



Certification



Course Description:

A+ certification is a vendor-neutral certification that certifies the competency of service professionals in the computer industry. It is for anyone who wants an internationally recognized credential as a competent computer service professional.

What you will learn

- Identify the components of standard desktop personal computers.
- Identify fundamental components and functions of personal computer operating systems.
- Identify best practices followed by professional personal computer technicians.
- Install and configure computer components.
- Install and configure system components.
- Maintain and troubleshoot peripheral components.
- Troubleshoot system components.
- Install and configure operating systems.
- Maintain and troubleshoot installations of Microsoft windows.
- Identify network technologies.
- Install and manage network connections.
- Support laptops and portable computing devices.
- Support printers and scanners.
- Identify personal computer security concepts.
- Support personal computer security.

Course Contents:

- Personal Computer Components
- Operating System Fundamentals
- PC Technician Professional Best Practices
- Installing and Configuring Peripheral Components
- Installing and Configuring System Components
- Maintaining and Troubleshooting Peripheral Components
- Troubleshooting System Components
- Installing and Configuring Operating Systems

- Maintaining and Troubleshooting Micro-soft Windows
- Network Technologies
- Installing and Managing Network Connections
- Supporting Laptops and Portable Computing Devices
- Supporting Printers and Scanners
- Personal Computer Security Concepts
- Supporting Personal Computer Security

Prerequisites:

Who will take this course should have the following skills:

End-user skills with Windows-based personal computers, including the ability to: Browse and search for information on the Internet. Start up and shut down the computer. Log on to a computer and computer network. Run programs. Move, copy, delete, and rename files in Windows Explorer. Basic knowledge of computing concepts, including: The difference between hardware and software. The functions of software components, such as the operating system, applications, and file systems. The function of a computer network.

Target Group:

- Computer users
- Technicians / Professionals in tech support that need a recognized validation of their skills and experience.
- Newcomers who want to develop a career in IT and tech support.
- IT Professionals outside tech support that need tech support skills and certification to advance their careers.