

Aimed at

This course is suitable for entry-level IT Professionals in a technical support role.

Course description & subjects covered

CompTIA's A+ Certification is the industry standard for validating the foundation skills needed by support technicians in today's digital world. A technical support professional does much more than fix a PC, they now have to understand how applications work across systems and be capable of solving problems that help to keep the business running smoothly.

The CompTIA A+ Certification has recently been updated to reflect the growing focus on topics such as cybersecurity, privacy, IoT, Scripting, Virtualisation and Cloud.

Course Objectives:

- Support basic IT infrastructure, including endpoint management, advanced device connectivity troubleshooting, and basic networking
- Configure and support PC, mobile and IoT device hardware, including components, connectors and peripherals
- Implement basic data backup and recovery methods and apply data storage and management best practices
- Demonstrate baseline security skills for IT support professionals, including detecting and removing malware, addressing privacy concerns, physical security and device hardening
- 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 the use of scripting in IT support

Entry requirements

Learners should have basic computer literacy, PC operating system navigation skills, internet usage skills and IP address knowledge.

Delivery and Assessment

This course is available virtually and self-led. There are no assessments for this course. The course is recommended as preparation for the 220-1001 CompTIA A+ Core 1 Exam and 220-1002 CompTIA A+ Core 2 Exam

Cost

Fully funded through the Personal Learning Account*

**Eligibility criteria applies. Please contact us for more details.*