



# CompTIA Network+



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# CompTIA Network+ 2017- 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 **14** 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 **14** weeks.

There are approximately **28** 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, information on Networking Basics 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 **5** Course Content topics:

1. Networking Concepts
2. Infrastructure
3. Network Operations
4. Network Security
5. Network Troubleshooting and Tools

## Test Preparation Topic

The Test Preparation topic helps 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 Topic

In the Exam Booking topic, 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 CompTIA A+ certification or equivalent knowledge is recommended, or at least nine to 12 months of work experience in IT networking.

Other recommended skills include:

- A high level of computer literacy
- Logical thinking and strong problem solving
- A strong interest in computer networking

### Course Information

The CompTIA Network+ certification is an internationally recognised industry-standard qualification for IT and networking technicians, held by more than half a million people worldwide.

This online course will teach you the essential skills needed to confidently configure and manage common wireless and wired network devices. You will learn the fundamentals of basic network

design and connectivity; understand and maintain network documentation; identify network limitations and weaknesses, and implement network security, standards and protocols.

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

- CompTIA Network+ N10-007 has been updated and reorganised to address the current networking technologies with expanded coverage of several domains by adding:
  - Critical security concepts to helping networking professionals work with security practitioners
  - Key cloud computing best practices and typical service models
  - Coverage of newer hardware and virtualisation techniques
  - Concepts to give individuals the combination of skills to keep the network resilient
- Maximum of 90 multiple-choice, drag and drops and performance-based questions
- Passing score: 720 (on a scale of 100-900)
- Time Limit: 90 minutes

### 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

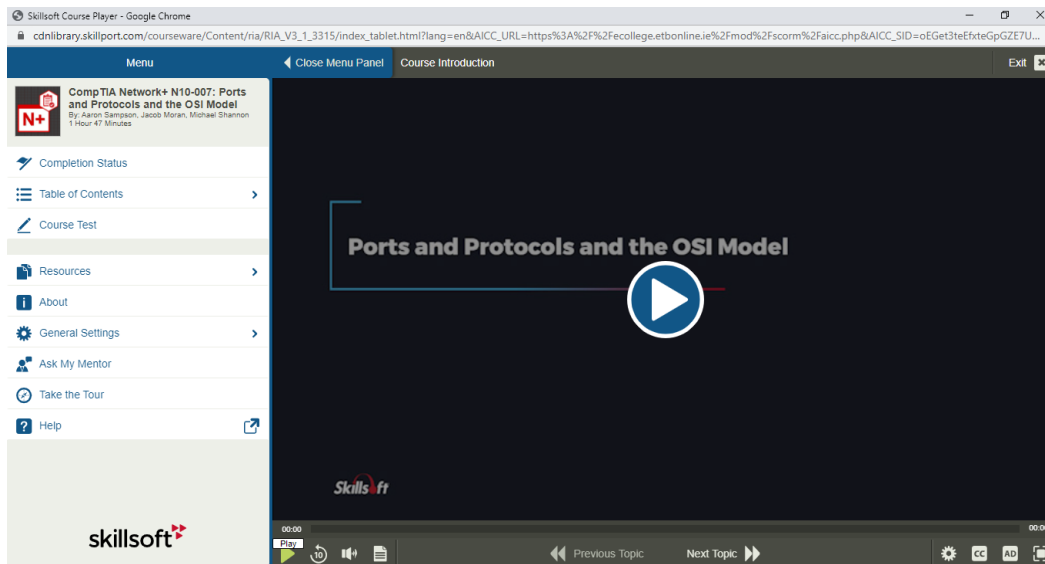
Course content is created and designed by a company called Skillsoft. Skillsoft supply eCollege with interactive tutorials aligned to the course syllabus. These interactive tutorials are found within each topic. They cannot be viewed offline.

Within the Topic, Skillsoft interactive tutorials appear like this:



Ports and Protocols and the OSI Model

These icons launch **Skillsoft** video content.



## Skillsoft Interactive Tutorials – Transcripts

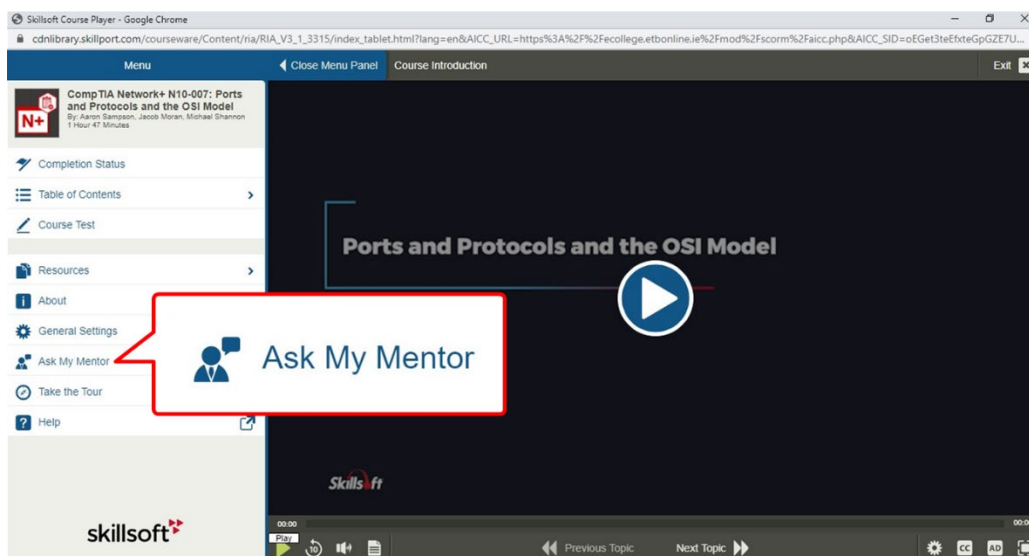
Skillsoft supply transcripts of the interactive tutorials. Transcripts are found within each interactive tutorial.



## 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

**1 Topic Objectives:** Read the topic objectives, which is a list of what you are going to learn in the topic.

**2 Interactive Course Material:** Review the interactive tutorial, click to open and click Start Course.

[Start Course](#)

Review the table of contents and complete all parts of the tutorial.

**3 Practice Labs:** The Practice Labs platform offers an environment where you can access live IT systems in real-time.

By completing the lab tasks, you will improve your practical skills in infrastructure, networking concepts, network operations, security, networking troubleshooting and tools.

**4 Video Tutorials:** LearnKey video tutorials are not obligatory, but completing the sessions outlined will aid in your full comprehension of the topic.

**5 Quiz Section:** This is a mini-quiz to test your knowledge of the topic. You must achieve a score of 80% to move on.

CompTIA Network+ 2017  
N10-007

← Getting Started - Click Here Topic 2 of 5 ▶

Topic 1 of 5

### Networking Concepts

**1** Topic Objectives

- Topic Objectives

**2** Interactive Course Material

Please review the following activities.  
You must achieve ≥ 80%, in the course test within, to complete these activities:

- Please read - Skillssoft FAQ
- Ports and Protocols and the OSI Model
- Routing, Switching, & IP Addressing
- Network Topologies & Technologies
- Cloud Concepts, Network Services, & Cabling Solutions

**3** Practice Labs

Please review the following labs:

- Introduction to the OSI Model
- Configure IPv4 and IPv6 Addressing
- Network Service and Protocols - Part 1
- Network Service and Protocols - Part 2
- Network Service and Protocols - Part 3
- Introduction to Software as a Service (SaaS)
- Configure E-Mail Client Protocols
- Install and Configure SNMP

- CompTIA N+ Practice Labs
- Practice Labs User Guide (EL)

**4** Video Tutorials

**Please note:** To run the following videos you will be required to allow certain websites (such as eCollege and LearnKey) to filter through your popup blocker settings. [Click here](#) for a short video instruction on how to do this.

**Please be aware** that this courseware is not mandatory as all the course materials can be found in the delivery of your course through our Skillssoft SCORM packages and covering this entire courseware from LearnKey is not obligatory, but completing the sessions outlined will aid in your full comprehension of the Topic. This will not be reflected on your progression bar status.

Please review **Session 1**, within the link below, which covers all areas in the **Networking Concepts** module of your syllabus.

- Learnkey N10-007

**5** Quiz Section

Please complete the following quizzes.  
You must achieve ≥ 80% to complete these activities:

- T1. Quiz 1
- T1. Quiz 2
- T1. Quiz 3
- T1. Quiz 4

← Getting Started - Click Here Topic 2 of 5 ▶

Jump to...

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 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.