

# Course overview



## PC Fundamentals

(G104eng)

### Overview and objectives

This two-day practical “hands-on” course will teach students the essential skills of personal computer operation, providing a valuable introduction for both users and support newcomers.

On course completion, students will be able to:

- Understand the components of a PC
- Understand the use of applications software and operating systems to operate the PC
- Perform basic file management tasks at a command prompt
- Describe features of different versions of Windows
- Use Windows to manage files and folders
- Customize the Windows environment for personal preferences
- Access resources on a local network
- Use a web browser to open web pages and search for sites
- Describe the roles of IT and IT support services in business

### Target audience

This course provides essential foundation training for any person wishing to learn about PCs and operating systems. Topics are of relevance to students from end-user and other computing backgrounds, wishing to progress further with PC training. This course is particularly suited to those wishing to progress towards CompTIA A+ Certification training.

### Course prerequisites

Students are not expected to have gained any prior knowledge of PCs before they attend this course. However, it is strongly recommended that they have some keyboard and mouse experience. We suggest the following as a minimum:

- Type text and press key combinations using a PC keyboard
- Mouse actions (point, click, double-click, and alt-click)

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## Course contents

- **Introduction to Computers** • What is a Computer? • Types of Computer • What is Hardware? • The System Unit • Storage Devices
- **Keyboards, Mice, Printers and Peripherals** • I/O Ports and Cables • The Keyboard • The Mouse • The Display System • Printers • Other PC Peripherals and Adapters
- **Operating Systems** • What is Software? • MS-DOS • Microsoft Windows • Windows Versions
- **Navigating Windows** • Windows Startup • Windows Object Hierarchy • The Desktop • The Taskbar • The Start Menu • Customizing the Start Menu • Using Windows • Creating Desktop Shortcuts • Obtaining Help
- **Working with Folders and Files** • Folders • My Computer • Windows Explorer • Working with Folders • Working with Files
- **Configuring Windows** • The Control Panel • Computer Management • Printing
- **Networks** • What is a Network? • Network Components • Local Area Networks • Connecting a Computer to a Network
- **The Internet** • What is the Internet? • Browsing the Web • Searching the Internet
- **ICT in Industry** • What is Information Technology? • Support Services • The Help Desk • Call Handling Process • Role of the Help Desk Analyst

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