

# A+

## Course Description & Overview

SecureNinja's CompTIA A+ (220-1101 and 220-1202) certification training provides foundational IT knowledge and practical technical skills essential for launching a successful career in information technology. This vendor-neutral course prepares students to support, troubleshoot, and maintain a range of hardware, operating systems, mobile devices, and networking platforms.

Aligned with the latest A+ certification objectives and approved under DoD 8140 for qualifying technical workforce roles, this training delivers a structured and comprehensive path toward IT readiness. SecureNinja's expert instructors break down each topic into focused, accessible lessons, and students gain access to our proprietary quiz engine containing hundreds of practice questions to help reinforce exam concepts. In order to earn the CompTIA A+ certification, candidates must pass both the 220-1201 (Core 1) and 220-1202 (Core 2) exams.

### Why Choose CompTIA A+

- Industry Standard Entry-Level Certification: Trusted by employers as a baseline credential for IT roles.
- Comprehensive Technical Training: Covers both hardware and software across multiple platforms.
- Globally Recognized: Vendor-neutral and accepted worldwide across industries.
- DoD 8140 Approved: Qualifies for U.S. government and contractor workforce roles.

### Topics Covered

- Mobile Devices: Installation and configuration of laptops and mobile devices.
- Networking: TCP/IP, Wi-Fi, SOHO routers, and common networking protocols.
- Hardware: Identifying, using, and connecting hardware components and devices.
- Virtualization and Cloud Computing: Basic concepts of cloud computing and client-side virtualization.
- Operating Systems: Installing and supporting Windows, macOS, Linux, and mobile OS.
- Security: Threat detection and prevention, device hardening, and secure access.
- Software Troubleshooting: Common issues related to OS, apps, and user interfaces.
- Operational Procedures: Best practices for safety, documentation, and professionalism.

### Who is it for

- Aspiring IT Support Technicians: Individuals starting a career in technical support.
- Entry-Level IT Professionals: Those looking to validate baseline knowledge and troubleshooting skills.
- Technical Staff: Needing to strengthen hardware, networking, or OS competencies.

## Who Would Benefit

- Help Desk Staff: Building stronger customer service and support expertise.
- Field Technicians: Requiring broad knowledge of hardware and software systems.
- Career Changers: Entering IT from another industry or role.

## Prerequisites

There are no formal prerequisites for this course. Basic familiarity with computers and general technical aptitude is helpful.

## Course Outline

### 1. Mobile Devices

- Installing, configuring, and troubleshooting laptops, tablets, and smartphones.
- Understanding display types, accessories, and mobile connections.

### 2. Networking

- Common networking hardware, TCP/IP, ports, and protocols.
- Wi-Fi standards, configuration, and troubleshooting.

### 3. Hardware

- PC components, peripherals, printers, and storage devices.
- Hardware installation and compatibility.

### 4. Virtualization and Cloud Computing

- Cloud service models and local virtualization setups.

### 5. Operating Systems

- Windows, macOS, Linux, and mobile OS installation and configuration.
- Command-line tools, system utilities, and troubleshooting.

### 6. Security

- Authentication, threat detection, secure browsing, and physical security.

### 7. Software Troubleshooting

- Diagnosing application and OS issues.

### 8. Operational Procedures

- Change management, disaster recovery, and technical documentation.

## Course Length

- 5 Days
- 40 Hours

### **Exam Details**

- Exam Codes: 220-1201 and 220-1202
- Number of Questions: Maximum of 90 questions per exam
- Question Types: Multiple choice and performance-based
- Duration: 90 minutes per exam
- Passing Scores: 675 (1201) and 700 (1202) each on a scale of 900

The CompTIA A+ certification is a globally trusted credential for IT support professionals and a required qualification for many DoD 8140 technical workforce roles. SecureNinja's streamlined, instructor-led training helps students master both Core 1 and Core 2 content efficiently within one week and prepares them for success in both the exam and on the job.