

CompTIA A+ Program Technical Standards

Program Overview: Core hardware, network infrastructure, software deployment, and operational safety functions required for entry-level IT and technical support professionals.

Domain	Technical Standard Definition	Contextual Classroom / Lab / Field Examples
Core 1: Hardware & Networks	Identify, build, configure, and connect local networking infrastructure and physical system architecture components.	• Hardware Interaction: Differentiate between discrete internal motherboard components; manage and deploy small screws, pins, and connection keys using specialized hand tools inside localized enclosures. • Device Configuration: Mount, connect, and configure internal components and external peripheral hardware (printers, scanners, digital cameras, display panels) while reviewing technical configuration data. • Network Installation: Fish cables, terminate connections, and install local wired/wireless networking components inside narrow walls, crawl spaces, or tight cubicle layouts. • Infrastructure Tools: Deploy physical loopback plugs, cable testers, tone generators, and software-based Wi-Fi scanners; interpret signal readouts accurately.

Domain	Technical Standard Definition	Contextual Classroom / Lab / Field Examples
Core 2: Software & Operations	Manage, navigate, install, and troubleshoot software operating systems, client environments, and device ecosystems.	• Mobile Devices: Access, interact with, and update settings on hand-held mobile devices, wearable technologies, tablets, and specialized field peripherals. • Operating Systems: Navigate directory trees, manage command prompts, and contrast administrative differences across Windows, macOS, ChromeOS, and Linux distributions. • Software Troubleshooting: Detect, analyze, isolate, and remove computer viruses or malicious code blocks; repair corrupted application dependencies and access errors.
Operational Procedures	Document configuration steps, preserve user safety, and provide technical client support clearly and ethically.	• Operational Safety: Apply static-discharge precautions, respect power load limitations, and follow strict environmental safety practices when handling hazardous electronics. • Documentation Best Practices: Write down clear system logs, record detailed ticketing descriptions, and map administrative changes for technical inventories. • Professional Communication: Listen actively to client descriptions, speak with clear and patient language during tense down-time situations, and present solutions clearly without overly technical jargon.

Institutional Accommodations & Universal Access Note

In accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA), reasonable accommodations are provided to eligible students with documented physical, psychological, sensory, or learning disabilities.

To request accommodations, discuss environmental or instructional barriers, or obtain alternative format configurations of institutional materials, please coordinate directly with the specialized support office:

- Office of Disability Services (ODS): Student Life Center, Room S207

- Phone Contact: (540) 857-6488
- Institutional Email Portal: disabilityservices@virginiawestern.edu