PRODUCT PROFILE:

CompTIA A+
(220-1201 & 220-1202)

CompTIA
A+
CERTIFICATION
Plus Series

OVERVIEW

CompTIA A+ Certification is globally recognized, covering essential IT skills like hardware, networking, and security, with hands-on exams and comprehensive learning tools, opening doors to various IT support roles.

By completing two focused exams—Core 1 (220-1201) and Core 2 (220-1202)—candidates demonstrate their ability to solve everyday IT challenges with confidence and precision. These individuals also gain more than just a certification—they join a global community of IT professionals dedicated to continuous learning and career advancement. This certification not only validates their ability to support today's technologies but also lays the foundation for future IT certifications and long-term career growth.

As a trusted certification by employers worldwide, CompTIA A+ opens doors to a variety of entry-level IT roles, including Help Desk Technician, Technical Support Specialist, and IT Support Administrator. It provides a competitive edge in the job market, ensuring candidates stand out to hiring managers and employers seeking skilled professionals to support today's core technologies.

KEY FEATURES

TRAINING DELIVERY OPTIONS

- Self-paced
- Instructor-led training

AVAILABLE PRODUCT OPTIONS

- **Core 1**
  - CertMaster Learn
  - CertMaster Practice
  - Instructor and Student Print/eBooks
- **Core 2**
  - CertMaster Perform
  - CertMaster Learn
  - CertMaster Labs
  - CertMaster Practice
  - Instructor and Student Print/eBooks
- **Combined**
  - CertMaster Perform
  - CertMaster Learn
  - CertMaster Practice
  - Instructor and Student Print/eBooks

LEARNER BENEFITS

- Install, configure, and maintain computer equipment, mobile devices, and software for end users
- Service components based on customer requirements
- Understand networking basics and apply basic cybersecurity methods to mitigate threats
- Properly and safely diagnose, resolve, and document common hardware and software issues
- Apply troubleshooting skills and provide customer support using appropriate communication skills
- Understand the basics of scripting, cloud technologies, virtualization, and multi-OS deployments in corporate environments

JOB ROLES

- Help Desk Technician
- IT Specialist
- Technical Support Specialist
- Field Service Manager
- IT Server Technician
- Data Support Technician

CompTIA.

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PREREQUISITE COURSES / KNOWLEDGE

12 months of hands-on experience in an IT support specialist job role

WELL-PAYING POSITIONS

The advertised median annual salary for IT Support Specialists in the US is $59,240. This is 23% higher than the median national wage for all occupations. IT Support Specialists in the US, depending on experience and skillsets, can expect to make from $37,690 for early career to $97,020 for more advanced careers.

[1] Source: U.S. Bureau of Labor Statistics

ACCREDITATION

CompTIA A+ is compliant with ISO 17024 standards and approved by the **U.S. DoD to meet Directive 8140.03M requirements** for 3 DCWF work roles.

CompTIA A+ shows what you can do, not just what you know, for work roles of:

- ✓ Cyber Defense Infrastructure Support Specialist (521)
- ✓ Technical Support Specialist (411)
- ✓ System Administrator (451)

LESSON OUTLINE

1.0 What Does an IT Specialist Do?

2.0 Installing Motherboards and Connectors

3.0 Installing System Devices

4.0 Troubleshooting PC Hardware

5.0 Comparing Local Networking Hardware

6.0 Configuring Network Addressing and Internet Connections

7.0 Supporting Network Services

8.0 Summarizing Virtualization and Cloud Concepts

9.0 Supporting Mobile Devices

10.0 Supporting Print Devices

11.0 Managing Support Procedures

12.0 Configuring Windows

13.0 Managing Windows

14.0 Supporting Windows

15.0 Securing Windows

16.0 Installing Operating Systems

17.0 Supporting Other OS

18.0 Configuring SOHO Network Security

19.0 Managing Security Settings

20.0 Supporting Mobile Software

21.0 Using Data Security

22.0 Implementing Operational Procedures

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LEARNER OUTCOMES

The CompTIA A+ certification validates candidates with essential IT skills, including installing, configuring, and maintaining computer equipment, mobile devices, and software. Successful candidates can service components, understand networking basics, apply cybersecurity measures, and troubleshoot hardware and software issues effectively. They also learn customer support and communication skills, along with foundational knowledge in scripting, cloud technologies, virtualization, and multi-OS deployments, preparing them for diverse corporate IT environments.

By achieving CompTIA A+ certification, candidates demonstrate their ability to support core technologies and position themselves as essential contributors to modern IT operations.

PRODUCT USAGE

- Use CertMaster Perform in environments where value is attributed to learners working in actual software they will use on the job.
- Use CertMaster Learn for a robust and comprehensive educational experience.
- Use CertMaster Lab to apply what you learned and demonstrate the skills you've gained through a series of lab activities and quizzes.
- Use CertMaster Practice for additional assessment practice to prepare for the certification exam.

EXAM DETAILS

Launch date – March 2025
Two exams – 220-1201 & 220-1202
Number of questions – Maximum of 90 questions each
Type of questions – Multiple choice and performance-based
Length of tests – 90 minutes per exam
Passing score
220-1201: 675 (on a scale of 900)
220-1202: 700 (on a scale of 900)

Candidates must complete both 220-1201 and 220-1202 to earn the CompTIA A+ certification. Exams cannot be combined across the series.