

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Exam delivery in the classroom, with a **98% success rate**
- Course-specific thinQtank® Learning publications to keep the learning engaging
- Extended hours of training, including immersive hands-on exercises
- **We do not teach the test.** We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by certified instructors

TRAINING CAMP FORMAT

thinQtank® Learning delivers this course as an **instructor-led training camp**, with the exam sat in the classroom as part of the camp. Camps are scheduled by cohort rather than to a fixed calendar, and the balance of lecture and lab work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- **None.** Cisco sets no prerequisites for CCST — no prior certification, no minimum education, no required training
- Familiarity with using a computer and getting online is helpful, not required
- If you have already sat CCNA and stopped, this is the ground underneath it

TARGET AUDIENCE

- Career changers making a first, deliberate move into networking
- Help desk and desktop support staff who keep hitting the network and want to stop guessing
- Students and school leavers who want a credential an employer recognizes
- Field and facilities technicians whose work has quietly become network work
- Anyone planning CCNA who wants the fundamentals solid first

EXAM

100-150 — Cisco Certified Support Technician (CCST) Networking

Fifty minutes. **No prerequisites** — no prior certification, no minimum education, no required training.

Six topic areas: Standards and Concepts; Addressing and Subnet Formats; Endpoints and Media Types; Infrastructure; Diagnosing Problems; Security.

Cisco does not publish a question count, a passing score or domain weightings for this exam, so we do not quote any.

Know the term before you sit it. A CCST earned on or after 15 July 2025 is valid for five years; one earned before that date does not expire. You recertify by passing any CCST, associate, professional or expert Cisco exam — so going on to CCNA renews this one as a side effect.

COURSE OVERVIEW

thinQtank® Learning offers an industry-unique training camp in which students earn the **Cisco Certified Support Technician (CCST) Networking** certification. As with all our Cisco training experiences, the exam is delivered in the classroom.

CCST Networking is where a networking career starts. What a network actually is, how an address gets a packet somewhere, what is really running down the cable or through the air, what each box in the rack does, how to find a fault with a method instead of a hunch, and how to keep the whole thing secure. Cisco sets no prerequisites, and we build the course to that.

It is a credential in its own right and the first rung of the Cisco ladder — the step before CCNA, and the one that makes CCNA make sense. Exam **100-150**, and the **voucher is available** at \$125 USD.

COURSE OBJECTIVES

Primary course objectives:

- Explain the purpose of a network and identify the common network types
- Work confidently in both the OSI and TCP/IP models, and place a protocol in the right layer
- Describe encapsulation, and follow a frame from one host to another
- Explain bandwidth, throughput, delay and jitter, and what each one actually costs a user
- Read, write and subnet IPv4 addresses, including CIDR notation, quickly and correctly
- Recognize IPv6 address formats and the address types you will meet in practice
- Explain MAC addressing and how a switch uses it
- Identify endpoints, cable types, connectors and the wireless standards in current use
- Choose the correct media for a run, given distance, interference and cost
- Describe what routers, switches, access points and firewalls each do in a network
- Explain DHCP, DNS and NAT well enough to know which one broke
- Configure basic wired and wireless host networking, and verify it
- Apply a structured troubleshooting method rather than a sequence of guesses
- Use ping, traceroute, ipconfig, netstat and the other everyday diagnostic tools deliberately
- Explain firewalls, VPNs, wireless security and authentication at a support-technician level
- Recognize common attacks and threats, and the controls that answer them

WHAT YOU WILL BE ABLE TO DO

- Explain how a network moves data, layer by layer, without hand-waving
- Subnet IPv4 quickly, and read an IPv6 address without flinching
- Pick the right cable, connector or wireless standard for a job and say why
- Find a network fault with a repeatable method, and prove you fixed it

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

EXCLUSIVE LEARNING PACKAGE

- Hands-on labs on real switches, routers and wireless kit
- Packet-level exercises — watch the protocol actually do the thing
- Structured troubleshooting drills against faults we break for you
- CCST Networking video course
- CCST Networking reading plan and review guide
- CCST Networking certification practice exam
- Subnetting workbook, drilled until it is fast rather than merely possible

COURSE MODULES

01 Standards and Concepts

- Topic A: What a network is, and the common network types
- Topic B: The OSI model and the TCP/IP model side by side
- Topic C: Network protocols, and where each one lives
- Topic D: Encapsulation — following data down the stack and back up
- Topic E: Bandwidth, throughput, delay and jitter

02 Addressing and Subnet Formats

- Topic A: IPv4 addressing, classes and private ranges
- Topic B: Subnetting and CIDR notation, drilled until it is fast
- Topic C: IPv6 address formats and address types
- Topic D: MAC addressing, and how a switch learns
- Topic E: Public, private and reserved address space

03 Endpoints and Media Types

- Topic A: Endpoints on a network, and what each one expects
- Topic B: Copper cabling, fiber, connectors and standards
- Topic C: Choosing media for distance, interference and cost
- Topic D: Wireless standards and the bands they use
- Topic E: Wired and wireless host network configuration

04 Infrastructure

- Topic A: Routers, switches, access points and firewalls
- Topic B: Local area networks and wide area networks
- Topic C: DHCP, DNS and NAT
- Topic D: Network transport, and application transport
- Topic E: Data centers, fabrics and cloud — where the network goes next

05 Diagnosing Problems

- Topic A: A structured troubleshooting methodology
- Topic B: ping, traceroute, ipconfig, netstat and friends
- Topic C: Isolating a fault to a layer, then to a device
- Topic D: Reading device output and logs
- Topic E: Documenting the fix so it does not recur

06 Security

- Topic A: Security and privacy concepts for a support technician
- Topic B: Common attacks and threats
- Topic C: Firewalls, VPNs and secure remote access
- Topic D: Wireless security and authentication
- Topic E: Security tools, and knowing when to escalate

WHERE THIS LEADS

- **CCNA** — the associate-level certification this course is the ground for. CCST is not a formal prerequisite; it is what makes CCNA make sense
- **A support role you can actually get.** Network support technician, help desk technician, IT support specialist — the jobs CCST was built for
- **CyberOps Associate** if the security module is the one that caught your attention
- **Recertification handled by moving forward.** Passing any CCST, associate, professional or expert Cisco exam renews this certification, so the next course you take also keeps this one current
- **Ask us about the path.** We will map the next two certifications to the role you are aiming at, not to a catalog

TERMS

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