

Official CompTIA Content
for Instructor-Led Training:

CompTIA A+ Core 1

Official CompTIA Content for Instructor-Led Training is designed with the instructor in mind, providing insights and tools on how to successfully train learners pursuing their CompTIA A+ Core 1 certification.

Overview

The Official CompTIA A+ Core 1 Instructor and Student Guides (220-1001) have been developed by CompTIA with input from instructors across the world. Rigorously evaluated by third-party subject matter experts to validate adequate coverage of the Core 1 exam objectives, the Official CompTIA A+ Core 1 Instructor and Student Guides teach the essential skills and information needed to troubleshoot, problem solve and help learners understand issues ranging from networking and operating systems, to mobile devices and security, preparing candidates to take the CompTIA A+ Core 1 exam.

Official Content:

- The Official CompTIA A+ Core 1 Instructor Guide (Exam 220-1001) – available in print and eBook
- The Official CompTIA A+ Core 1 Student Guide (Exam 220-1001) – available in print and eBook
- CompTIA CHOICE Digital Learning Platform – included with purchase of print and eBook

Why is Official CompTIA Content different?

- **For Exam Takers by the Exam Developer** - Official CompTIA Content is the only study material exclusively developed by CompTIA for the CompTIA certification candidate.
- **Designed for Instructors by Instructors** - Developed on the principle that “people learn best from other people,” the Official CompTIA A+ Guides are specifically designed for expert-facilitated delivery. More than 200 instructors were involved in the development of A+ Official Content providing feedback through focus groups, reviews and surveys.
- **Complete Library** - No other content library covers all exam objectives for all certifications. It provides complete breadth, depth and currency of material unavailable with competitors.

Key Features and Benefits

- **Robust Assessment** - Practice questions for each lesson and a final assessment covering all lessons, more than 300 questions in total, are available to help students practice and demonstrate what they have learned. Additionally, performance-based questions help students apply knowledge in actual scenarios.
- **Integrate Active Learning** - Each topic has at least one activity enabling students to practice guidelines and procedures, as well as solidify understanding of the informational material presented in the course. Activities present a job-plausible scenario or job-realistic assignment and then provide step-by-step instructions for how to approach the problem at hand. Activities may also require the student to analyze sample data, engage in structured discussions or analyze case studies.
- **Alignment and Consistency Across Book, Labs and Assessment** - The book, labs and assessment work together with a similar approach and voice ensuring that instructors and students have a cohesive, “single-sourced” solution for their A+ courses. Activities within the book inform the classroom labs and the virtual labs designed for the course. Assessments are based on lessons in the book and includes a final cumulative assessment.
- **Engaging Video Program Developed Exclusively for CompTIA by ITProTV** - Videos developed exclusively for CompTIA by ITProTV provide short, engaging demonstrations of key activities in the course. The videos provide an alternative to hands-on demonstrations for virtual environments or for classrooms that do not have access to equipment.

Enhanced Learning Through CompTIA CHOICE

The Official CompTIA Content Instructor and Student Guides and accompanying resources are delivered on the CompTIA CHOICE digital learning platform. The CompTIA CHOICE provides access to the following resources:

- **Classroom:** A link to the instructor’s classroom environment
- **eBook:** An interactive online version of the book, along with secure PDF and downloadable versions
- **Files:** Any course files available to download
- **Videos:** Brief videos, developed exclusively for CompTIA by ITProTV, provide demonstrations of key activities in the course
- **Assessment:** A series of different assessments for each lesson as well as an overall self-assessment
- **Performance-based Questions:** Scenario-based interactive exercises to help students apply what they’ve learned
- **Checklists:** Step-by-step procedures for recurring IT tasks that are part of the course objectives and as post-class references
- **Links:** Helpful links to certification exam information, CompTIA’s IT Careers blog and additional resources for exam prep
- **Locker:** A resource allowing for secure file exchange

Exam Prep with CertMaster Practice

CompTIA CertMaster Practice, an online certification exam prep tool, quickly assesses a learner’s base of knowledge and fills gaps with personalized remediation and feedback. CertMaster Practice for A+ Core 1 includes performance-based questions. These performance-based questions test your student’s ability to solve problems in a simulated environment. By helping learners focus on their weak areas, CertMaster Practice builds their confidence and ensures retention of the material.

Course Overview

CompTIA A+ is the preferred qualifying credential for technical support and IT operational roles. CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world.

In order to receive the CompTIA A+ certification, you must pass two exams: Core 1 (220-1101) and Core 2 (220-1102).



Job Roles

- Technical Support Specialist
- Field Service Technician
- IT Support Technician
- IT Support Administrator

Successful candidates will have the knowledge required for:



Hardware

Identifying, using, and connecting hardware components and devices



Windows Operating Systems

Install and support Windows OS including command line & client support



Software Troubleshooting

Troubleshoot PC and mobile device issues including application security support



Networking

Explain types of networks and connections including TCP/IP, WIFI and SOHO



Hardware & Network Troubleshooting

Troubleshoot device and network issues



Security

Identify and protect against security vulnerabilities for devices and their network connections



Mobile Devices

Install & configure laptops and other mobile devices



Other OS & Technologies

Understand Mac OS, Linux and mobile OS



Operational Procedures

Follow best practices for safety, environmental impacts, and communication and professionalism

Table of Contents:

Lesson 1: Installing and Configuring PC Components

Topic A: PC Components

Topic B: Common Connection Interfaces

Topic C: Install Peripheral Devices

Topic D: Troubleshooting Methodology

Lesson 2: Installing, Configuring, and Troubleshooting Display and Multimedia Devices

Topic A: Install and Configure Display Devices

Topic B: Troubleshoot Display Devices

Topic C: Install and Configure Multimedia Devices

Lesson 3: Installing, Configuring, and Troubleshooting Storage Devices

Topic A: Install System Memory

Topic B: Install and Configure Mass Storage Devices

Topic C: Install and Configure Removable Storage

Topic D: Configure RAID

Topic E: Troubleshoot Storage Devices

Lesson 4: Installing, Configuring, and Troubleshooting Internal System Components

Topic A: Install and Upgrade CPUs

Topic B: Configure and Update BIOS/UEFI

Topic C: Install Power Supplies

Topic D: Troubleshoot Internal System Components

Topic E: Configure a Custom PC

Lesson 5: Network Infrastructure Concepts

Topic A: Wired Networks

Topic B: Network Hardware Devices

Topic C: Wireless Networks

Topic D: Internet Connection Types

Topic E: Network Configuration Concepts

Topic F: Network Ports and Services

Lesson 6: Configuring and Troubleshooting Networks

Topic A: Configure Network Connection Settings

Topic B: Install and Configure SOHO Networks

Topic C: Configure SOHO Network Security

Topic D: Configure Remote Access

Topic E: Troubleshoot Network Connections

Topic F: Install and Configure IoT Devices

Lesson 7: Implementing Client Virtualization and Cloud Computing

Topic A: Configure Client-Side Virtualization

Topic B: Cloud Computing Concepts

Lesson 8: Supporting and Troubleshooting Laptops

Topic A: Use Laptop Features

Topic B: Install and Configure Laptop Hardware

Topic C: Troubleshoot Common Laptop Issues

Lesson 9: Supporting and Troubleshooting Mobile Devices

Topic A: Mobile Device Types

Topic B: Connect and Configure Mobile Device Accessories

Topic C: Configure Mobile Device Network Connectivity

Topic D: Support Mobile Apps

Lesson 10: Installing, Configuring, and Troubleshooting Print Devices

Topic A: Maintain Laser Printers

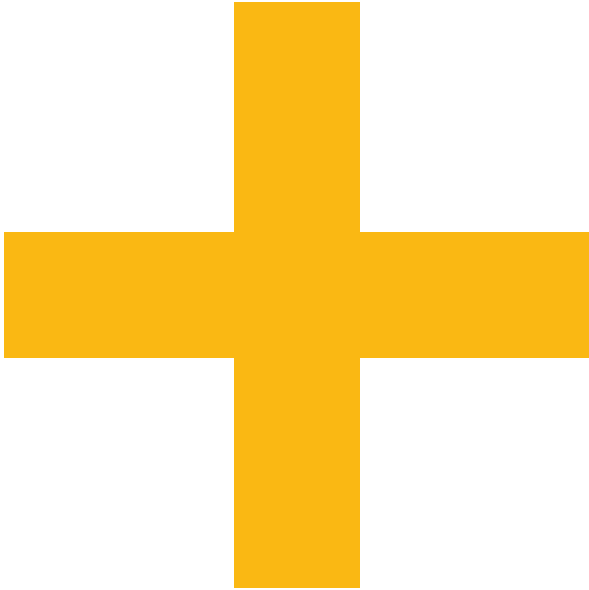
Topic B: Maintain Inkjet Printers

Topic C: Maintain, Impact, Thermal, and 3D Printers

Topic D: Install and Configure Printers

Topic E: Troubleshoot Print Device Issues

Topic F: Install and Configure Imaging Devices



Purchase Everything in One Place

Official CompTIA Content is available on the CompTIA Store at store.comptia.com, which means partners will be able to obtain Official CompTIA Content, CompTIA CertMaster products and exam vouchers all in one place.

Please contact your CompTIA business development representative for more information.