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Learning Style: Virtual Classroom

Technology: CompTIA

Difficulty: Beginner

Course Duration: 40 Hours

CompTIA A+ Core 2 (220-1202)



About This Course;

The CompTIA A+ Core 2 (220-1202) course focuses on operating systems, security, software troubleshooting, and operational procedures required for modern IT support roles. This course builds the skills needed to install, configure, secure, and troubleshoot Windows and other operating systems while following industry best practices. It also emphasizes cybersecurity fundamentals, professionalism, and effective IT support processes. The course prepares learners to successfully

pass the CompTIA A+ Core 2 certification exam and complete the requirements for full CompTIA A+ certification.

Course Objectives:

- Install, configure, and manage Windows operating systems
- Understand basic concepts of macOS, Linux, and mobile operating systems
- Implement security best practices, including user access control and malware protection
- Troubleshoot software, OS, and security-related issues
- Apply proper operational procedures, including safety, documentation, and change management
- Demonstrate professionalism and communication skills in an IT support environment
- Prepare confidently for the CompTIA A+ Core 2 (220-1202) certification exam

Audience:

- IT Support and Help Desk professionals
- Students and graduates pursuing entry-level IT roles
- Career changers entering the IT industry
- Technical staff seeking formal IT certification
- Individuals preparing for full CompTIA A+ certification

Prerequisites:

- Basic computer literacy and hands-on PC usage experience
- An understanding of hardware and networking fundamentals
- Completion of CompTIA A+ Core 1 (220-1201) or equivalent knowledge

Course Outline:

- Support operating systems.

- Install and configure PC system unit components and peripheral devices.
- Install, configure, and troubleshoot display and multimedia devices.
- Install, configure, and troubleshoot storage devices.
- Install, configure, and troubleshoot internal system components.
- Install, configure, and maintain operating systems.
- Maintain and troubleshoot Microsoft Windows.
- Explain network infrastructure concepts.
- Configure and troubleshoot network connections.
- Manage users, workstations, and shared resources.
- Implement client virtualization and cloud computing.
- Implement physical security.
- Secure workstations and data.
- Troubleshoot workstation security issues.
- Support and troubleshoot laptops.
- Support and troubleshoot mobile devices.
- Install, configure, and troubleshoot print devices.
- Implement operational procedures.