COMPTIA A+ CERTIFICATION TRAINING
ESSENTIAL

CompTIA
A+

**ASIA DRAGON
TOTAL SUPPORT**
Empowering talent for the future
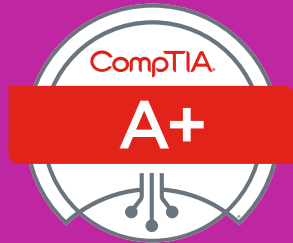
CERTIFICATION

The CompTIA A+ (Essential) certification is the first step in building a career in IT - building on basic training in PC across a wide range of operating systems and devices.

COURSE BREAKDOWN

This course provides you with foundational skills across a variety of devices and operating systems:

HARDWARE
Identifying, and connecting hardware components and devices

NETWORKING
Explain types of networks and connections (TCP/IP, WIFI & SOHO)

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

OPERATING SYSTEMS
Install and support Windows OS including command line & client support.

OPERATIONAL PROCEDURES
Follow best practices for safety, environmental impacts, and communication

SOFTWARE TROUBLESHOOTING
Troubleshoot PC and mobile device issues including application security support

VIRTUALIZATION & CLOUD COMPUTING
Compare & contrast cloud computing concepts & set up client-side virtualization

HARDWARE & NETWORK TROUBLESHOOTING
Troubleshoot device and network issues

MOBILE DEVICES
Install & configure laptops and other mobile devices

COURSE SYLLABUS

The CompTIA A+ Certification course covers the following topics:

01 **INSTALLING AND CONFIGURING PC COMPONENTS**
- Use Appropriate Safety Procedures
- PC Components
- Common Connection Interfaces
- Install Peripheral Devices
- PC Support
- PC Support Industry

02 **MANAGING SHARED RESOURCES, PRINTERS, LAPTOPS, MOBILE DEVICES, AND THEIR TROUBLESHOOTING**
- Portable Computers
- Printers and Scanners
- Maintain Laser Printers
- Maintain Inkjet Printers
- Maintain Impact, Thermal, and 3D Printers
- Install and Configure Printers
- Troubleshoot Print Device Issues
- Install and Configure Imaging Devices
- Secure Mobile Devices & Apps
- Use Laptop Features
- Install and Configure Laptop Hardware
- Troubleshoot Common Laptop Issues
- Configure Shared Resources
- Configure Active Directory Accounts and Policies
- Configure Mobile Device Network Connectivity
- Troubleshoot Mobile Device Issues

03 **OPERATING SYSTEMS SUPPORT**
- Identify Common Operating Systems
- Troubleshooting Methodology
- Use Windows Features and Tools
- Manage Files in Windows
- Manage Disks in Windows
- Manage Devices in Windows

04 **NETWORK INFRASTRUCTURE CONCEPTS**
- Wired Networks
- Network Hardware Devices
- Networks Connection Types
- Network Configuration Concepts
- Network Services

05 **CONFIGURING AND TROUBLESHOOTING NETWORKS**
- Configure Network Connection Settings
- Install and Configure SOHO Networks
- Configure SOHO Network Security
- Configure Remote Access
- Troubleshoot Network Connections
- Install and Configure IoT Devices
- Network Support

06 **CONFIGURING AND TROUBLESHOOTING THE OS**
- Configure and Use Linux
- Configure and Use macOS
- Install and Upgrade Operating Systems
- Maintain OSs
- Install and Manage Windows Applications
- Manage Windows Performance
- Troubleshoot Windows

COURSE SYLLABUS

The CompTIA A+ Certification course covers the following topics:

07 **STORAGE DEVICES MAINTENANCE AND TROUBLESHOOTING**
- Installing, Configuring, and Troubleshooting Storage Devices
- Install System Memory
- Install and Configure Mass Storage Devices
- Install and Configure Removable Storage
- Configure RAID

08 **INSTALLING, CONFIGURING, AND TROUBLESHOOTING INTERNAL SYSTEM COMPONENTS**
- Install and Upgrade CPUs
- Configure and Update BIOS/UEFI
- Install Power Supplies
- Troubleshoot Internal System Components
- Configure a Custom PC

09 **IMPLEMENTING OPERATIONAL PROCEDURES**
- Environmental Impacts and Controls
- Create and Maintain Documentation
- Use Basic Change Management Best Practices
- Implement Disaster Prevention and Recovery Methods
- Basic Scripting Concepts
- Professionalism and Communication

10 **IMPLEMENTING CLIENT VIRTUALISATION AND CLOUD COMPUTING**
- Configure Client-Side Virtualisation
- Cloud Computing Concepts

11 **SECURITY CONCEPTS**
- Logical Security Concepts
- Threats and Vulnerabilities
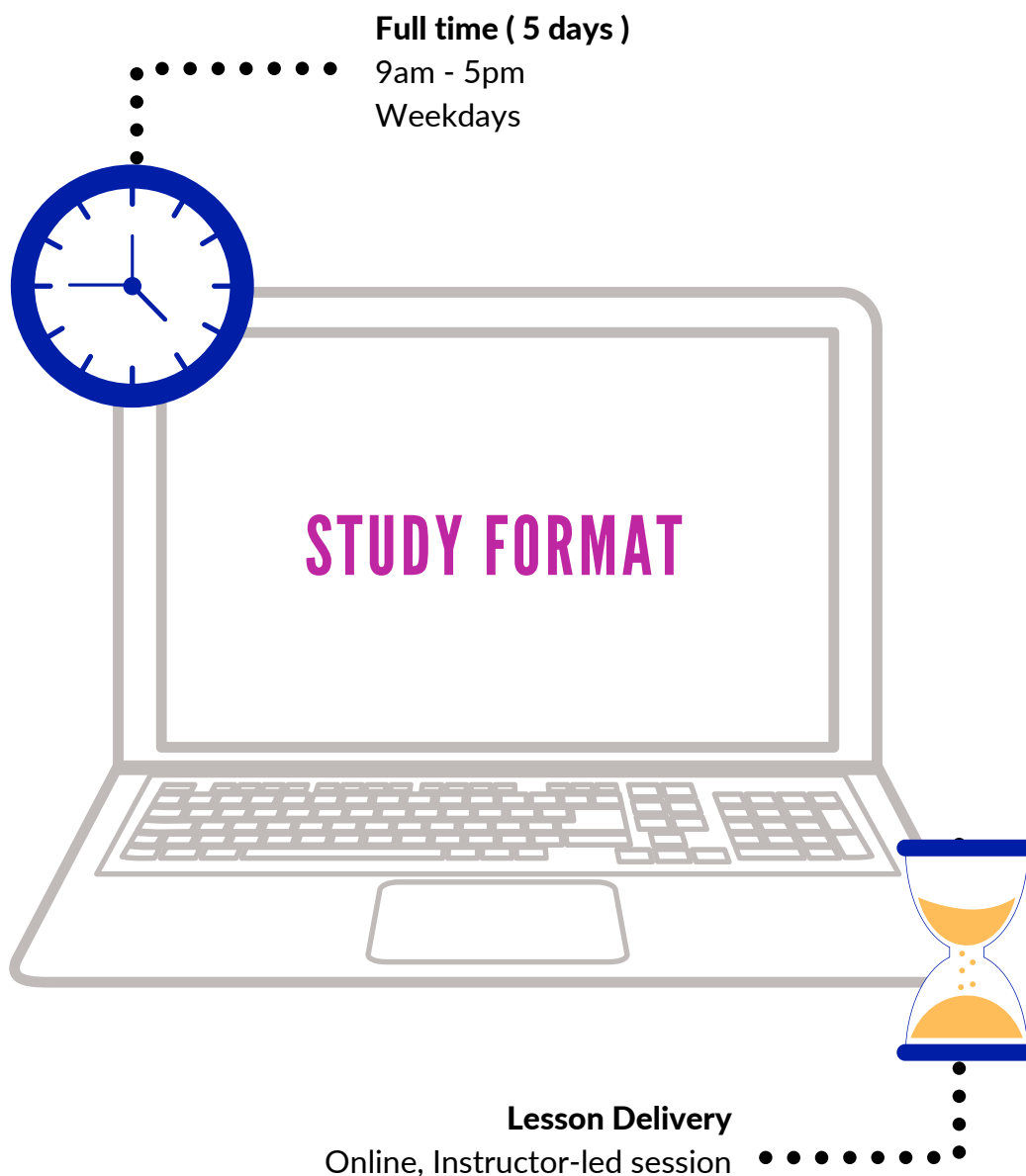- Physical Security Measures

12 **SECURING WORKSTATIONS AND DATA**
- Implement Security Best Practices
- Implement Data Protection Policies
- Protect Data During Incident Response

ENTRY REQUIREMENT

Individuals without any academic or work experience in IT are welcomed. This course is beginner-friendly with no prerequisites. However, you would have to be proficient in English - **'O' level pass** in English.

Once you come on board, we will equip you with lessons and skills to begin your career in the IT industry.

Full time (5 days)
9am - 5pm
Weekdays

STUDY FORMAT

Lesson Delivery
Online, Instructor-led session

EXAM DETAILS

Your enrolment in our course includes guidance on exam registration procedures.

Exam Codes	2 examinations – CompTIA A+ 220-1001 (Core 1) and 220-1002 (Core 2) Core 1 and Core 2 must both be passed to earn the A+ certification.
Testing Ability	- Demonstrate baseline security skills for IT support professionals - Configure device operating systems and administer client-based & cloud-based software - Troubleshoot and problem solve core service and support challenges - Support basic IT infrastructure and networking - Configure and support PC, mobile, and IoT device hardware - Implement basic data backup and recovery methods, as well as data storage and management practices
Length of Test	90 minutes, per exam
No. of Questions	Maximum of 90 questions, per exam
Type of Questions	Examinations are Multiple Choice Questions (single and multiple response), drag and drops and performance-based
Passing Score	Core 1: 675 (on a scale of 100-900) Core 2: 700 (on a scale of 100-900)

EXAM OPTIONS

ONLINE

- Quiet, enclosed, private location
- A reliable device that meets system requirements and has a webcam
- Strong, consistent internet connection with a minimum speed of 1 Mbps down/up

CAREER GUIDANCE

Upon the successful completion of the examination, you will be awarded the CompTIA A+ Certification.

We don't stop there though. We offer additional support service to assist you in your career switch.

SUPPORT SYSTEM

01 **1 month** of technical knowledge support from our professional team

03 **Opportunity** to attend classes at no cost if 1st certification attempt is unsuccessful for 12 months

02 **International internship opportunity** for graduates with no prior IT career experience

04 **Access** to Asia Dragon Total Support's member-only page with certified engineers

RELATED JOB ROLES

- Service Desk Analyst
- Data Support Specialist
- Desktop Support Administrator
- Technical Support Specialist

- End-User Computing Expert
- Field Service Expert
- Help Desk Specialist
- Associate Network Engineer
- System Support Specialist

COMPTIA

CompTIA is the world's leading tech association, providing world-class technology certification programs. For more than 20 years, CompTIA has been the global leader in vendor-neutral IT certifications in skills ranging from IT support to networking and cybersecurity. With more than 2 million IT certifications issued worldwide, CompTIA has developed certification exams that map directly to today's current IT job roles.

ASIA DRAGON TOTAL SUPPORT

Asia Dragon Total Support was founded in 2020 in Singapore with the mission to empower people to pivot their careers into IT. The team is inspired to help as many people as possible who want to start a career in IT, even if they currently have limited IT experience.

Asia Dragon Total Support has carefully selected the best courses such as CompTIA international certification IT courses based on trending demand. Moving ahead, we'll continue to expand our career-pivoting courses to cater to other disciplines in demand by the employment market.

"Our logo, an origami dragon, was initially a sheet of paper. By imparting the right know-how and vision and strength through courage, the paper is transformed into a beautiful dragon. We aim to empower talents, like you, in the shortest possible time. If you are driven and qualified, we are committed to supporting you through this journey. By doing so, we hope to groom more future dragons to inspire the world!"

James Phoon
Founder &
Executive Director

ARE YOU READY TO KICKSTART YOUR CAREER IN THE EXCITING IT INDUSTRY?

Get in touch with our dedicated education consultant to learn more about our courses and pricing at:

www.asiadragontotalsupport.com

service@asiadragontotalsupport.com

+65 6828 1655