CompTIA

The Official CompTIA

A+
Core 2
Student Guide

Exam 220-1002

Official CompTIA Content Series for CompTIA Performance Certifications

Official CompTIA learning resources
for Instructor-Led Training:

CompTIA
A+ Core 2

Official CompTIA learning resources for Instructor-Led Training are designed with the instructor in mind, providing insights and tools on how to successfully train learners pursuing their CompTIA A+ Core 2 Exam.

OVERVIEW

The Official CompTIA A+ Core 2 Instructor and Student Guides (220-1002) have been developed by CompTIA with input from instructors across the world. Rigorously evaluated by third-party subject matter experts to validate adequate coverage of the Core 2 exam objectives, the Official CompTIA A+ Core 2 Instructor and Student Guides teach the essential skills and information needed to troubleshoot, problem solve and help learners understand issues ranging from networking and operating systems, to mobile devices and security, preparing candidates to take the CompTIA A+ Core 2 certification.

OFFICIAL LEARNING RESOURCES
- The Official CompTIA A+ Core 2 Instructor Guide (Exam 220-1002) – available in print and eBook
- The Official CompTIA A+ Core 2 Student Guide (Exam 220-1002) – available in print and eBook
- CompTIA Learning Center – Digital Learning Platform – included with purchase of print and eBook
- The Official CompTIA A+ Core 2 CompTIA Labs (Exam 220-1002)

WHY ARE OFFICIAL COMPTIA LEARNING RESOURCES DIFFERENT?

- **For Exam Takers by the Exam Developer** - Official CompTIA learning resources are the only study material exclusively developed by CompTIA for the CompTIA certification candidate.
- **Designed for Instructors by Instructors** - Developed on the principle that "people learn best from other people," the Official CompTIA A+ Guides are specifically designed for expert-facilitated delivery. More than 200 instructors were involved in the development of A+ Official learning resources providing feedback through focus groups, reviews and surveys.
- **Complete Library** - No other content library covers all exam objectives for all certifications. It provides complete breadth, depth and currency of material unavailable with competitors.

KEY FEATURES AND BENEFITS

- **Robust Assessment** - Practice questions for each lesson and a final assessment covering all lessons, more than 300 questions in total, are available to help students practice and demonstrate what they have learned. Additionally, performance-based questions help students apply knowledge in actual scenarios.
- **Integrate Active Learning** - Each topic has at least one activity enabling students to practice guidelines and procedures, as well as solidify understanding of the informational material presented in the course. Activities present a job-plausible scenario or job-realistic assignment and then provide step-by-step instructions for how to approach the problem at hand. Activities may also require the student to analyze sample data, engage in structured discussion or analyze case studies.
- **Alignment and Consistency Across Book, Labs and Assessment** - The book, labs and assessment work together with a similar approach and voice ensuring that instructors and students have a cohesive, "single-sourced" solution for their A+ courses. Activities within the book inform the classroom labs and the virtual labs designed for the course. Assessments are based on lessons in the book and includes a final cumulative assessment.
- **Engaging Video Program Developed Exclusively for CompTIA by ITProTV** - Videos developed exclusively for CompTIA by ITProTV provide short, engaging demonstrations of key activities in the course. The videos provide an alternative to hands-on demonstrations for virtual environments or for classrooms that do not have access to all equipment mentioned in the course.

LABS

CompTIA Labs, hosted by Learn on Demand Systems, allow students to learn in actual software applications through a remote lab environment. Labs allow students to practice what they are learning using real, hands-on experiences. Students have access to the software environment for 180 days after a CompTIA Labs access key is redeemed, providing a post-class resource for students to practice their skills.

LABS AVAILABLE (CORE 2 ONLY)

ACTIVITY 1-4: Using Windows Features and Tools
ACTIVITY 1-7: Managing Files, Folders, and Disks in Windows
ACTIVITY 2-2: Configuring and Using Linux
ACTIVITY 2-5: Deploying a Windows Image
ACTIVITY 3-2: Configuring Windows Applications and Services
ACTIVITY 3-5: Using Windows Troubleshooting Tools
ACTIVITY 4-2: Configuring Network Connection Settings
ACTIVITY 4-8: Troubleshooting Network Connections
ACTIVITY 5-3: Configuring Shared Resources
ACTIVITY 5-5: Configuring Active Directory Accounts and Policies
ACTIVITY 7-3: Configuring Data Protection
ACTIVITY 8-2: Using Anti-Virus Software
ACTIVITY 10-5: Configuring Windows Backup
ACTIVITY 10-7: Using Windows PowerShell

ENHANCED LEARNING RESOURCES

The Official CompTIA A+ Guides include the accompanying resources:

Comprehensive **INSTRUCTOR** resources ensure successful course delivery by providing:	Comprehensive **STUDENT** resources engage students by providing:
• **Course-specific delivery tips** provide the instructor with additional insights to deliver the course successfully • **Facilitator notes** in instructor guide • **Solutions** to activities and discussions • **PowerPoint slides:** A complete set of slides to facilitate the class including lists, tables, diagrams, illustrations, annotated screens and activity summaries • **Presentation Planners** help plan and schedule courses based on different course lengths • **Transition Guides** help instructors transition from the A+ 900 series to the A+ Core series exams • **Solutions:** Instructors have solutions to Activities and Discussion Questions embedded within the Instructor Guide.	• **eBook:** An interactive online version of the book, along with secure PDF and downloadable versions • **Files:** Any course files available to download • **Videos:** Brief videos, developed exclusively for CompTIA by ITProTV, provide demonstrations of key activities in the course • **Assessment:** A series of different assessments for each lesson as well an overall self-assessment • **PowerPoint slides** • **Solutions** to activities and discussions • **Strengths and Weaknesses Dashboard:** Students assessments results are aggregated in the Strengths and Weaknesses dashboard to provide an indicator of their overall performance in the course.

EXAM PREP OPTION

• CompTIA CertMaster Practice is an online knowledge assessment and remediation tool designed to help learners feel more confident and prepared for the CompTIA exam.
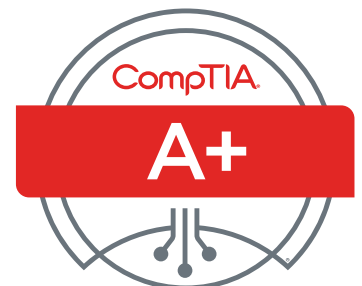
JOB ROLES

COURSE OVERVIEW

CompTIA A+ is the preferred qualifying credential for technical support and IT operational roles. CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world.

In order to receive the CompTIA A+ certification, you must pass two exams: Core 1 (220-1001) and Core 2 (220-1002).

• **Technical Support Specialist**
• **Field Service Technician**
• **IT Support Technician**
• **IT Support Administrator**

SUCCESSFUL CANDIDATES WILL HAVE THE KNOWLEDGE REQUIRED FOR:

Hardware
Identifying, using, and connecting hardware components and devices

Networking
Explain types of networks and connections including TCP/IP, WIFI and SOHO

Mobile Devices
Install & configure laptops and other mobile devices

Windows Operating Systems
Install and support Windows OS including command line & client support

Hardware & Network Troubleshooting
Troubleshoot device and network issues

Other OS & Technologies
Understand Mac OS, Linux and mobile OS

Software Troubleshooting
Troubleshoot PC and mobile device issues including application security support

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

Operational Procedures
Follow best practices for safety, environmental impacts, and communicaton and professionalism

TABLE OF CONTENTS

PURCHASE EVERYTHING IN ONE PLACE

Official CompTIA learning resources are available on the CompTIA Store at https://store.comptia.org/, which means partners will be able to obtain Official CompTIA learning resources, CompTIA CertMaster products and exam vouchers all in one place. Please contact your CompTIA business development representative for more information.