

220-1201/1202: CompTIA A+ (Core 1 & Core 2)

Build the practical support skills every IT career starts with, and prepare for both CompTIA A+ exams.

DURATION

5 days · 40 hours

LEVEL

Beginner

CURRICULUM

16 modules · 7 labs

DELIVERY

Live online, Onsite,
Corporate

Course overview

Help desk and desktop support roles are where many IT careers begin, and they demand a broad mix of skills: building and repairing devices, configuring operating systems, connecting users to networks, keeping endpoints secure and calmly fixing whatever breaks. CompTIA A+ is the best-known benchmark for those skills, and this five-day course prepares you for both of its exams.

Days one and two cover the Core 1 material. You will work through mobile devices, motherboards, processors, memory, storage and printers, then move into networking hardware, wireless standards, common ports and protocols, virtualisation and cloud concepts. Day two ends with the hardware and network troubleshooting process. Days three and four cover Core 2: installing and configuring Windows, working with macOS and Linux at the command line, security fundamentals, malware removal and software troubleshooting. Day five covers operational procedures such as documentation, change management, backups, safety and professional communication, followed by exam preparation.

The course is hands-on throughout. You will build and configure virtual machines, use command-line tools on Windows and Linux, set up a small home-office network, harden a workstation and work through a series of planted faults using a consistent troubleshooting method. These exercises are designed to prepare you for the performance-based questions in both exams.

This course is aligned to the CompTIA A+ Core 1 and Core 2 exams. Exam versions change over time, so confirm the current exam codes, objectives and pricing on the CompTIA website before booking.

Highlights

- 40 hours of live, trainer-led sessions
- Covers both Core 1 and Core 2 objectives
- Hands-on labs with Windows, Linux and virtual machines
- Structured troubleshooting method practised on real faults
- Practice for performance-based questions

What's included

- Trainer with real desktop and service desk support experience
- Both Core 1 and Core 2 covered in one course
- Hands-on labs with virtual machines and command-line tools
- Troubleshooting scenarios with planted faults
- Performance-based question practice
- Mock exams for both cores with review
- Course completion certificate from Ace Skills Consulting

Who this course is for

Who should attend

- Freshers and graduates starting an IT career
- Help desk and desktop support technicians
- Field service engineers
- Professionals switching into IT from other fields
- Small-business IT generalists

Prerequisites

- Comfortable using a computer and the internet
- Some hands-on exposure to PCs is helpful but not required

Detailed curriculum — 5 days, 40 hours, 16 modules, 7 hands-on labs

Day 1 Hardware and Mobile Devices

8 hours

1.1 Mobile devices

- Laptop components and replacement
- Synchronisation and mobile management basics
- Mobile device connectivity and accessories

1.2 Motherboards, CPUs and memory

- Form factors and connectors
- Memory types and installation
- Processor and cooling options
- Power supplies

1.3 Storage and peripherals

- HDD, SSD and NVMe
- Display and peripheral connectors
- RAID levels
- Printers and their maintenance

LAB Plan and build a workstation specification for three user profiles · 45 min

Day 2 Networking, Virtualisation and Troubleshooting

8 hours

2.1 Networking fundamentals

- Common ports and protocols
- IP addressing, DHCP and DNS
- TCP and UDP
- Network devices and cabling

2.2 Wireless and SOHO networks

- Wi-Fi standards and security
- Internet connection types
- Configuring a small office router

LAB Configure a SOHO network with secure wireless · 45 min

2.3 Virtualisation and cloud

- Client-side virtualisation
- Sandboxes and test environments
- Cloud models and services

LAB Create and configure virtual machines · 40 min

2.4 Hardware and network troubleshooting

- Troubleshooting methodology
- Network connectivity problems
- Diagnosing boot, display and storage faults

Day 3 Operating Systems

8 hours

3.1 Windows

- Editions and installation
- Users, groups and permissions
- Settings, Control Panel and management consoles
- Windows networking and file sharing

3.2 Command-line tools

- Windows command prompt and PowerShell basics
- Linux shell commands
- Disk, network and system commands

LAB Diagnose a PC using command-line tools only · 45 min

3.3 macOS and Linux

- macOS features and tools
- Common desktop applications and installation
- Linux file system and package managers

Day 4 Security and Software Troubleshooting

8 hours

4.1 Security fundamentals

- Physical security
- Wireless security protocols
- Authentication and MFA
- Social engineering threats

4.2 Securing workstations and devices

- Windows security settings and Defender
- Mobile device security
- Encryption and data destruction

LAB Harden a Windows workstation · 40 min

4.3 Malware and software troubleshooting

- Identifying and removing malware
- Browser security issues
- Application and OS troubleshooting

LAB Clean up a simulated malware infection · 40 min

Day 5 Operational Procedures and Exam Readiness

8 hours

5.1 Operational procedures

- Ticketing and documentation
- Backup and recovery methods
- Change management basics
- Safety and environmental procedures

5.2 Professionalism and scripting

- Communication with users
- Basic scripting concepts
- Licensing and privacy policies
- Remote access tools

5.3 Exam readiness

- Exam strategy for both cores
- Mock exams and review
- Performance-based question practice

LAB Performance-based question walkthrough · 45 min

Skills and tools

Skills you will build

PC hardware

Mobile devices

Printers

Networking basics

SOHO wireless

Virtualisation

Windows administration

Linux basics

macOS basics

Command line

Endpoint security

Malware removal

Troubleshooting

IT documentation

Tools used in class

Windows 11

Ubuntu Linux

VirtualBox

Windows Command Prompt

PowerShell

Windows Defender

Disk Management

Certification exam

This course is aligned to the exam below and prepares you for it. The exam itself is booked and taken with the vendor.

Exam	CompTIA A+
Exam code	220-1201 / 220-1202
Official page	https://www.comptia.org/certifications/a

Exam skill areas covered

Core 1: Hardware and Cloud Computing

Exam details are pending verification. Confirm the current exam code, format and fee on the official vendor page before booking.

Frequently asked questions

Do I need to pass both exams?

Yes. CompTIA A+ requires passing both the Core 1 and Core 2 exams, which can be taken in either order.

Is A+ useful if I already work in IT?

It is most useful early in a career or when moving into support roles. Experienced engineers often go straight to Network+ or Security+.

Do I need my own hardware?

No. Labs use virtual machines and simulations; you only need a laptop that can run a browser and remote lab tools.

Are exam vouchers included?

Only when the batch shows the "Exam voucher included" badge. Otherwise you buy vouchers directly from CompTIA.

How long is the certification valid?

CompTIA A+ is valid for three years and can be renewed through CompTIA's continuing education programme.

Book a batch or talk to an advisor

Course page: aceskillsconsulting.com/course/220-1201-comptia-a-plus · Email: info@aceskillsconsulting.com

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