



# CompTIA A+



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# CompTIA A+ - eCollege Course

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## Enrolment and Course Access

### eCollege Login

Once you have activated the course, you will always log in to eCollege here: [www.ecollege.ie](http://www.ecollege.ie).

### eCollege Password

If you forget your password, you can use the password reset option on eCollege:

[https://ecollege.etbonline.ie/login/forgot\\_password.php](https://ecollege.etbonline.ie/login/forgot_password.php)

### Course Start Date

The course starts once you have logged into eCollege. We run this course on a continuous intake basis. You may see other start dates on Fetch Courses; these are incorrect.

### Course Length

We allow **18** weeks to complete the course, and we suggest you will need to study about **10** hours a week. Based on previous statistics, many learners complete this course in less than **18** weeks.

There are approximately **41** contact hours within the interactive tutorials, and you may have to go back over specific topics. There is also a portion of self-directed learning involved.

## eCollege Course Structure

We have laid out the course structure with these topics:

- Getting Started
- Course Resources
- Course Content (multiple topics)
- Test Preparation
- Exam Booking

### Getting Started Topic

The Getting Started topic includes:

- Induction Module
  - Online Learning
  - eCollege Policies and Procedures
  - Workstation Safety
- Getting Started Questionnaire
  - Provides you with valuable course information. We also ask some questions concerning your employment and education status.

## Course Resources Topic

The Course Resources topic includes exam information, the course syllabus, recommended reading, and a learning plan. You can use these resources as you progress through the course.

## Course Content Topics

All course work is included in the following **11** Course Content topics:

1. Starting CompTIA, A+ (Core 1)
2. Mobile Devices
3. Networking
4. Hardware
5. Virtualisation and Cloud Computing
6. Hardware & Network Troubleshooting
7. Starting CompTIA, A+ (Core 2)
8. Operating Systems
9. Security
10. Software Troubleshooting
11. Operational Procedures

## Test Preparation Topics

The 220-1001 and 220-1002 Test Preparation topics help ensure you are ready for your examination. You will complete activities that prepare you for the examination. You must achieve a certain percentage in these activities before moving on to the Exam Booking stage.

## Exam Booking Topics

In the 220-1001 and 220-1002 Exam Booking topics, you will complete the Course Questionnaire and Exam Booking Form to help guide you through the exam booking process.

## Course Information and Syllabus

### Prerequisites

There are no prerequisites required to begin this course, but we expect prospective students to have a high level of computer literacy, along with basic maths and a high aptitude for logical thinking and problem-solving.

9 to 12 months hands-on experience in the lab or field is recommended.

## Course Information

The CompTIA A+ certification is an internationally recognised industry-standard qualification for computer support technicians, held by more than a million people worldwide.

This online course can open up a career as an IT technician through your practical training in installing, configuring, optimising, repairing and upgrading PCs, digital devices, and operating systems. You will be suited for work in an IT department, a retail computer environment or conducting home repairs.

You can review the course syllabus [here](#).

## QQI/FETAC

There is no QQI/FETAC qualification associated with this course.

## Certification

Upon successful completion of the examination, you will be awarded an industry qualification from CompTIA. See more information [here](#).

## Examination

### Exam Costs

SOLAS will cover the cost of your exam.

### Exam Format

This certification requires you to pass two exams:

- CompTIA A+ 220-1001 covers mobile devices, networking technology, hardware, virtualisation and cloud computing and network troubleshooting
- CompTIA A+ 220-1002 covers installing and configuring operating systems, expanded security, software troubleshooting and operational procedures
- Maximum of 90 multiple-choice, drag and drops and performance-based questions
- Passing Score:
  - 220-1001: 675 (on a scale of 100-900)
  - 220-1002: 700 (on a scale of 100-900)
- Time Limit: 90 minutes per exam

## Register for the Examination

You will be able to register for the exam once you have completed all the topics, including the Test Preparation topic. After these are all successfully completed, the Exam Booking topic will be available to you.

At this point, eCollege administration staff will work with you to purchase the exam from Pearson VUE. This process will require you to create a Pearson VUE account and complete a registration form for them.

## Where Can I Complete My Examination?

You can choose a Pearson VUE Test Centre that is convenient for you on the Exam Booking Form. You can also choose to sit your exam online (at home). Once the Exam Booking Form is submitted, eCollege will send you an exam voucher, and you will be able to book your exam with Pearson VUE.

## Refund of Public Travel Expenses

You may have to travel to a test centre; we can refund the cost of any public transport used. Please keep your receipts.

## Exam Support

If you require accommodation (support for any documented learning difficulties), you need to apply for this in advance. Any request for additional support **will require documented evidence** from a medical professional.

We cannot request additional support on your behalf due to data protection. There is no requirement to start this process now. You will be able to do this once you have reached the Exam Booking topic.

## Course Content

### Live Classes

There are no live classes. The course content is laid out for you in interactive tutorials that can be accessed anytime once you are logged into eCollege.

### Skillsoft Interactive Tutorials

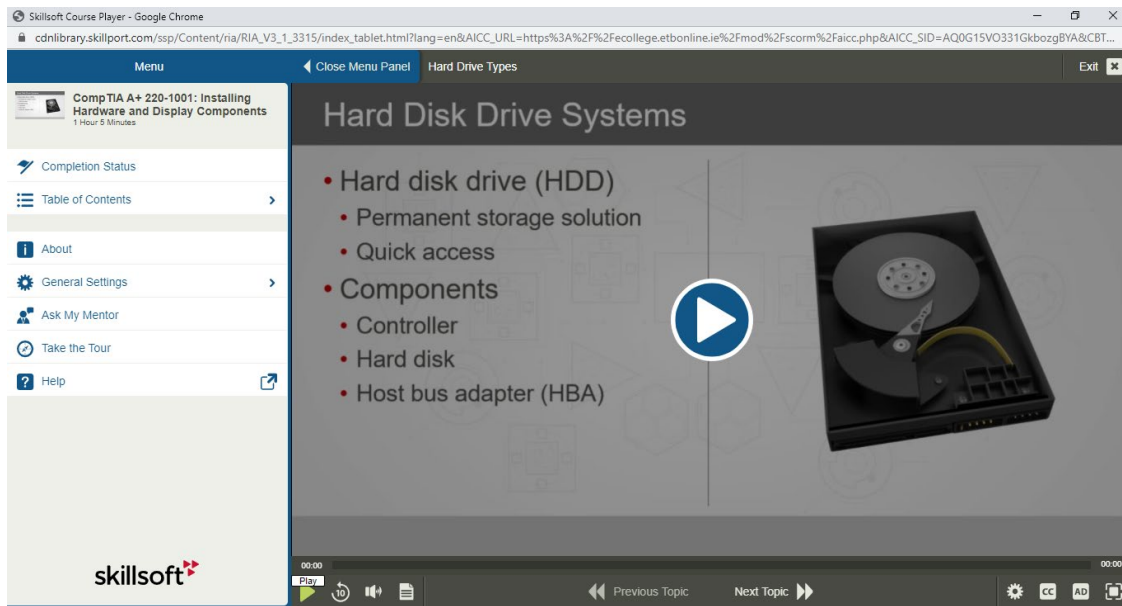
Course content is created and designed by a company called SkillSoft. SkillSoft supply eCollege with interactive tutorials aligned to the course syllabus. These interactive tutorials are found within each topic. They cannot be viewed offline.

Within the Topic, Skillsoft interactive tutorials appear like this:



Installing Hardware and Display Components

These icons launch **Skillsoft** video content.



## Skillsoft Interactive Tutorials – Transcripts

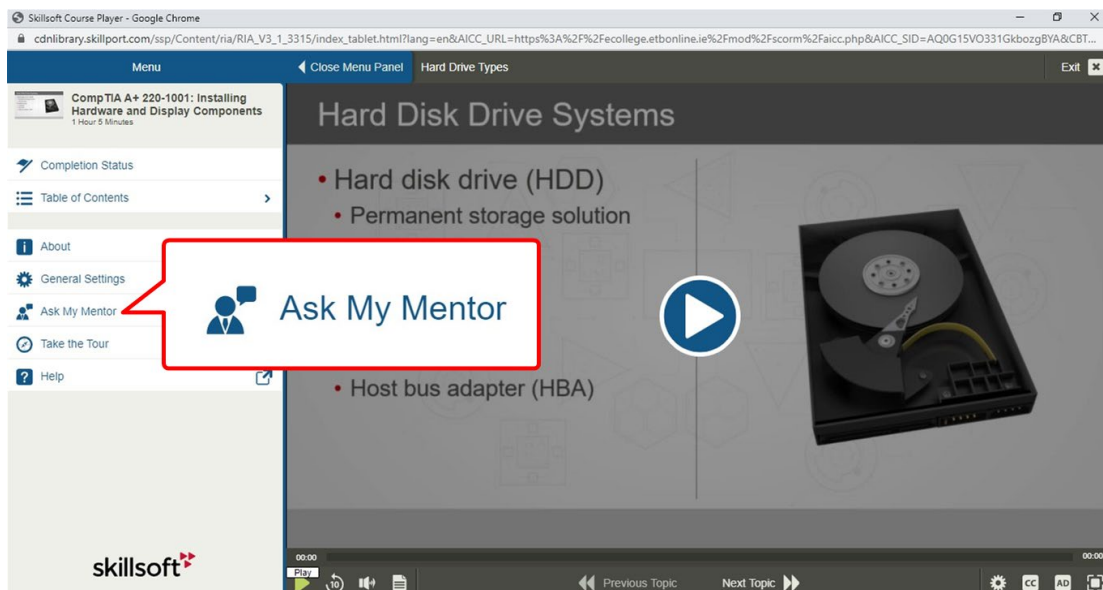
Skillsoft supply transcripts of the interactive tutorials. Transcripts are found within each interactive tutorial.



## Skillsoft Interactive Tutorials - Ask My Mentor

*\*Separate from eCollege eTutor support. Mentors can only answer queries on the Skillsoft interactive tutorial you are reviewing.*

SkillSoft also provide the Ask My Mentor support service, which you can access while you are in your course.





## eBooks

There are a series of recommended eBooks and additional reference materials available in the Course Resources topic.


## How to approach the course

Once you have completed all the activities in the Getting Started topic, Course Resources, and Course Content material will be unlocked and available to you.

You will progress through each course topic in order. Course Content topics focus around the course material supplied by SkillSoft.



## How to approach the first topic

<p>1</p>	<p><b>Topic Objectives.</b> Read the topic objectives, which is a list of what you are going to learn in the topic.</p>	
<p>2</p>	<p><b>Review eBook: Mandatory.</b> Read the recommended eBook.</p>	<p>1 Topic Objectives Please review the following information. Objectives: Mobile Devices <input checked="" type="checkbox"/></p>
<p>3</p>	<p><b>Video Tutorials / Coursework.</b> Review the interactive tutorial, click to open and click Start Course.</p> <p style="text-align: center;"><a href="#">Start Course</a></p> <p>Review the table of contents and complete all parts of the tutorial.</p>	<p>2 Review eBook: Mandatory Please review <b>Chapter 1: Mobile Devices</b>, of the recommended eBook, below: Please tick the box to the right of the eBook - this will flag the activity as complete. <input checked="" type="checkbox"/> CompTIA A+ Complete Review Guide (eBook) <input type="checkbox"/></p> <p>3 Video Tutorials Please review the following video tutorials. You must achieve ≥ 80%, in each activity, to complete them.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Please read - Skillssoft FAQ</li> <li><input type="checkbox"/> Installing Hardware and Display Components</li> <li><input type="checkbox"/> Laptops Features and Mobile Device Types</li> <li><input type="checkbox"/> Mobile Device Network Connectivity and Application Support</li> <li><input type="checkbox"/> Accessories and Mobile Device Synchronization</li> </ul>
<p>4</p>	<p><b>Course eBook Reference:</b> You are given a list of chapters to review in the Course Complete Study Guide.</p>	<p>4 Course eBook: Reference Below is a list of chapters from within the course reference eBook to further investigate the exam objectives for this Module. Other eBooks are available for reference so please review the Course Resource section for details. Please tick the box to the right of the eBook - this will flag the activity as complete. <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chapters to review</li> <li><input type="checkbox"/> CompTIA A+ Complete Study Guide (eBook)</li> </ul>
<p>5</p>	<p><b>Quiz Section:</b> This is a mini-quiz to test your knowledge of the topic/domain. You must achieve a score of 80% to move on.</p>	<p>5 Quiz Section Please complete the following quiz. You must achieve ≥ 80% to complete this activity: Domain 1: Mobile Devices Quiz <input type="checkbox"/></p>

Review the forums, ask a question of your fellow participants if you wish to transfer knowledge.

Once you complete all steps for the topic, you can move to Topic/Domain 2 and repeat the process.

## eCollege Support

We have a reliable support system in place, and you can contact us via email for any questions or concerns. You can request a phone call if you wish to speak to eCollege.

## eTutor

There is an eTutor assigned to your course who is available via email if you have any subject matter related queries. Your eTutor will email you to welcome you to the course. You can also see their contact information on the course homepage.

## Administration and Helpdesk

We have a team of administrators who can help with general course questions and technical support.

## Technical Requirements

Most eCollege courses will require you to have a Windows PC, especially any Microsoft courses. Other courses may allow the use of an Apple device.

We recommend:

- Dual-core processor
- 4GB of RAM or higher
- The latest up-to-date operating system
- Chrome or Firefox web browser
- Minimum screen resolution of 1024 X 768
- High-speed broadband – we do not recommend the use of mobile dongles

A printer is not required.

### Pop-Ups

You must enable popups to allow the interactive course material to run. Please add the following URL as an authorised site for popups: <https://ecollege.etbonline.ie/>. Do not turn off popup blockers completely.

How to do this per browser:

- [Chrome](#)
- [Firefox](#)
- [Internet Explorer](#)
- [Edge](#)

## eLearning General Information

We are aware that eLearning has its challenges that can prevent you from absorbing the content and the critical aspects of the course.

We are also aware that you may be on-the-go and don't have a lot of time to devote to the eLearning experience.

You can overcome this by engaging your course in bite-sized chunks when you are ready to learn.

You should also avoid lengthy study sessions; by doing this, you give yourself the chance to acquire and retain information more effectively.

We also offer the opportunity for peer collaboration through the various discussion forums within the course, where learners can collaborate on the subject matter. If you have a specific issue with the course, we advise you to contact the eCollege team.