



A+ Certification

IT success stories start with CompTIA A+ certification. It validates understanding of the most common hardware and software technologies in business and certifies the skills necessary to support complex IT infrastructures. CompTIA A+ is a powerful credential that helps IT professionals worldwide ignite their IT career. According to CompTIA.org A+ Certification is held by over 1 million IT professionals worldwide, CompTIA A+ is the most essential IT certification for establishing an IT career. If you're new to the IT industry, or are currently working with cable companies, technical installation, customer service, technical floor sales etc. this certification can help increase your professional and financial situation. If you're already an IT professional, the CompTIA A+ certification will validate your skills and can boost your career.
(source: certification.comptia.org)

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Training Goals	The course is designed for individual that are seeking to transition into the IT field or who wish upgrade their job skills and to be trained specifically to take the CompTIA A+ Essential certification exam,
Prerequisites	Though there are no prerequisites for this course we recommend that individuals take the <u>Window operating systems and IT Fundamentals courses</u> or equivalent knowledge.
A+ Essential	<ul style="list-style-type: none"> List the different components of a computer systems Describe how each component works within the system Adjust various component settings Choose the proper CPU List Uses of Peripheral Devices Explain display devices and their configuration Describe how to configure a computer for specific requirement Understand types of networks and network devices and their basic functions Connect to the internet and perform basic troubleshooting Understand mobile devices and their uses Understand the hardware requirements for portable devices Describe the use of printers, print drivers, and connection options Perform basic printer maintenance and troubleshooting
A+ Practical	<ul style="list-style-type: none"> List the different versions of the Windows Operating System and the timeline for each Describe the installation process for a minimum of one Windows Operating System Adjust the display settings Use command line tools List the steps to access One Drive Use Device Manager Configure Windows Networking Troubleshoot a frozen application in a Mac OSX Use terminal/shell commands Configure wireless mobile OS Identify the hypervisor Adjust UAC Use the task manager
Course Content	<p style="text-align: center;"><u>Course Content A+ Essentials</u></p> <p>Lesson 1: Motherboards Lesson 2: Bios and Startup Lesson 3: RAM Lesson 4: Storage Solutions Lesson 5: CPUs Lesson 6: Connectors and Connections Lesson 7: Peripheral Devices Lesson 8: Display Devices Lesson 9: Different Computer Form Factors</p> <p>Lesson 10: Introduction to Networking Lesson 11: Network Protocols and Cabling Lesson 12: Wireless Networking Lesson 13: Broadband Routers Lesson 14: Internet Connections Lesson 15: Mobile Computing Lesson 16: Portable Computer Hardware Lesson 17: Printers Lesson 18: Printer Maintenance Lesson 19: Troubleshooting Printers</p> <p style="text-align: center;"><u>Course Content A+ Practical</u></p> <p>Lesson 1: Windows Overview and Installation Lesson 2: Windows Interaction and Personalization Lesson 3: Windows Utilities and Management Lesson 4: Windows Applications and Features Lesson 5: Adding Hardware to Windows and Storage Options Lesson 6: Networking with the Windows Operating System Lesson 7: Monitoring the Windows OS and an Introduction to Other Oss Lesson 8: Mac OSX Features and an Introduction to Linux Lesson 9: Shell and Terminal Commands for Linux or Mac OSX Lesson 10: Introduction to Mobile Operating Systems Lesson 11: Introduction to Virtualization and Basic Security Concepts Lesson 12: Windows Security Features and Management Lesson 13: Common Troubleshooting and Security Practices Lesson 14: A Practical Approach to Troubleshooting</p>

WHAT IS INCLUDED

Textbook(s) and authors: The following textbooks will be used in the course. Textbooks may be accessed via the e-Reference Library at no charge to students for online access. You have the option to purchase the books within the e-Reference Library however it is not a requirement:

Exercises: You will go through a series of exercises that will assess your comprehension and application of the principles covered in the course. Once you answer the assignment questions, you may compare your answers to the answer key.

Lesson Quizzes/Tests: Upon completion of each lesson and exercises, there is a lesson Quiz. These quizzes will assess your comprehension of the concepts covered within the lesson presentations. The grade achieved on these quizzes will be saved in the grade book for the course.

Final Exam: Upon completion of all the activities in the course, there is a final exam. The exam will focus on all the material covered throughout the course, including reading assignments. The results achieved on the final exam will be saved in the grade book.

TECHNICAL SUPPORT Instructional/Technical Support may be reached by:

- CHAT:** clicking the icon in the online classroom entitled, 'Connect with Support.' A help desk specialist is available Monday-Saturday via instantaneous chat mode. (Monday-Thursday 8am-11pm; Friday 8am-6pm; Saturday 11am-6pm)
- EMAIL:** During those hours when online support is not available, instructional support will contact you within 24 business hours.