

# A+ Series

**CompTIA A+ provides the knowledge and skills necessary for a career in PC support. This course is designed to help you learn the skills required to gain an internationally recognised and endorsed IT accreditation.**

## course outline

### IS THIS FOR YOU?

This is a great course suitable for beginners to the IT industry. Gaining the A+ certification is essential for anyone looking to pursue a career in IT support for roles such as IT Support Technician, PC Support, IT Helpdesk Engineer etc.

### ABOUT THE COURSE

This A+ course provides the knowledge and skills necessary for a career in PC support. So, if you're looking for a career in IT, this course is a great starting point.

The course is broken down into 2 parts and you'll learn the skills you need to install, repair, upgrade, configure, optimise, troubleshoot – along with undertaking daily maintenance within a busy IT department, retail computer store or tackling home repairs.

It's an online study course so you can choose where and when you study. If you prefer a structured learning environment you can study in one of our training centres or, you can login from home or work if you prefer to fit study sessions around other commitments.

The course is fully interactive and there are interactive laboratories and access to pre- and post-test questions so you can be confident by the end of the course that you're ready to go on and undertake the newest A+ examinations (220-1101 and 220-1102).

### BENEFITS:

- **Access to our LiveTutor service to help answer any content or learning queries you may have on a 24/7 basis;**
- **The flexibility and value of a self-study course designed to enable you to work at your own pace;**

- **The opportunity to gain the widely recognised Pitman Training certificate;**
- **The opportunity to gain industry recognised certification\***

### COURSE CONTENT:

#### A+ (220-1101) DOMAIN 1: MOBILE DEVICES

Laptop Hardware and Components  
Display Components, Accessories and Ports,  
Network Connectivity and Application Support.

#### A+ (220-1101) DOMAIN 2: NETWORKING

Ports and Protocols  
Common Networking Hardware  
SOHO Networks  
Network Configuration Concepts  
Internet and Network Types  
Networking Tools

#### A+ (220-1101) DOMAIN 3: HARDWARE

Basic Cable Types  
RAM  
Hard Drives  
Motherboards, CPUs and Cards  
Power Supplies  
Printers  
Printer Consumables

#### A+ (220-1101) DOMAIN 4: VIRTUALISATION AND CLOUD COMPUTING

Cloud Computing Concepts  
Client-Side Virtualisation



Building careers  
for 180 years.



# A+ Series

## A+ (220-1101) DOMAIN 5: HARDWARE AND NETWORK TROUBLESHOOTING

Troubleshooting Theory  
RAM, CPU and Power Problems  
Storage Problems  
Video, Projector and Display Issues  
Mobile Device Issues  
Printer Issues  
Network Issues

## A+ (220-1102) DOMAIN 1: OPERATING SYSTEMS

Windows Features  
Command Line Tools  
Control Panel Utilities  
Windows Settings  
Client Networking Features  
App Installs and Configurations  
OS Types and Their Purposes  
OS Installations  
MacOS Tools and Features  
Linux Tools and Features

## A+ (220-1102) DOMAIN 2: SECURITY

Social Engineering  
Windows Security Settings  
Workstation Best Practices  
Securing Mobile Devices  
Data Destruction and Disposal  
SOHO Network Security Settings  
Install and Configure Browsers

## A+ (220-1102) DOMAIN 3: SOFTWARE TROUBLESHOOTING

Common Windows OS Problems  
Common PC Security Issues  
Malware Removal Best Practices  
Common Mobile OS and App Issues  
Common Mobile OS and App Security Issues

## A+ (220-1102) DOMAIN 5: OPERATIONAL PROCEDURES

Documentation Best Practices  
Change Management Best Practices  
Backup and Recovery  
Common Safety Procedures  
Environmental Impacts and Controls  
Content, Licensing, and Policies  
Communication and Professionalism  
Scripting Basics  
Remote Access Technologies

*\* Vendor specific exams may need to be organised separately. Please speak to our Course Advisor for details.*

**COURSE DURATION:** AROUND 100 HOURS  
(Actual course duration will vary from individual to individual, based on prior skills and application)



**CPD POINTS: 100**  
(Awarded CPD points upon successful completion)

**To find out more about this or any of our courses, speak to one of our course advisors.**



Building careers  
for 180 years.

