latest A+ certification exams • Fundamentals of computer technology • Install and configure PC operating systems • Configure common features for Android and Apple iOS mobile operating systems
11.	Learning Outcome	<ul style="list-style-type: none"> • PC components • Preventative maintenance • Operating system technologies • Communicate with customers in a professional manner • Computer hardware and peripherals • Network connections • Laptop and portable computing device components • Support printers and scanners • Secure PCs
12.	Course content	<ol style="list-style-type: none"> 1. Motherboards and Expansion Cards <ul style="list-style-type: none"> • Safety procedures • Motherboards • BIOS settings • Expansion cards 2. CPUs and Power Supplies <ul style="list-style-type: none"> • CPUs • Power supplies 3. Memory and Physical Storage <ul style="list-style-type: none"> • RAM types and features • Storage devices and media 4. Connections <ul style="list-style-type: none"> • Connection interfaces • Connectors and cables 5. Peripheral Devices <ul style="list-style-type: none"> • Display devices • Other devices 6. Printers <ul style="list-style-type: none"> • Imaging processes • Printer installation • Printer maintenance

		<p>7. Notebooks</p> <ul style="list-style-type: none"> • Notebook hardware components • Notebook displays • Laptop features <p>8. Networking Basics</p> <ul style="list-style-type: none"> • Networks • Internet connection types • Network devices • Networking basics <p>9. The Physical Network</p> <ul style="list-style-type: none"> • Network cable and connector types • Cable and connector properties • Networking tools <p>10. Networking Protocols</p> <ul style="list-style-type: none"> • TCP/IP • Ports and protocols <p>11. Wireless Networking</p> <ul style="list-style-type: none"> • Wireless networking standards • Wireless SOHO networking <p>12. Professional Conduct</p> <ul style="list-style-type: none"> • Communication and professionalism • Environmental issues • Incident response <p>13. Troubleshooting Basics</p> <ul style="list-style-type: none"> • Troubleshooting methodology • The troubleshooting toolkit <p>14. Client Operating Systems</p> <ul style="list-style-type: none"> • Comparing Windows editions • Configuring Windows Explorer • Command line utility • Virtualization <p>15. Configuring the Operating System</p> <ul style="list-style-type: none"> • System configuration tools • System information and monitoring • Task management • Configuration files <p>16. Configuring Hardware Settings</p>
--	--	--

	<ul style="list-style-type: none"> • Device and hardware settings • Disks and partitions <p>17. Networking PCs</p> <ul style="list-style-type: none"> • Creating network connections • Sharing files and printers • Remote connections <p>18. Authentication and User Security</p> <ul style="list-style-type: none"> • Users and authentication • Windows security policies • File system security <p>19. Securing Systems and Data</p> <ul style="list-style-type: none"> • Identifying common threats • Physical security • Digital security • Data destruction and disposal • Malware detection and removal <p>20. Preventative Maintenance</p> <ul style="list-style-type: none"> • Performing backups • Disk maintenance • Updating software <p>21. Securing Networks</p> <ul style="list-style-type: none"> • Securing wired networks • Securing wireless networks <p>22. Troubleshooting System Hardware</p> <ul style="list-style-type: none"> • Troubleshooting core system elements • Troubleshooting storage devices • Troubleshooting laptop computers <p>23. Display and Printer Troubleshooting</p> <ul style="list-style-type: none"> • Troubleshooting display issues • Printer troubleshooting <p>24. Network Troubleshooting</p> <ul style="list-style-type: none"> • Troubleshooting the physical network • Troubleshooting the logical network <p>25. Operating System Troubleshooting</p> <ul style="list-style-type: none"> • Startup and recovery tools • Troubleshooting Windows and application issues <p>26. Mobile Devices</p> <ul style="list-style-type: none"> • Comparing tablets and laptops
--	---

		<ul style="list-style-type: none"> • Basic features of mobile operating systems • Mobile networks and e-mail • Securing mobile devices • Synchronizing data <p>27. Operating System Installation and Upgrades</p> <ul style="list-style-type: none"> • Preparing to install Windows • Windows installation • Windows upgrades and compatibility <p>28. CompTIA A+ Acronyms</p> <p>29. Certification Exam Objectives Map</p>
13.	Learning Activities	<ul style="list-style-type: none"> • Lecture • Practical Exercise • Case Studies • Learning Activities • Video Presentation
14.	Target Group	<p>Service Desk Analyst</p> <p>Help Desk Tech</p> <p>Technical Support Specialist</p> <p>Field Service Technician</p> <p>Associate Network Engineer</p> <p>Industry:</p> <p>IT Industry</p>