

CompTIA A+ IT support essentials

Course outline · issued 14 September 2026

Technology areas	Network Administration
Level	Foundation
Short course	5 days
One-month track	4 weeks · 16 training days · 96 contact hours
Two-month track	8 weeks · 32 training days · 192 contact hours
Delivery	In person, Hybrid
Class size	8 to 16 participants
Certification	CompTIA A+ (Core 1 and Core 2) exam preparation
Entry requirements	None. Suitable for new and aspiring ICT support officers.

Who it is for

Help desk and first-line ICT support officers in tax offices and regional centres.

REVENUE USE CASE

Building the in-house support capability that keeps front-desk and field collection devices running.

By the end, participants can

- Diagnose and repair desktop, laptop and peripheral faults
- Install, configure and secure Windows, macOS, Linux and mobile devices
- Run a support desk with ticketing, escalation and asset records

Short course modules (5 days)

1. Hardware and peripherals
2. Operating systems and deployment
3. Networking for support staff
4. Security and safe handling of devices
5. Troubleshooting method and service desk practice

One-month track — weeks 1 to 4

4 weeks · 16 training days · 96 contact hours

Week 1 — Hardware and peripherals

- Components, connectors and safe handling
- Assembling, upgrading and diagnosing a workstation
- Printers, scanners and field collection devices
- Power, cabling and environmental basics

Practical: Strip, rebuild and test a workstation in the lab.

Week 2 — Operating systems and deployment

- Installing and configuring Windows
- macOS, Linux and mobile operating systems
- Imaging, drivers and application deployment
- Command line for support staff

Practical: Image and configure a device to an agency standard build.

Week 3 — Networking for support staff

- Addressing, DHCP and DNS from the desk
- Wired, wireless and small office setup
- Connectivity troubleshooting in order
- Cloud and virtualisation basics

Practical: Diagnose a set of connectivity faults on live equipment.

Week 4 — Security and safe handling

- Malware, phishing and endpoint protection
- Access control, encryption and device disposal
- Handling a device that holds taxpayer data
- Physical security and asset control

Practical: Secure and document a device against the agency baseline.

Checkpoint: the one-month track is assessed [here](#).

Two-month track — continues through weeks 5 to 8

8 weeks · 32 training days · 192 contact hours

Week 5 — Troubleshooting method

- The structured troubleshooting process
- Isolating hardware, software and user causes
- Boot, performance and blue-screen faults
- Knowing when to escalate

Practical: Work a queue of injected faults using the formal method.

Week 6 — Operational procedures and the service desk

- Ticketing, prioritisation and service levels
- Asset registers and licence records
- Documentation, change and backup procedures
- Communicating with a frustrated colleague

Practical: Run a shift on a simulated agency service desk.

Week 7 — Core 1 examination preparation

- Syllabus review: hardware, networking, virtualisation
- Performance-based question technique
- Timed practice and gap analysis
- Terminology drilling

Practical: Sit a full mock Core 1 paper and review every wrong answer.

Week 8 — Core 2 examination and capstone

- Syllabus review: operating systems, security, procedures
- Timed practice and gap closure
- Service-desk simulation assessment
- Booking the examinations and next steps

Practical: Sit a full mock Core 2 paper and complete the service-desk assessment.

Capstone assessment and post-course evaluation.

Capstone

A supervised service-desk simulation plus full mock Core 1 and Core 2 papers sat under examination conditions.

About this outline

Indicative extended tracks. The one-month track runs weeks 1 to 4; the two-month track continues through week 8 with deeper labs, certification preparation and a capstone. Weeks, contact hours and cohort sizes are finalised with each client.

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