

COURSE OVERVIEW

Course Name:
(220-1101)
CompTIA A+ Core 1

COURSE DURATION: 5 Day

Gauteng:

3rd Floor, 34 Whitely Road
Melrose Arch
Johannesburg
2196

Gauteng:

192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town:


3rd Floor, Thomas Pattullo Building
19 Jan Smuts St
Cape Town
8000

Durban:

9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302

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INTRODUCTION

The CompTIA A+ Core Series requires candidates to pass two exams: Core 1 (220-1101) and Core 2 (220-1102) covering the following new content:

Demonstrate baseline security skills for IT support professionals. Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android, and iOS and administer client-based as well as cloud-based (SaaS) software.

Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and scripting.

Support basic IT infrastructure and networking.

Configure and support PC, mobile and IoT device hardware.

Implement basic data backup and recovery methods and apply data storage and management best practices.

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities
 - Johannesburg, Durban, Cape Town
- Virtual instructor-led training
- Nationally: on-site at the client

INTENDED AUDIENCE

This course is designed for individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician. This course is also designed for students who are seeking the CompTIA A+ certification and who want to prepare for the CompTIA A+ Core 1(220-1101) Certification Exam.

PREREQUISITES

To ensure your success in this course, you should have experience with basic computer user skills, be able to complete tasks in a Microsoft® Windows® environment, be able to search for, browse, and access information on the Internet, and have basic knowledge of computing concepts.

You can obtain this level of skills and knowledge by taking the following official CompTIA courses:

- The Official CompTIA® IT Fundamentals+

COURSE OBJECTIVES

By attending this training students will receive the knowledge required to:

1. Assemble components based on customer requirements.
2. Install, configure, and maintain devices, PCs, and software for end users.
3. Understand the basics of networking and security, including forensics.
4. Apply troubleshooting skills to diagnose, resolve and document common hardware and software issues.
5. Provide appropriate customer support
6. Understand the basics of virtualization, desktop imaging and deployment.

COURSE CONTENT

Lesson 1: Assemble components based on customer requirements.

Lesson 2: Install, configure, and maintain devices, PCs and software for end users.

Lesson 3: Understand the basics of networking and security, including forensics.

Lesson 4: Apply troubleshooting skills to diagnose, resolve and document common hardware and software issues.

Lesson 5: Provide appropriate customer support.

Lesson 6: Understand the basics of virtualization, desktop imaging and deployment.

Lesson 7: Mobile devices, networking technology, hardware.

Lesson 8: Virtualization and cloud computing.

Lesson 9: Network troubleshooting.

This course will prepare delegates to write the CompTIA Core 1(220-1101) exam.