



I.T. Technician

Work-based Activities/Instructional Plan

2025 - 2026

Revised: 8/2025

OBJECTIVES

The I.T. Technician program at ABC Adult School is designed to provide students with hands-on, real-world experiences that prepare them for success in the information technology field. Through work-based learning, students will develop technical, interpersonal, and professional skills essential for today's workplace.

Students will gain practical experience by repairing and maintaining computers and related technology in authentic work environments. This hands-on practice allows them to troubleshoot, diagnose, and resolve technical issues while adhering to established deadlines and project timelines.

Students will learn to engage with individuals seeking technical support, actively listen to their concerns, and deliver professional solutions while upholding high standards of customer service. Emphasis is placed on maintaining confidentiality and protecting sensitive data, reinforcing the importance of cybersecurity and responsible information handling.

Students will participate in group projects, developing the ability to communicate effectively within a team, delegate tasks, and work cohesively to achieve shared goals. They will practice both written and verbal communication, ensuring clarity and professionalism in all interactions with clients and team members.

Through these experiences, students will emerge with the confidence and competence to provide reliable technical support, deliver excellent customer service, and contribute effectively to an IT team in a dynamic and fast-paced work environment.

EXPERIENCES

Students in the ABC Adult School I.T. Technician program gain real-world experience by repairing computers and solving technology problems at a low, affordable cost for the community and the ABC Unified School District. This hands-on setting allows students to practice diagnosing and fixing issues while meeting established deadlines and project timelines.

They focus on providing high-quality, detail-oriented work to ensure customer satisfaction and build trust with clients. Throughout the program, students develop practical time management skills to maximize their productivity and deliver reliable results on schedule.

These experiences prepare students to excel in the IT field by combining technical expertise with customer service, professionalism, and efficient workflow management.

COMPETENCIES

Through the work-based learning program at ABC Adult School, I.T. Technician students develop key technical and professional competencies, including:

- Using ticketing and managed service software to track and resolve technical issues.
- Working with advanced network and computer utilities to diagnose and maintain systems.
- Maintaining confidentiality and protecting software, computer, and network systems to ensure data security.
- Enhancing interpersonal, listening, and customer engagement skills for effective client interaction.
- Collaborating in teams and group projects in a fast-paced, professional environment.

These competencies prepare students for real-world IT roles with a strong focus on technical expertise, professionalism, and teamwork, while maintaining workflow and timelines.

EVALUATION

Students in the ABC Adult School I.T. Technician program are evaluated through a combination of hands-on performance and written assessments. Instructors assign tasks related to repairing computers and resolving technology issues, observing and guiding students throughout the process. Feedback and evaluation are provided during the work and upon completion of each task to assess technical skills, quality of work, and adherence to professional standards.

In addition to practical evaluations, students complete weekly written tests to reinforce technical knowledge. This combination of hands-on supervision and written assessment ensures that students develop both competence and confidence in their technical and professional abilities.

Individuals Responsible for Guiding and Overseeing Students' Learning Experiences and Written Evaluations

The instructor is responsible for guiding and overseeing students' learning experiences and written evaluations during the work-based activities. The instructor is Microsoft Certified, CompTIA Certified, and a Cisco Certified Instructor.