**THE LEARNING DEVELOPMENT GROUP**

# Certificate: CompTIA® A+

**CompTIA® Certification**

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| **SAQA ID:** | NA |
| **NQF Level:** | NA |
| **Credits:** | NA |

## Introduction

This comprehensive course prepares you for the A+ CompTIA certified exams. You will be guided via facilitated training sessions through sample assessments, questions and practical exercises so that you are well-prepared for the exams.

CompTIA A+ is the industry standard for launching IT careers in today's digital world. CompTIA A+ professionals are proven problem solvers, and support today's core technologies from security to cloud to data management. This certification gives you the skills and confidence to think on your feet and to perform critical IT support tasks in the moment.

Employers around the world trust CompTIA A+ certified IT professionals in end-point management and technical support roles. The certification content is reviewed re-invented regularly by IT experts, to ensure it validates the core skills and abilities demanded in the workplace.

## Learning Outcomes

On completion you will be able to:

- Configure, install and upgrade operating systems including: Windows, Apple OS X, Linux, iOS, Android, and Windows Mobile

- Install and image virtual machines.

- Set up and troubleshoot peripheral devices

- Assemble and disassemble computing hardware.

- Set up and support basic home and small office networks.

- Implement cybersecurity controls appropriate to help desk and technical support roles.

- Troubleshoot and support end user access to applications and data.

## Entry Requirements

- Nine to 12 months practical IT experience in the lab or field, or

- CompTIA IT Fundamentals (ITF+), or

- FETC: IT: Technical Support, Level 4, SAQA ID: 78964 or equivalent

- Access to a PC, software and the internet

## Target Audience

This course is aimed at professionals who want to start a career in Information Technology. On completion of certification, job roles that you will be qualified to fulfil include Technical and System Support Specialist, Field Service, Help Desk and IT Support Technician, IT Administrator and End User Computing technician.

## Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated learning delivery methods to embed skills and to prepare you for the A+ certification exam.

You will have access to the following:

- The Official CompTIA A+ Core 1 & Core 2 Printed Student Guides

- CompTIA A+ Core 2 Labs

- CompTIA A+ Exam Practice

- CompTIA A+ Certification Exam Vouchers

You will need to pass two CompTIA A+ exams with the following details:

- Codes : Core 1 (220-1001) and Core 2 (220-1002)

- Description: A+ 220-1001 covers mobile devices, networking technology, hardware, virtualization and cloud computing and network troubleshooting. A+ 220-1002 covers installing and configuring operating systems, expanded security, software troubleshooting and operational procedures.

- Questions: maximum of 90 questions per exam

- Types of question: multiple choice(single and multiple response), drag and drops and performance-based.

- Length of exam: 90 minutes per exam

- Passing Score:

- Exam 220-1001: 675 (on a scale of 100-900) and

- Exam 220-1002: 700 (on a scale of 100-900)

# Course **Content**

**Certificate: CompTIA® A+**
**Accreditation Body:  CompTIA®**
**Accreditation: ANSI_IS0 17024**

**SAQA ID:  NA          | Learning Programme ID: NA**
**NQF Level: NA         | Credits : NA**
**EXAM ID's: 220-1001 & 220-1002**

**Module 1: A+ Core 1-220-1001**

- Lesson 1: Installing and Configuring PC Components
- Lesson 2: Installing, Configuring, and Troubleshooting Display & Multimedia Devices
- Lesson 3: Installing, Configuring, and Troubleshooting Storage Devices
- Lesson 4: Installing, Configuring, and Troubleshooting Internal System Components
- Lesson 5: Network Infrastructure Concepts
- Lesson 6: Configuring and Troubleshooting Networks
- Lesson 7: Implementing Client Virtualization and Cloud Computing
- Lesson 8: Supporting and Troubleshooting Laptops
- Lesson 9: Supporting and Troubleshooting Mobile Devices
- Lesson 10: Installing, Configuring, and Troubleshooting Print Devices

**Module 2: A+ Core 2-220-1002**

- Lesson 1: Supporting Operating Systems
- Lesson 2: Installing, Configuring, and Maintaining Operating Systems
- Lesson 3: Maintaining and Troubleshooting Microsoft Windows
- Lesson 4: Configuring and Troubleshooting Networks
- Lesson 5: Managing Users, Workstations, and Shared Resources
- Lesson 6: Security Concepts
- Lesson 7: Securing Workstations and Data
- Lesson 8: Troubleshooting Workstation Security Issues
- Lesson 9: Supporting and Troubleshooting Mobile Devices
- Lesson 10: Implementing Operational Procedures

**Option A: Full Package (Core 1 (220-1001) & Core 2 (220-1002)**
Facilitator-led training sessions,  Two printed Student Guides. Two Interactive CompTIA Labs. Two CertMaster Practise Exam Practise sessions. Two CompTIA A+ exam vouchers for Core 1 (220-1001) and Core 2 (220-1002) exams.

**Option B: Full Package excluding exams (Core 1 (220-1001) & Core 2 (220-1002)**
Facilitator-led training sessions. Two printed Student Guides.  Two Interactive CompTIA Labs.

**Option C: Exams Only (Core 1 (220-1001) & Core 2 (220-1002)**
Two CertMaster Practise Exam Practise sessions. Two CompTIA A+ exam vouchers for Core 1 (220-1001) and Core 2 (220-1002) exams.

## Our **Accredited Organisations**

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