



11301 US Hwy 301 Suite 104
Thonotosassa, FL 33592

Telephone: (813) 315-9883
Fax Number: (813) 902-6160

CompTIA® A+® Certification

Course length: 5.0 day(s)

Certification: A+ Certification

Course Description

If you are getting ready for a career as an entry-level information technology (IT) professional or personal computer (PC) service technician, the CompTIA® A+® Certification course is the first step in your preparation. The course will build on your existing user-level knowledge and experience with personal computer software and hardware to present fundamental skills and concepts that you will use on the job. In this course, you will acquire the essential skills and information you will need to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems.

Course Objective: You will install, upgrade, repair, configure, optimize, troubleshoot, and perform preventative maintenance on basic personal computer hardware and operating systems.

Target Student: The target student is anyone with basic computer user skills who is interested in obtaining a job as an IT professional or PC technician. Possible job environments include mobile or corporate settings with a high level of face-to-face client interaction, remote-based work environments where client interaction, client training, operating systems, and connectivity issues are emphasized, or settings with limited customer interaction where hardware activities are emphasized. In addition, this course will help prepare students to achieve a CompTIA A+ Certification.

Prerequisites: Students taking this course should have the following skills: End-user skills with Windows-based personal computers, including the ability to: Browse and search for information on the Internet. Start up and shut down the computer. Log on to a computer and computer network. Run programs. Move, copy, delete, and rename files in Windows Explorer. Basic knowledge of computing concepts, including: The difference between hardware and software. The functions of software components, such as the operating system, applications, and file systems. The function of a computer network.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- identify the components of standard desktop personal computers.
- identify fundamental components and functions of personal computer operating systems.
- identify best practices followed by professional personal computer technicians.
- install and configure computer components.
- install and configure system components.
- maintain and troubleshoot peripheral components.
- troubleshoot system components.
- install and configure operating systems.
- maintain and troubleshoot installations of Microsoft Windows.
- identify network technologies.
- install and manage network connections.
- support laptops and portable computing devices.
- support printers and scanners.
- identify personal computer security concepts.
- support personal computer security.

Course Content

Lesson 1: Personal Computer Components

Topic 1A: Personal Computer Components

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Topic 1B: System Unit Components

Topic 1C: Storage Devices

Topic 1D: Personal Computer Connection Methods

Lesson 2: Operating System Fundamentals

Topic 2A: Personal Computer Operating Systems

Topic 2B: Windows User Interface Components

Topic 2C: Windows File System Management

Topic 2D: Windows System Management Tools

Lesson 3: PC Technician Professional Best Practices

Topic 3A: Tools of the Trade

Topic 3B: Electrical Safety

Topic 3C: Environmental Safety and Materials Handling

Topic 3D: Perform Preventative Maintenance

Topic 3E: Diagnostics and Troubleshooting

Topic 3F: Professionalism and Communication

Lesson 4: Installing and Configuring Peripheral Components

Topic 4A: Install and Configure Display Devices

Topic 4B: Install and Configure Input Devices

Topic 4C: Install and Configure Adapter Cards

Topic 4D: Install and Configure Multimedia Devices

Lesson 5: Installing and Configuring System Components

Topic 5A: Install and Configure Storage Devices

Topic 5B: Install and Configure Power Supplies

Topic 5C: Install and Configure Memory

Topic 5D: Install and Configure CPUs

Topic 5E: Install and Configure System Boards

Lesson 6: Maintaining and Troubleshooting Peripheral Components

Topic 6A: Troubleshoot Display Devices

Topic 6B: Maintain and Troubleshoot Input Devices

Topic 6C: Troubleshoot Adapter Cards

Topic 6D: Troubleshoot Multimedia Devices

Lesson 7: Troubleshooting System Components

Topic 7A: Troubleshoot Storage Devices

Topic 7B: Troubleshoot Power Supplies

Topic 7C: Troubleshoot Memory

Topic 7D: Troubleshoot CPUs

Topic 7E: Troubleshoot System Boards

Lesson 8: Installing and Configuring Operating Systems

Topic 8A: Install Microsoft Windows

Topic 8B: Upgrade Windows

Topic 8C: Add Devices to Windows

Topic 8D: Optimize Windows

Lesson 9: Maintaining and Troubleshooting Microsoft Windows

Topic 9A: Operating System Utilities

Topic 9B: Maintain Microsoft Windows

Topic 9C: Troubleshoot Microsoft Windows

Topic 9D: Recover Microsoft Windows

Lesson 10: Network Technologies

Topic 10A: Network Concepts

Topic 10B: Network Communications



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Topic 10C: Network Connectivity

Topic 10D: Internet Technologies

Lesson 11: Installing and Managing Network Connections

Topic 11A: Create Network Connections

Topic 11B: Install and Configure Web Browsers

Topic 11C: Maintain and Troubleshoot Network Connections

Lesson 12: Supporting Laptops and Portable Computing Devices

Topic 12A: Laptop and Portable Computing Device Components

Topic 12B: Install and Configure Laptops and Portable Computing Devices

Topic 12C: Maintain and Troubleshoot Laptops and Portable Computing Devices

Lesson 13: Supporting Printers and Scanners

Topic 13A: Printer and Scanner Technologies

Topic 13B: Printer and Scanner Components

Topic 13C: Printer and Scanner Processes

Topic 13D: Install and Configure Printers and Scanners

Topic 13E: Maintain and Troubleshoot Printers and Scanners

Lesson 14: Personal Computer Security Concepts

Topic 14A: Security Fundamentals

Topic 14B: Security Protection Measures

Topic 14C: Data and Physical Security

Topic 14D: Wireless Security

Topic 14E: Social Engineering

Lesson 15: Supporting Personal Computer Security

Topic 15A: Install and Configure Security Measures

Topic 15B: Maintain and Troubleshoot Security Measures

Appendix A: Mapping Course Content to the CompTIA A+ Essentials 220-601 Exam Objectives

Appendix B: Mapping Course Content to the CompTIA A+ IT Technician 220-602 Exam Objectives

Appendix C: Mapping Course Content to the CompTIA A+ Remote Technician 220-603 Exam Objectives

Appendix D: Mapping Course Content to the CompTIA A+ Depot Technician 220-604 Exam Objectives

Appendix E: A Brief History of Personal Computers

Appendix F: CompTIA A+ Acronyms