EXCELSIOR COLLEGE

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CENTER FOR PROFESSIONAL DEVELOPMENT

COMPTIA™ A+ CERTIFICATION TRAINING

150 Hours/6 Months/Instructor-Facilitated
Course Code: **CPD051** || Course Cost: **$1695**

OVERVIEW

Excelsior College has partnered with ed2go to bring you the CompTIA™ A+ Certification Training program. You can earn this certification after you pass two exams. The A+ Essentials exam, 220-701, covers the foundational knowledge a PC support technician should know. The Practical Application exam, 220-702, tests practical knowledge and troubleshooting skills.

CompTIA A+ Certification: Essentials
The CompTIA A+ Certification: Essentials section of the program prepares you for the CompTIA A+ Essentials certification exam and builds practical job skills for computer hardware and operating systems. These skills include the installation, maintenance, and troubleshooting of common devices such as desktops, laptops, network and wireless devices, printers, and monitors. You'll master the installation and troubleshooting of common components such as CPUs, memory, disks, power supplies, and expansion cards, as well as gain valuable practical knowledge of security concepts, customer service, and business processes.

CompTIA A+ Certification: Practical Application
The CompTIA A+ Certification: Practical Application section of the program will prepare you for the CompTIA A+ Practical Application exam. You'll learn to troubleshoot hardware, operating systems, and networks, as well as implement security procedures and protocols. These are the skills expected of an entry-level IT technician who will have a high level of interaction with clients.

*This online program will prepare you to take your CompTIA A+ certification exams, but the exam vouchers are not offered as a part of this online program. It is your responsibility to register and schedule your certification exams.

OBJECTIVES

Upon successful completion of this program, you'll:

- Master hardware installation
- Be able to perform routine computer troubleshooting, repair, and maintenance
- Be familiar with various operating systems and software
- Understand networking requirements and procedures
- Implement effective security protocols
- Understand operational procedures

MATERIALS INCLUDED

- *CompTIA A+ Complete Study Guide: Exams 220-701 (Essentials) and 220-702 (Practical Application)*

OUTLINE

1. ESD, Tools, Cases, and Motherboards
2. Hardware Maintenance and Safety
3. Memory and Data Storage
4. Devices, Peripherals, Ports, Cables, Connectors
5. Processors
6. Memory
7. Power and Power Supplies
8. BIOS, CMOS, and the Boot Process
9. Disks, Storage, and Removable Media
10. Operating System Overview and Installation
11. OS Navigation and Upgrade
12. Windows Command Line Interface
13. OS Maintenance, Monitoring, and Troubleshooting
14. Video
15. Sound
16. Portable Computing and Power Management
17. Wired Networking and TCP/IP
18. Wireless Networking
19. Printers and Scanners
20. The Internet
21. Patch Management and Security
22. Customer Service and Professionalism

COMPUTER REQUIREMENTS

- This program can be taken on either a PC (Windows XP/Vista/7) or Mac (OS X or later).
- Adobe Flash Player and Adobe Acrobat Reader are required.
- Internet connection (high-speed recommended) and email capabilities.

INSTRUCTOR BIO

Tracey Rossi is the Director of Curriculum Services at a major education company. Prior to joining that team, Ms. Rossi served for six years as Director of Academics for TechSkills, a 30-campus national private postsecondary institution. She also worked as Director of Community Relations for Elmhurst Memorial Hospital and Senior Consultant at The Haymarket Group in Chicago, a Public Affairs and Community Relations firm. Ms. Rossi has a Bachelor of Arts in Communications from the University of Illinois at Chicago.