

## KCMS 0139

### Required material

You will be using a training course titled TestOut, which combines interactive online labs, instructional videos, and practice exams to complement your classroom instruction. You can purchase your material in the following ways:

1. Students purchase their activation codes from your bookstore for the products they need in class.
2. Direct Purchase from TestOut/com <http://www.testout.com/>

**Note:** Do not purchase your product directly from TestOut until your instructor has supplied you with a promotion code.

In addition to the TestOut material, students are required to bring paper, pencil, highlighter, USB flash drive (1GB or larger) and earphones or headset to view videos.

### Course Description

A+ (A Plus) is an entry-level computer certification for PC computer service technicians. The exam is designed to certify the competency of entry-level PC computer service professionals in installing, maintaining, customizing, and operating personal computers and prepare the student for the CompTIA A+ Certification Exams.

This is the first of four courses for A+ certification. The KCMS-0139 course covers chapters 1 through 4 of the Testout material.

### Course Competencies for these chapters are:

- Learn to use the Simulator
- Gain a basic understanding of Hardware, Windows, Linux and Mac OS
- Learn the basic concepts for Protection and Safety, Professionalism,
- Learn specifics covering PC Tools, Maintenance and Troubleshooting
- Learn about the components of systems, such as Cases, and Form Factors, Power Supplies, Motherboards, Buses, Processors, Memory Installation, BIOS/UEFI, Expansion Cards.
- Video, Audio, and Cooling
- Troubleshooting Motherboards, Processors, and memory.
- Identify Types of Peripheral Devices, such as USB, (IEEE 1394) Firewire, Display
- Video Troubleshooting, Device Driver Management and Troubleshooting.

### CompTIA A+ certification

Gaining [CompTIA™ A+ certification](http://www.comptia.org) assures employers and computer owners that a PC repair technician has the requisite knowledge to build, upgrade, optimize, troubleshoot, and repair personal computer (PC) systems. This program will prepare you to take your A+ exams, but the exams or exam vouchers are not offered as a part of this program. It will be your responsibility to set up exam dates and pay for exam fees independent of this online program. For more information on this certification please visit the CompTIA site at [www.comptia.org](http://www.comptia.org).

## Class Directions

### Overview & Purpose

You must read this directions and apply them as you progress on the content.

### Program and Course Standards

1. You must be in the classroom at least once a week to take exams or complete hands on labs(if needed) or to fulfill the minimum in person contact requirement to discuss your progress.
2. If you go for two weeks without coming to the classroom or having at least another type of contact with your instructors, in which your progress and current standing in the course/ program is discussed, you will be terminated from the program.
3. Always start your work from Canvas. After logging into your course, go to modules and click on the assignment links to access TestOut from there. This will ensure the score/completion date for such assignment is recorded into Canvas.
4. After completing an assignment in Testout, make sure to go back to Canvas to start the next activity.
5. Check your Canvas gradebook frequently. If you notice grades missing, DON'T PANIC, you don't need to redo your work for those either. Just repeat steps 3 and 4 above, making sure to get into the assignment in test out and then clicking on the right pointing arrow on that window, close TestOut, then go back to Canvas, refresh your grades page and your grade most likely will be updated there. If it does not work that way, give it some time and check again later.

### General Stuff

1. You are enrolled in the Competency Based Education Model (CBE).
2. This model allows you to cover the materials provided at a faster pace compared to a traditional lecture type class. If you come to a lesson in TestOut and because of your previous experience or knowledge, you realize you know it's content, and could demonstrate how to do what is being explained, you could skip it. We still recommend you cover the lesson just to make sure.
3. We track your progress by the scores TestOut sends back to Canvas, if you decide to skip a lesson, we will have no way to tell you did it, therefore, your progress will show below standard.
4. People normally do not know what they don't know, so we recommend you go over all the lessons and complete them, instead of skipping content, that way you will be covered and we will have a way to track your progress accurately.
5. The CBE model affords you the option to complete your courses faster (\$\$\$ savings!!) provided you demonstrate your knowledge.

### Verification

1. When you start this and any of the following courses, plan to be in the classrooms for at least a couple of days for you to get used on how things work.
2. Classrooms are available in the following schedules:
  - o Instruction: Mon-Thu 8am-9pm SHARP.
  - o Open study, labs, exams: as above and Fridays 8am-2pm SHARP.
3. After completing a module exam, make sure you submit a picture of the "**passing**" score using the blue submit button on the top right of the exam page in Canvas.

4. In the Modules component in Canvas, you will find some activities with a number enclosed in < > marks, at the very end of the activity name. You will see this normally at the end of the final exam link for the module. These numbers are the number of hours accounted by the time you complete such activity in that unit. Use them as a way to assess how many hours you have completed or should complete in the week, so you keep your standing of at least 24 hours/week of completion. These assignments with the brackets are the ones used to track your progress, MAKE SURE, they have a score after you complete them.
5. Exams are to be taken in the classroom.
6. No exam or lab will be started in the last hour of the day.
7. Exams are CLOSED BOOKS, no notes, reference material, or any other type of electronic or digital material is allowed while testing.
8. All exam scores with a passing grade (Normally 70% or higher), need to be submitted in Canvas. To do that, before you close the exam page, take a snip of the exam results page like the sample below. Save it to a file and then go to the Canvas exam page and Submit it for grading. The grade WILL NOT appear in Canvas right away, in fact, it may take a while for it to appear, because a person needs to go and check it, and post the grade for you. This is not an automatic process.

### **TestOut**

1. TestOut, is the content delivery system we use for these courses. Always check with your instructor before you purchase your TestOut license, this way you could get a discount in the price you pay for it.
2. To start TestOut, go to Canvas>Modules>
3. The first item on the list normally states (Launch TestOut), click on it.
4. On the top of the screen you will see this: The Home button is where you go when you need to take exams. Ask your instructor before you want to take a test.
5. Use the Menu button to check the course content and use the green check marks to tell what has been done and where you need to restart work on the next day. All activities listed are recommended, we suggest you complete them all, again, if you feel you know the content, we recommend you watch the video and or complete the labs associated, just to make sure.

### **Grades/Progress**

1. Grades and progress are two different things. Grades come from the scores in the unit exams and determine your passing status for the course. Progress in the other hand, is the rate at which you complete the course material. The only way to tell a student's rate of progress is by you making sure Canvas shows grades for the activities marked with these symbols . Use these tools to make sure you stay in the required 24 hours work/week requirement.

### **1.1.1- PC Pro Introduction (Launch testOut)**

### **1.2.2 - Explore the Lab Interface**

### **1.6.7-Final Exam: Section 1 0139 <7>**

#### **Chapter Exam**

Ask your instructor to schedule you for the TestOut Exam for this section. If this is your second attempt for this section, **be sure to mention it to your instructor.**

No books, notes, web sites, electronic devices or any support material is allowed during the test.

Exams will contain questions from the Fact Sheets, Simulations and Quiz questions from the section you just completed. Make sure that you are comfortable with them to ensure success.

Multiple-choice questions with ROUND selections have ONE choice.

Multiple-choice questions with SQUARE boxes indicate the possibility/probability of multiple answers.

Students must score 70% to pass. Scoring less than 65% means you will be required to review the material and wait at least until the next day to test.

Submit your score if it is 70% or better.

**Just after completing the assignment in TestOut, upload a snip like the sample below, and enter your score in the text box tab.**

## 2.1.1 - Safety (Launch testOut)

## 2.5.4.A: Assignment - Quiz on computer tools and safety

### Instructions

Complete the following Quiz on computer tools and safety

## 2.5.5-Final Exam: Section 2 0139 <18>

### Chapter Exam

Ask your instructor to schedule you for the TestOut Exam for this section. If this is your second attempt for this section, **be sure to mention it to your instructor.**

No books, notes, web sites, electronic devices or any support material is allowed during the test.

Exams will contain questions from the Fact Sheets, Simulations and Quiz questions from the section you just completed. Make sure that you are comfortable with them to ensure success.

Multiple-choice questions with ROUND selections have ONE choice.

Multiple-choice questions with SQUARE boxes indicate the possibility/probability of multiple answers.

Students must score 70% to pass. Scoring less than 65% means you will be required to review the material and wait at least until the next day to test.

Submit your score if it is 70% or better.

**Just after completing the assignment in TestOut, upload a snip like the sample below, and enter your score in the text box tab.**

## 3.1.1 - Cases and Form Factors

## 3.8.3 - Select Memory by Sight 0139 <32>

## 3.10.8.A Assignment: POST

### Instructions

**Do not attempt this lab, unless you have completed the BIOS section in TestOut Section 3!**

### Power On Self Test (POST) LAB

Objective: To understand the types of information and settings in the BIOS.

Equipment: computer labeled Bios Lab. Internet Access. Paper and Pencil.

Instructions: USE ANY COMPUTER.If you don't know how to get into Bios GOOGLE IT! Record your answers, and then submit them to me.

## 3.14.4-Final Exam: Section 3 0139 <45>

### Chapter Exam

Ask your instructor to schedule you for the TestOut Exam for this section. If this is your second attempt for this section, **be sure to mention it to your instructor.**

No books, notes, web sites, electronic devices or any support material is allowed during the test.

Exams will contain questions from the Fact Sheets, Simulations and Quiz questions from the section you just completed. Make sure that you are comfortable with them to ensure success.

Multiple-choice questions with ROUND selections have ONE choice.

Multiple-choice questions with SQUARE boxes indicate the possibility/probability of multiple answers.

Students must score 70% to pass. Scoring less than 65% means you will be required to review the material and wait at least until the next day to test.

Submit your score if it is 70% or better.

**Just after completing the assignment in TestOut, upload a snip like the sample below, and enter your score in the text box tab.**

## 4.1.1 - Peripheral Devices

### 4.7.1.A Assignment External Device Install

#### Instructions

Read the following document:

[Advantages & Disadvantages of a Network Interface Card. \(Links to an external site.\)Links to an external site.](#)

Then take the quiz

### Course Survey

Please take the course and instructor evaluation survey.

**This evaluation is anonymous and the data will be used to help improve classroom instruction.**

[https://slccir.az1.qualtrics.com/jfe/form/SV\\_bf68cLwM1MWqFEN](https://slccir.az1.qualtrics.com/jfe/form/SV_bf68cLwM1MWqFEN) (Links to an external site.)Links to an external site.

## 4.7.8.-Final Exam: Section 4 0139 <60>

### Chapter Exam

Ask your instructor to schedule you for the TestOut Exam for this section. If this is your second attempt for this section, **be sure to mention it to your instructor.**

No books, notes, web sites, electronic devices or any support material is allowed during the test.

Exams will contain questions from the Fact Sheets, Simulations and Quiz questions from the section you just completed. Make sure that you are comfortable with them to ensure success.

Multiple-choice questions with ROUND selections have ONE choice.

Multiple-choice questions with SQUARE boxes indicate the possibility/probability of multiple answers.

Students must score 70% to pass. Scoring less than 65% means you will be required to review the material and wait at least until the next day to test.

Submit your score if it is 70% or better.

**Just after completing the assignment in TestOut, upload a snip like the sample below, and enter your score in the text box tab.**