

IT Training with CCD makes a world of difference!

COURSE OVERVIEW:



A+ Certification is a CompTIA-sponsored testing program that certifies the competency of entry-level (6 months experience) computer service technicians. The program is backed by major computer hardware and software vendors, distributors, resellers and publications. A+ certification signifies that the certified individual possesses the knowledge and skills essential for a successful entry-level (6 months experience) computer service technician, as defined by experts from companies across the industry. The A+ test contains situational, traditional, and identification types of questions. The test covers a broad range of hardware and software technologies, but is not bound to any vendor-specific products.

>> from the **CompTIA Web Site**

COST OF COURSE:

- See one of our consultants
- Includes: All Reference Manuals and Materials
A+ Certification Exams Vouchers (2)
- **Upon successful completion of this course and examinations students will have achieved the following globally recognized certifications: A+ Certified PC Technician.**

CCD EDUCATION CENTRES OFFERS:

- Preparation for all the exams
- Supplementary lab time available
- Hands-on Instruction
- Fully Instructor-led program delivered by experienced, Certified Instructors

All Courses taught at CCD will include topics as they relate to the certification exams.

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A+ Essentials (220-701)

Measures the necessary competencies of an entry-level IT professional with at least 500 hours of hands-on experience in the lab or field. It tests for the fundamentals of computer technology, networking and security, as well as the communication skills and professionalism now required of all entry-level IT professionals

<i>Domain</i>	% of Course (approximately)
1.0 Hardware	27%
2.0 Troubleshooting, Repair & Maintenance	20%
3.0 Operating System and Software	20%
4.0 Networking	15%
5.0 Security	8%
6.0 Operational Procedure	10%

Domain 1.0 Hardware

- 1.1 Categorize storage devices and backup media.
- 1.2 Explain motherboard components, types and features
- 1.3 Classify power supplies types and characteristics.
- 1.4 Explain the purpose and characteristics of CPUs and their features
- 1.5 Explain cooling methods and devices.
- 1.6 Compare and contrast memory types, characteristics and their purpose
- 1.7 Distinguish between the different display devices and their characteristics
- 1.8 Install and configure peripherals and input devices
- 1.9 Summarize the function and types of adapter cards
- 1.10 Install, configure and optimize laptop components and features
- 1.11 Install and configure printers

Domain 2.0 Troubleshooting, Repair & Maintenance

- 2.1 **Given a scenario, explain the troubleshooting theory**
- 2.2 Given a scenario, explain and interpret common hardware and operating system symptoms and their causes
- 2.3 Given a scenario, explain determine the troubleshooting methods and tools for printers
- 2.4 Given a scenario, explain and interpret common laptop and determine the appropriate basic troubleshooting method
- 2.5 Given a scenario, integrate common preventative maintenance techniques

Domain 3.0 Operating Systems and Software

- 3.1 Compare and contrast the different Windows Operating Systems and their features
- 3.2 Given a scenario, demonstrate proper use of user interfaces
- 3.3 Explain the process and steps to install and configure the Windows OS
- 3.4 Explain the basics of boot sequences, methods and startup utilities





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Domain 4.0 Networking

- 4.1 Summarize the basics of networking fundamentals, including technologies, devices and protocols
- 4.2 Categorize network cables and connectors and their implementations
- 4.3 Compare and contrast the different network types

Domain 5.0 Security

- 5.1 Explain the basic principles of security concepts and technologies
- 5.2 Summarize the following security features

Domain 6.0 Operational Procedure

- 6.1 Outline the purpose of appropriate safety and environmental procedures and give a scenario apply them
- 6.2 Given a scenario demonstrate the appropriate use of communication skills and professionalism in the workplace
- 6.3 Identify common technologies available for establishing Internet connectivity and their characteristics.

A+ Practical (220-702)

Application is an extension of the knowledge and skills identified in CompTIA A+ essentials, with more of a "hands-on" orientation focused on scenarios in which troubleshooting and tools must be applied to resolve problems.

<i>Domain</i>	% of Course (approximately)
1.0 Hardware	38%
2.0 Operating System	34%
3.0 Networking	15%
4.0 Security	13%

Domain 1.0 Hardware

- 1.1 Given a scenario, install, configure and maintain personal computer components
- 1.2 Given a scenario, detect problems, troubleshoot and repair/replace personal computer components
- 1.3 Given a scenario, install, configure, detect problems, troubleshoot and repair/replace computer components
- 1.4 Given a scenario, select and use selected tools
- 1.5 Given a scenario, detect and resolve common printer issues

Domain 2.0 Operating Systems

- 2.1 Select the appropriate commands and options to troubleshoot and resolve problems
- 2.2 Differentiate between Windows Operating System directory structures
- 2.3 Given a scenario, select and use system utilities / tools and evaluate the results
- 2.4 Evaluate and resolve common issues

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A+ Certification



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Domain 3.0 Networking

- 3.1 Troubleshoot client-side connectivity issues using appropriate tools
- 3.2 Install and configure a small home office network

Domain 4.0 Security

- 4.1 Given a scenario, prevent, troubleshoot and remove viruses and malware
- 4.2 Implement security and troubleshoot common issues