

## COMPTIA A+ CORE 2 (220-1002) EXAM CHAPTER 1: SAFETY AND PROFESSIONALISM

### OBJECTIVE MAPPING\*

#### EPISODE: PROFESSIONAL COMMUNICATION, PART 1

#### CORE 2 EXAM OBJECTIVES\*\*

##### DOMAIN 4.0 - OPERATIONAL PROCEDURES

#### 4.7 Given a scenario, use proper communication techniques and professionalism

- Use proper language and avoid jargon, acronyms, and slang, when applicable
- Maintain a positive attitude/project confidence
- Actively listen (taking notes) and avoid interrupting the customer
- Be on time (if late, contact the customer)
- Dealing with difficult customers or situations
  - Clarify customer statements (ask open-ended questions to narrow the scope of the problem, restate the issue, or question to verify understanding)
- Set and meet expectations/timeline and communicate status with the customer
  - Provide proper documentation on the services provided

#### EPISODE: PROFESSIONAL COMMUNICATION, PART 2

#### CORE 2 EXAM OBJECTIVES\*\*

##### DOMAIN 4.0 - OPERATIONAL PROCEDURES

#### 4.7 Given a scenario, use proper communication techniques and professionalism

- Be culturally sensitive
  - Use appropriate professional titles, when applicable
- Avoid distractions
  - Personal calls
  - Texting/social media sites
  - Talking to coworkers while interacting with customers
  - Personal interruptions
- Dealing with difficult customers or situations
  - Do not argue with customers and/or be defensive
  - Avoid dismissing customer problems
  - Avoid being judgmental
  - Do not disclose experiences via social media outlets
- Set and meet expectations/timeline and communicate status with the customer
  - Offer different repair/replacement options, if applicable
  - Follow up with customer/user at a later date to verify satisfaction
- Deal appropriately with customers' confidential and private materials
  - Located on a computer, desktop, printer, etc.

## EPISODE: PHYSICAL SAFETY

### CORE 2 EXAM OBJECTIVES\*\*

#### DOMAIN 4.0 - OPERATIONAL PROCEDURES

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##### **4.4 Explain common safety procedures**

- Equipment grounding
- Proper component handling and storage
  - Antistatic bags
  - ESD straps
  - ESD mats
  - Self-grounding
- Personal safety
  - Disconnect power before repairing PC
  - Remove jewelry
  - Lifting techniques
  - Weight limitations
  - Electrical fire safety

## EPISODE: TOOLS OF THE TRADE

### CORE 1 EXAM OBJECTIVES

#### DOMAIN 2.0 - NETWORKING

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##### **2.8 Given a scenario, use appropriate networking tools**

- Multimeter
- Tone generator and probe
- Cable tester
- Loopback plug

#### DOMAIN 5.0 - HARDWARE AND NETWORK TROUBLESHOOTING

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##### **5.5 Given a scenario, troubleshoot common mobile device issues while adhering to the appropriate procedures**

- Disassembling processes for proper reassembly
  - Use appropriate hand tools

\*This document can be used to determine what CompTIA A+ exam objectives are in each episode, as well as map where those objectives are in the official "CompTIA A+ 220-1101 Exam Objectives (2.0)" PDF resource that accompanies this course.

\*\*Why am I seeing different Core exams than what I'm studying? In some cases, you may be watching a video series that focuses on the Core 1 exam, however some of the episodes contain Core 2 exam objectives, or vice versa. There are 2 reasons for this: 1) The other Core exam topic is covered to give you a better, fuller understanding of the surrounding topics, and 2) Some episodes contain information from both Core exams because the topics coincide with each other and are more easily taught in 1 episode than breaking them out into separate episodes.