

{The A+ Cert Exam: What to Expect}

Testing Center

- The testing centers are often located in larger buildings.
 - Ask around for help finding the right office if you get lost, their neighbors are used to it if signage is bad.
- Centers generally have a small front desk area with lockers.
- You will tell the receptionist what exam you are taking, and they will have you sign in.
 - They will need two forms of ID. A driver's license and a school ID will work.
- They will take your picture and have you lock your phone, purse, and personal items in the lockers.
 - They are small, so do not take a textbook in with you.

The Exam Room

- The staff will give you a whiteboard or laminated page and a pen.
 - Use for any notes you want to take or calculations you want to make during your exam.
- You will be shown into a room with several computers and told where to sit.
 - There will likely be a pair of disposable ear plugs on the desk. Even though there is little noise, I recommend using them because people will be brought in to begin exams periodically and the shuffling can be distracting.
- The staff will load your exam up and you will be able to begin by clicking through the first few pages of agreements.
- Although there may not be staff in the room with you, they have cameras to watch the room.
 - If you need something you can usually wave your hand, and someone will come.
 - Staff will not help with test questions, but they can address a technical issue.

The Exam

- The test includes multiple choice questions and “quizlets” which are small simulations you will need to work through.
 - There will be instructions on how to use the quizlets or simulations, but it is intuitive.
 - For example, you may be asked to identify major components on a motherboard by dragging labels into the correct place.
 - I recommend noting the number and skipping quizlets until the end of the exam to help with time management.
- You should be able to move backward and forward through the test without consequence.
 - You will know when you are submitting your ‘final answers’.
- Some questions are included as a ‘trial run’ and will not count against you, but they will not be identified.
 - If you are faced with a particularly difficult question don't panic, do the best you can with it and there is a chance it won't count against you.
- Attempt every question, failing to answer is counted as incorrect.
- At the end of the exam you will be asked to take a brief demographics survey and then you would find out if you passed.

Outcome

- Take your pen and whiteboard and return them to the front desk.
- They will give you a printout with your pass/fail.
 - Keep it and file it at home because it's the easiest place to find your cert information later.
 - The printout will include a list of standards that you failed questions for so you can know your areas to improve.
- You will sign out and the receptionist will unlock your locker to retrieve your personal items.
- Go get a chocolate shake to celebrate or commiserate.