**Course Title:** CompTIA A+ Professional Certification Boot Camp Style Training

**Instructor Name and Contact Information:** Ken Lewis, klew4@uwf.edu

**Instructional Coordinator Name and Contact Information:** Daniel Krug, dkrug@uwf.edu

**Prerequisites or Co-Requisites:** None required, however students should have a basic understanding of computers, including the following skills:

- Fundamental skills utilizing Windows 7
- Installing and running programs
- Using basic productivity software (examples: Excel, Word)
- Saving files created by common applications
- Use of Internet browsers (Internet Explorer, Google Chrome)

This course provides the student with the knowledge to become industry certified as an entry-level IT professional with the CompTIA A+ certification. CompTIA’s A+ certification verifies the student has the knowledge equivalent to that of an entry-level IT professional with about 12 months of hands-on experience.

To obtain the A+ certification, students must pass the following two exams:

- CompTIA A+ Exam 220-801 covers PC hardware and networking.
- CompTIA A+ Exam 220-802 covers operating systems, security, and troubleshooting.

**Course Description**

Instruction delivered over 3 weeks, with direct in person interaction Monday through Friday between 9:00 AM and 4:00 PM, and as needed one-on-one during the guided study week. Participants in this program are expected to be proficient in Microsoft applications and utilizing a Windows based operating system. Students will need to be prepared to commit at least 40 hours a week for each week of the course to develop skills and knowledge within the following CompTIA A+ Domains:

- PC Hardware
- Networking
- Laptops
- Printers
- Operational Procedures
- Operating Systems
- Security
- Mobile Devices
- Troubleshooting

**Course Goals**

Upon completion of the course, students will be prepared to earn the CompTIA A+ IT industry certification and will be able to demonstrate a variety of PC technician related tasks.

**Program Goals**

This course contributes to the UWF Continuing Education IT Academy program goal of enabling students to gain employment or attain better positions within their current places of employment.

**Topics**

- CompTIA A+ will be primary focus topic.
**Student Learning Outcomes (SLOs)**

Student will be able to demonstrate knowledge required to assemble components based on requirements.

Student will be able to install, configure and maintain devices, PCs and software for end users.

Student will be able to understand networking basics and security/forensics, properly and safely diagnose, resolve and document common hardware and software issues while applying troubleshooting skills.

Student will be able to provide appropriate customer support; understand the basics of virtualization, desktop imaging, and deployment.

**Attendance**

Students are expected to attend every in person session. Exceptions to this must be coordinated in advance. Any non-attendance shall not exceed more than half an instruction day per instructional week.

**Grading / Evaluation**

The program instructor will evaluate student performance and provide feedback as needed.

**Testing Requirements**

Students are expected to take all in class quizzes and complete assigned activities. They are also required to report (email or photocopy) their certification exam results within 1 day of test date.

**Materials provided**

Participants will be provided the necessary textbook; access to the web based application for simulation activities, practice exams, and video instruction; a basic PC technician tool kit; and a voucher code for the externally proctored certification tests.

**Assignment and Topic Plan**

<table>
<thead>
<tr>
<th>Instruction</th>
<th>Date/Time</th>
<th>Activity</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day 1</td>
<td>9 AM – 4 PM</td>
<td>Introductions, Using the Sim, Motherboards and Expansion Cards</td>
<td></td>
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<tr>
<td>Day 2</td>
<td>9 AM – 4 PM</td>
<td>CPUs and Power Supplies, Connections, Devices, Networking Basics</td>
<td>Quiz</td>
</tr>
<tr>
<td>Day 3</td>
<td>9 AM – 4 PM</td>
<td>Physical Network, Protocols, Wireless Networks, Utilities, &amp; Printers</td>
<td>Quiz</td>
</tr>
<tr>
<td>Day 4</td>
<td>9 AM – 4 PM</td>
<td>Notebooks, Professional Conduct, and Troubleshooting Basics</td>
<td>Quiz</td>
</tr>
<tr>
<td>Day 5</td>
<td>9 AM – 4 PM</td>
<td>Physical Lab teardown / reassembly</td>
<td>Review</td>
</tr>
</tbody>
</table>

**Weekend**

**Self-paced with Instructor identified assignments**

Day 6 9 AM – 4 PM Guided study | Review  Exams
Day 7 9 AM – 4 PM Guided study | Review  Exams

Day 8 801 Certification Test at Test Center

Day 9 9 AM – 4 PM Chapter 12; Operating System Basics... | Chapter 13, OS Administration... | Quiz
Day 10 9 AM – 4 PM Operating Systems, Managing the Operating System, Disk Mgt | Quiz

**Weekend**

**Self-paced with Instructor identified assignments**

Day 11 9 AM – 4 PM Chapter 14; Working with Windows 7... | Chapter 17, Security... | Quiz
Day 12 9 AM – 4 PM Authentication, Security, Securing Systems and Data | Quiz
Day 13 9 AM – 4 PM Social Engineering, Preventative Maintenance | Quiz
Day 14 9 AM – 4 PM Troubleshooting Hardware, Printers, Networks | Review  Exam
Day 15 9 AM – 4 PM Troubleshoot a Malfunctioning PC sim lab | Guided study | Review  Exams

**Weekend**

**Self-paced with Instructor identified assignments**

Day 16 9 AM – 4 PM 802 Certification Test at Test Center (results reported back within 1 day)