



Information Technology

A+ Hardware Support

Course Introduction

This A+ Hardware Support training course provides participants with in-depth knowledge and hands-on experience in managing and troubleshooting computer hardware. Over five days, the course covers essential topics including hardware components, storage devices, power supplies, peripherals, mobile devices, and networking. Participants will learn to assemble and disassemble PCs, configure and troubleshoot various hardware components, and understand the nuances of both desktop and mobile device hardware. The course also includes advanced troubleshooting techniques and customer service skills, ensuring that participants are well-prepared to handle real-world hardware support scenarios.

Training Course Methodology

This course is designed to be interactive and participatory, and includes various learning tools to enable the participants to function effectively and efficiently. The course will use sessions, exercises, and case applications, and presentation about proven-by-practice methods, new insights and ideas about emotional intelligence and its effects in a corporate world.

Target Audience

- Cloud Computing Engineer
- Computer Network Specialist
- Computer Support Specialist
- Database Administrator
- Information Technology Analyst
- Information Technology Leadership
- Information Security Specialist
- Software/Application Developer
- Web Developer
- Technology sales consultant

Learning Objectives

- Gain a comprehensive understanding of computer hardware components and their functions.
- Develop skills to assemble, disassemble, and troubleshoot PCs and laptops.
- Learn to install, configure, and troubleshoot storage devices, power supplies, and peripherals.
- Understand the basics of networking hardware and protocols, and learn to set up and secure networks.

Course Outline

• Day 01

Introduction to Computer Hardware

- Overview of computer hardware components (CPU, RAM, motherboard, etc.)
- Understanding different types of computers (desktops, laptops, servers)
- Basic hardware troubleshooting techniques
- Safety procedures and ESD (Electrostatic Discharge) precautions
- Introduction to hardware tools and diagnostic software
- Assembly and disassembly of a PC

• Day 02

Storage Devices and Power Supplies

- Overview of storage devices (HDD, SSD, optical drives)
- Installing and configuring storage devices
- Understanding power supplies and voltage requirements
- Troubleshooting power supply issues
- RAID configurations and data redundancy

- Backup strategies and data recovery methods

• Day 03

Peripheral Devices and Networking

- Overview of peripheral devices (printers, scanners, external drives)
- Installing and configuring peripheral devices
- Basics of networking hardware (routers, switches, network cards)
- Setting up and troubleshooting wired and wireless networks
- Understanding network protocols and IP addressing
- Network security fundamentals

• Day 04

Mobile Devices and Laptops

- Overview of mobile devices (smartphones, tablets) and their hardware
- Troubleshooting common mobile device issues
- Laptop hardware components and differences from desktops
- Upgrading and repairing laptop hardware
- Battery technologies and power management
- Configuring and securing mobile devices

• Day 05

Advanced Troubleshooting and Certification Preparation

- Advanced hardware troubleshooting techniques
- Diagnostic tools and software for in-depth analysis
- Customer service skills and handling support calls
- Review of A+ certification exam objectives

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 16, 2025	June 20, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Sept. 8, 2025	Sept. 12, 2025	5 days	4250.00 \$	UAE - Dubai
Dec. 29, 2025	Jan. 2, 2026	5 days	4950.00 \$	South Africa - Cape Town