The assessment used to evaluate competence for this course of study is the CompTIA A+ Essentials Certification Exam (220-701), which represents your TEV1 objective assessment. This course of study may require up to 7 weeks to complete.

Introduction

WARNING! The A+ courses (AXV1, TEV1, CPV1, TTV1) which are currently based on the 700 exam series are NOW RETIRED as of August 31st, 2013. The 800 series of the A+ exams will be available through EAV1 and EBV1 courses. Please contact your program mentor or course instructor for information on studying for and taking the correct exams.

Overview

Welcome to the IT Fundamentals II Course of Study. This course of study covers the first of two exams in the CompTIA A+ sequence—the CompTIA A+ Essentials Certification Exam (220-701).

Note: This course of study is followed by the IT Fundamentals III (TTV1) Course of Study, which covers the second of the two exams in the CompTIA A+ sequence—the CompTIA A+ Practical Application Certification Exam (220-702).

The concepts are not difficult, but the sheer volume is daunting, and you are asked to know things that you would just normally look up. Experience may or may not help.

Do not rely solely on practice exams as you study. While practice exams may help to build confidence, real exams might phrase questions differently, offer dissimilar choices, and also might use unfamiliar terminology. Unfortunately, most students who use only practice exams to study do not internalize this caution until their first failure.

View the exam comments of other students cautiously. Each version of one of these exams is different. Know that, if others advise you to skip studying a piece of technology because it was not on the exam, that simply means that it was not on their exam—it might still be on yours.

Watch the following introduction video for this course:

Outcomes and Evaluation

There are 11 competencies covered by this course of study; they are listed in the "Competencies for IT Fundamentals II (TEV1)" document.

The CompTIA A+ Essentials Exam (220-701)

- is composed of 100 questions,
- must be completed in 90 minutes or less, and
- must have a score of at least 675 out of 900 points to considered "passed."

Once you submit proof of your passing score (i.e., mail/fax your score report) to Western
Governors University (WGU), your result will be recorded in your Degree Plan.

**Preparing for Success**

To successfully complete this course of study, you need the appropriate resources to aid your learning. As you proceed, you will need to be organized in your studies, competent in the indicated areas, and ready to pass the final assessments.

**Obtain Learning Resources**

Enroll in or order the learning resources for this course as early as possible so as to give them time to arrive and give you enough time to become familiar with them.

*Note: If you decide to use other learning resources, particularly those found online, make certain that none qualify as a brain-dump. Using them can result in academic sanctions and loss of your certification.*

*Note: Please see the full CompTIA Candidate Agreement.*

**Automatically Enrolled Resources**

You will be automatically enrolled at the activity level for the following learning resources. Simply click on the links provided in the activities to access the learning materials.

**LabSim**

You will be linked to the following resource within the activities for this course of study:

- LabSim by TestOut, A+ Essentials (Exam 220-701)

This is the learning resource for this course of study; readings therein are available online for you to access when you need them.

*Note: To use LabSim (i.e., the primary learning resource for this course of study), your computer must*:

- be running Microsoft Windows XP/Vista/7 and
- meet the minimum hardware and software system requirements provided on the LabSim website.

**SkillSoft and Books24x7**

You should access the following resources in Books24x7 within SkillSoft:


  *Note: This text is mapped to the LabSim resource, which is the primary learning resource. View the "LabSim A+ Mapping" document to review the mapping.*

Of particular interest to IT students are the following SkillSoft features.
- **TestPrep**: Be cautious with the TestPrep feature because the questions are only indicative of your familiarity with the material in SkillSoft, not the real exams.
- **Mentoring**: The Mentoring feature is extremely valuable because it connects you to a Skillsoft A+ Subject Matter Expert, via chat or e-mail, who may help you overcome misunderstandings between your own experiences and what you learn.

*Note: For additional information on using your SkillSoft account, see "Using the SkillSoft Library".*

**Additional Preparation**

There are many different learning tools available to you within your course of study in addition to the learning resources discussed above. Some or all of them may be very useful to you as your progress through this course of study. Take the time to familiarize yourself with them and determine how best to fit them into your learning process.

The following activities and information will help you as you work through this course of study.

**Prepare for Your Studies**

Begin now to prepare for your studies.

The key to success with these exams is repetition and attention to detail. There is much to memorize and associate.

- Get into the habit of making portable study aids for yourself (e.g., flash cards, recordings, and notes).
- Use these study aids to take advantage of those periods in your day when you can review what you previously studied during your longer, quieter study times.

Let your family and friends know what you are doing, and when, so as to minimize interruptions.

**Message Boards, Study Notes, and FAQs**

Message boards, study notes, and FAQs are available in every course of study.

Use the "Additional Learning Tools" document to review these tools.

**CompTIA A+ Essentials Pre-Assessment**

Complete the LabSim "Practice Exam" within the LabSim learning resource before beginning the course.

If needed, use the LabSim Pre-assessment Instructions.

*Note: The LabSim "Practice Exam" represents the pre-assessment for this course of study.*

When you take this pre-assessment, you should avoid

- studying for it in advance,
looking up answers while taking it, and
guessing at the correct answer (instead of simply "knowing" it).

Review the Coaching Report

Review your pre-assessment coaching report (i.e., the score report that you receive from the pre-assessment).

Discuss this with your mentor to develop a study strategy that helps you strengthen weak areas. It is organized by exam objective.

LabSim

The following information pertains to LabSim and what will be covered in the course. Sections referenced correspond directly to the section in LabSim where the information is covered.

The LabSim learning resource (A+ Essentials (Exam 220-701)) for this course contains the following:

- Videos: 79 (12:09)
- Demonstrations: 54 (6:14)
- Simulations: 40
- Fact Sheets: 94
- Exam Questions: 605
- Section Quizzes: 59

Competencies covered by this subject

417.2.1 - Desktop System Hardware
The graduate demonstrates an understanding of personal computer components, and their function, in a desktop system.

417.2.2 - Hardware Storage and Information
The graduate demonstrates a basic working knowledge of computer data storage and information retrieval.

417.2.3 - Printers
The graduate recommends appropriate strategies for classifying, installing, configuring, optimizing, upgrading, and troubleshooting printers.

417.2.4 - Laptops and Portable Devices
The graduate recommends appropriate strategies for classifying, installing, configuring, optimizing, upgrading, and troubleshooting laptops and portable devices.

417.2.5 - Operating Systems
The graduate recommends appropriate strategies for classifying, installing, configuring, optimizing, upgrading, and troubleshooting computer operating systems.

417.2.6 - Networks
The graduate recommends appropriate strategies for classifying, installing, configuring, optimizing, and upgrading basic network types.

417.2.7 - Security
The graduate recommends appropriate strategies for classifying, controlling access, setting permission, configuring, optimizing, and upgrading basic system security.
417.3.1 - Hardware Troubleshooting
The graduate recommends appropriate tools, diagnostic procedures, preventive maintenance and troubleshooting techniques for personal computer components in a desktop system.

417.3.2 - Safety and Environmental Issues
The graduate recommends appropriate tools, and strategies for identifying, preventing, and reporting safety hazards and environmental/human accidents in a technological environment.

417.3.3 - Communication
The graduate communicates effectively with colleagues and clients in a technological environment.

417.3.4 - Professionalism
The graduate evaluates the implication of job-related professional behavior in a given scenario.

LabSim
The LabSim modules are constructed in a manner to build off previous lessons, so it is not recommended that you complete the sections out of order. Each module has

- a video,
- lecture/fact sheets, and
- lab simulations.

It is essential to read the materials prior to attempting the simulations to ensure you have a full and applicable understanding of the concepts and competencies required for successful completion of the practice exams.

*Note: It is strongly recommended that you continue to attempt lab simulations until you can easily complete the tasks scoring 100% and pass practice exams with no less than 90% to maximize your chances of successfully passing the actual examination associated with this course of study.*

LabSim Modules

*Note: Because you are to complete the activities for this course of study within the LabSim learning resource, the following list of modules has been provided to*

- orient you as you begin the course and
- provide an overview of the content you will be studying.

Access the following LabSim resource:

- [A+ Essentials (Exam 220-701)](#)

Complete all of the modules within the following sections:

- 1.0 Computing Overview
- 2.0 PC Technician
- 3.0 System Components
- 4.0 Peripheral Devices
- 5.0 Storage
6.0 Networking
7.0 Printing
8.0 Portable Devices
9.0 Security
10.0 System Management
11.0 Windows Installation
Practice Exams

Please remember to proceed through the activities in the specified order.

**Final Review**

Congratulations! You have just gone through a huge amount of material. Now it is time to review using practice exams.

**Preparing for the Assessment**

Now that you have completed the coursework in the LabSim modules, you should finish preparing to take the CompTIA A+ Essentials Certification Exam.

**Review Tools**

You might find that TestPrep from SkillSoft is helpful for this, as is the Q&A text available from SkillSoft's Books24x7.

Use the following tools if you want more review for the exam:

- **Skillsoft TestPrep 220-701 A+ Essentials**
- **CompTIA A+ 2009 Q&A text**

**LabSim Practice Exam**

The pre-assessment for the course is the Certification Practice exam located in the last section of LabSim. This will give you a baseline score.

Before taking the actual exam, take all of the "Practice Exams" at the end of the course, including all of the Domain Exams in the last section. This will provide you with valuable feedback about:

- Your readiness to take the Certification Exam.
- More specifically, questions you miss and what section you can refer back to in order to complete additional study.

A score of 80% or higher on each of the Domain Practice exams (without taking the exams more than twice) is recommended, (required for a second attempt), before considering yourself ready for the actual assessment.

*Note: There are 6 Domain Exams for the Essentials exam and 4 Domain Exams for the*
Practical Applications exam.

A student may also be considered ready if they score a 90%+ or higher on the certification practice exam on their first two attempts after studying the material.

First Attempt Checklist

One of the many things that makes WGU unique is its competency based education model. If you know the material, all you have to do is prove it by passing the exam. If you can do this, you can accelerate the receipt of your degree.

To make sure you have the best chance possible to pass the exam on your first attempt, the following should be completed before you refer to take it:

1. Student has completed all modules in LabSim.
2. Student has scored an 80% or higher on all 6 of the “Domain Exams”, taking no more than two attempts (this avoids memorizing questions) -OR- student has scored a 90%+ or higher on first attempt at the Certification Practice Exam.

If this has been done, and you feel comfortable with all of the concepts presented, you are most likely ready to refer for the first attempt of the exam.

If the first attempt is failed, you will be required to get in contact with the course instructor to see what went wrong and how you can prepare to make sure your second attempt is a success. Once the course instructor feels you are ready to refer for the second attempt of the exam, he or she will approve your second exam referral.

Taking the Assessment

The CompTIA A+ Essentials Certification Exam (code 220-701) represents your assessment for this course of study. You should schedule and take that exam now.

Schedule the Exam

Schedule the following exam through your Degree Plan:

- the CompTIA A+ Essentials Certification Exam, code 220-701

Note: This exam represents the objective assessment for this course of study.

COMPTIA ANNOUNCES EXAMS NO LONGER AVAILABLE AT PROMETRIC CENTERS

If you have difficulty doing this, please check with your mentor.

Note: Follow these directions for accessing your objective assessments.

Take the Exam

Take the CompTIA A+ Essentials Certification Exam at the time and place you have scheduled.
Following the Outside Vendor Assessment

You will need to submit your scores to WGU after completing your exam.

Follow these directions after completing an outside vendor assessment.

Feedback

WGU values your input! If you have comments, concerns, or suggestions for improvement of this course, please submit your feedback using the following form:

- Course Feedback

ADA Policy

Western Governors University recognizes and fulfills its obligations under the Americans with Disabilities Act of 1990 (ADA), the Rehabilitation Act of 1973 and similar state laws. Western Governors University is committed to provide reasonable accommodation(s) to qualified disabled learners in University programs and activities as is required by applicable law(s). ADA Support Services serves as the principal point of contact for students seeking accommodations and can be contacted at ADASupport@wgu.edu. Further information on WGU’s ADA policy and process can be viewed in the student handbook at the following link:

- Policies and Procedures for Students with Disabilities