Deputy of training

Plan and curriculums office

Competency Training standard

Title

CompTIA A+

Occupational group

Information Technology(IT)

International Code

۲۵۱۱/۱۰۲

Date of standard compilation :۲۰۱۳/۱۵/۱۲

Control of board on content compilation and accreditation: Plan and curriculums office

National code: ۲۵۱۱/۱۰۲

Member of Specialized commission IT Curriculum development:

-Shahram Shokofian: Manager of Iran TVTO IT Curriculum Development
-Elham Tajfar: Member of Iran TVTO IT Curriculum Development
-Hassan Solimany: Member of Iran TVTO IT Curriculum Development
-Sarang Ghorbanian: Member of Iran TVTO IT Curriculum Development
- Dariush Esmaeili: Member of Iran TVTO IT Curriculum Development

Cooperator Specialized organizations for compiling the training standard:

- Iran Information Technology Development Co
- Iran Information Technology Development University
-Aptech Computer Education in Iran

Revision Process:

- **Scientific content**
- **According to market**
- **Equipment**
- **Tools**

Plan & Curriculum Office

۹۷, nosrat avenue –Tehran, Iran

Tel:+۹۸-۲۱-۶۶۵۰۶۹۹۰۰-۹

Fax: +۹۸–۲۱–۶۶۹۴۴۱۱۷

E-mail:Barnamehdarci@yahoo.com

	Name & family name	Academic document	field	Job & post	Relevant experiences
١	Sarang Ghorbanian	M.Sc.	IT&ICT	Manager	**University of Applied Science and Technology**
٢	Hassan Solimany	B.Sc	IT&ICT	Manager	**Iran Information Technology Development Co**
٣	Dariush Esmaeili	M.Sc.	IT&ICT	Manager	**University of Applied Science and Technology**
٤	Mojtaba Kateb	M.Sc.	IT&ICT	Manager	**Iran Information Technology Development Co**
٥	Yaghoob Poorasad	Ph.D.	IT&ICT	Manager	**University of Applied Science and Technology**
٦	Amirreza Ghazipour	B.Sc	IT&ICT	Instructor	**Iran Information Technology Development Co**
٧	Amirhossein Rahimi Dadgar	B.Sc	IT&ICT	Instructor	**Iran Information Technology Development Co**

Definitions:

Job standard:

The characteristics ' required competencies and abilities for Efficient Performance in work environment is called "the Job standard", and sometimes "The Occupational standard"

Training standard:

The Training Map for achieving the Job's subset Competencies.

Job title:

Is a set of Tasks and Abilities which is expected from an employed person in the defined level

Job description:

A statement covering the most important elements of a job, namely the position or title of the job, the duties, job's relation with other jobs in a occupational field, the responsibilities, workplace conditions and required performance standards.

Course duration:

The minimum of time which is required to achieve the training objects.

Admission requirements:

The minimum of competencies and abilities which are obligatory for a potential admission.

Evaluation:

The process of collecting evidence and judgment about wetter a competency is achieved or not. Include: written examination, practical examination

Required Qualifications for Trainers:

The minimum of Trainer's technical and vocational abilities which the trainer is required to have.

Competency:

The ability of efficient performing a duty in a variety of workplaces conditions

Knowledge:

The minimum set of facts and mental capacities which is necessary for achieving a competency. This can include science, (Mathematics, physics, chemistry or biology), technology or technical.

Skill:

The minimum coordination between mind and body for achieving an ability or competency. It normally applied to practical skills.

Attitude:

A set of emotional behaviors required for achieving a competency and can have non-technical skills and occupational ethics.

Safety:

The cases which doing or not doing something can cause harm or accident

Environmental Consideration:

A set of consideration about the act which should be done to minimize the environmental damage or pollution.

Job/Competency title:
CompTIA A+

Job/Competency description:
The CompTIA A+ certification is the starting point for a career in IT. The exams cover maintenance of PCs, mobile devices, laptops, operating systems and printers. CompTIA A+ covers the basic skills necessary to succeed in IT administration and support. The credential validates an IT professional's skills in core entry-level competencies such as: • Computer systems installation • Preventative maintenance • Networking • Security • Troubleshooting

admission requirements:
minimum degree of education: Post first year of high school minimum physical and mental ability:- prerequisite skills: -

Course duration:
Course duration : ٦٠ hours

Evaluation :(%)
Required exams   CompTIA A+ ٢٢٠–٨٠١ **CompTIA A+ ٢٢٠–٨٠٢**
Number of questions   Maximum of ٩٠
Type of questions   Multiple choice and performance-based **Length of test   ٩٠ minutes**
Recommended experience   Six to ١٢ months hands-on experience in the lab or field
Passing score CompTIA A+ ٢٢٠–٨٠١: ٦٧٥ (on a scale of ٩٠٠)
CompTIA A+ ٢٢٠–٨٠٢: ٧٠٠ (on a scale of ٩٠٠)

Required Qualifications for Trainers:
CompTIA A+ degree holders with ٢ years experience

competency training standard

tasks

	Title
١	**Personal Computer Components**
٢	**Laptop and Portable Devices**
٣	**Operating Systems**
۴	**Printers and Scanners**
۵	**Networks**
۶	**Security**
٧	**Safety and Environmental Issues**
٨	**Communication and Professionalism**
٩	
١٠	
١١	

Training standard

Contents analysis form

Title: Personal Computer Components	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: - Identify the fundamental principles of using personal computers - Install, configure, optimize and upgrade personal computer components - Identify tools, diagnostic procedures and troubleshooting techniques for personal computer components - Perform preventive maintenance on personal computer components	Determined by the instructor			From **CompTIA**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Title:	time			
Laptops and Portable Devices	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: -Identify the fundamental principles of using laptops and portable devices - Install, configure, optimize and upgrade laptops and portable devices - Identify tools, basic diagnostic procedures and troubleshooting techniques for laptops and portable devices - Perform preventive maintenance on laptops and portable devices	Determined by the instructor			From **CompTIA**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Title: Operating Systems (Windows, Home / Pro / MCE)	time			
	theoretical	practical	total	
	Determined by the instructor			

Knowledge ,skill ,attitude ,safety, Environmental Consideration	Equipments ,tools, materials ,books
Knowledge and Skill: -Identify differences between operating systems (e.g. Mac, Windows, Linux) - Identify the fundamentals of using operating systems - Install, configure, optimize and upgrade operating systems — references to upgrading from Windows - Identify tools, diagnostic procedures and troubleshooting techniques for operating systems - Perform preventive maintenance on operating systems	Determined by the instructor	From **CompTIA**
Attitude: Speed and accuracy in doing the right thing		
Health & Safety: Compliance with safety protection in the workplace		
Environmental Consideration: Compliance with environmental protection		

Title:	time			
Printers and Scanners	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: - Identify the fundamental principles of using printers and scanners - Identify basic concepts of installing, configuring, optimizing and upgrading printers and scanners - Identify tools, basic diagnostic procedures and troubleshooting techniques for printers and scanners	Determined by the instructor			From **CompTIA**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Title:	time			
Networks	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: - Identify the fundamental principles of networks - Install, configure, optimize and upgrade networks - Identify tools, diagnostic procedures and troubleshooting techniques for networks	Determined by the instructor			From **CompTIA**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Title: Security	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: - Identify the fundamental principles of security - Install, configure, upgrade and optimize security - Identify tool, diagnostic procedures and troubleshooting techniques for security - Perform preventive maintenance for computer security	Determined by the instructor			From **CompTIA**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Title: Safety and Environmental Issues	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: - Describe the aspects and importance of safety and environmental issues - Identify potential hazards and implement proper safety procedures including ESD precautions and procedures, safe work environment and equipment handling - Identify proper disposal procedures for batteries, display devices and chemical solvents and cans	Determined by the instructor			From **CompTIA**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Title: Communication and Professionalism	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: - Use good communication skills including listening and tact / discretion, when communicating with customers and colleagues - Use job-related professional behavior including notation of privacy, confidentiality and respect for the customer and customers' property	Determined by the instructor			From **CompTIA**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Equipment & Tools & Materials & Resources (books, site, software…)form
*Required quantity for each ۱۵ Trainees

From CompTIA