

# A+ 2012 Certification with Pitman Training

The Pitman Training CompTIA A+ provides the knowledge and skills necessary for a career in PC support. So if you're looking for a career in IT, this course is a great starting point.

The course is broken down into 10 key sessions and is fully updated for the new Windows 7 content. You'll learn the skills you need to install, repair, upgrade, configure, optimise, troubleshoot – along with undertaking daily maintenance within a busy IT department, retail computer store or tackling home repairs. You'll also go through step by step the principles of implementing LANs and internet access.

## Designed for

Those wishing to pursue a career in IT, particularly PC support.

## Prerequisites

A familiarity with computers and basic computer terminology would be an advantage.

## Aims and Objectives

To learn how to install, repair, upgrade, configure, optimise and troubleshoot on PCs and operating systems.

## Course Content

**Session 1:** Introduction, Motherboards, PC Components, Motherboard Expansion Slots, Computer Processors.

**Session 2:** Expansion Cards, Basic Storage Devices, BIOS Settings, Advanced Storage Devices Optical Media, Power Supplies, External Connectors.

**Session 3:** Building the Machine, Connectors, Display Devices Peripherals, Networking, Hardware, Wireless Communications, Network Cabling.

**Session 4:** Network Design, IP Network Services, TCP/IP Introduction, TCP/IP Protocols, Internet Connectivity, Laptop Displays, Laptop Hardware.

**Session 5:** Laptop Operations, Printer Maintenance, Understanding Printers, Safety Procedures, Printer Installation, Environmental Controls, Communicate Professionally.

**Session 6:** Communicate Clearly, Communicate Accurately, Mobile Connectivity, Mobile Device Security, Mobile Device Hardware, Content Synchronisation, Mobile Device Operating Systems.

**Session 7:** Microsoft Operating Systems, Windows Administration Tools, Windows 7 Features, Control Panel,

Installation Planning, Control Panel Differences, Performing Installations.

**Session 8:** Windows Disk Management, Windows Configuration Management, Process Management, System Migrations, Run Line Utilities, Windows Command Prompt, Network Configuration.

**Session 9:** Preventative Maintenance, Security Concepts, Client Virtualisation, Security Threats, Security Solutions, Workstation and Data Security, Security Settings.

**Session 10:** Network Security, Troubleshooting Storage Problems, Troubleshooting Theory, Troubleshooting Display Problems, Troubleshooting System Problems, Troubleshooting Network Problems, Troubleshooting Additional Devices, Troubleshooting OS Problems, Game Over.

## Benefits

- The flexibility and value of a self-study course designed to enable you to work at your own pace
- The opportunity to gain the widely recognised Pitman Training Certificate
- The opportunity to gain certification which is recognised by industry computing manufacturers and organisations\*

\* Please note that exams will need to be booked and paid for separately

**Course duration: 28 hours**



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