



ABC Adult School

IT Technician Instructional Plan

2025 - 2026

Revised: 8/7/2025

MISSION STATEMENT:

The Mission of ABC Adult School is to provide quality education to our diverse community with meaningful opportunities for success in career, academic, and personal goals.

1. PROGRAM/COURSE IDENTIFICATION

- **Program Title:** IT Technician
- **Program Length/Duration:** 924 hours
- **Target Audience:** Individuals seeking foundational knowledge and practical skills for entry-level IT positions and industry-recognized certifications.
- **Prerequisites:** High school diploma/HSE
- **Funding Model:** This is a fee-based course, with any other expenses funded through the general Adult School budget.
- **Class Content Breakdown:**
 - Keyboarding: 84 Hours
 - CompTIA A+ Computer Hardware: 168 Hours
 - CompTIA Software: 168 Hours
 - Python Programming with AI: 84 Hours
 - Cloud Computing: 84 Hours
 - Network +: 84 Hours
 - Security +: 84 Hours
 - Internship/Tech 1: 84 Hours
 - Internship/Tech 2: 84 hours

2. PROGRAM GOALS AND LEARNING OBJECTIVES

Overall Program Objective: The IT program is designed to equip students with the foundational knowledge and practical skills required to obtain industry-recognized certifications, such as CompTIA A+ and Security+. Key objectives include understanding computer hardware and software components, troubleshooting and repairing computers through hands-on practice, understanding networking, security, and virtualization fundamentals, gaining proficiency in IT support and system administration tasks, and preparing students for industry certification exams through structured learning and practice tests.

Terminal Performance Objectives (TPOs): Upon successful completion of this program, students will be able to:

A. Communications:

- Interpret verbal and nonverbal communications effectively and respond appropriately in a professional IT environment.
- Follow verbal and nonverbal instructions accurately and communicate effectively

with instructors, peers, and staff.

- Read, understand, and accurately follow technical procedures and documentation.

B. Career Planning and Management:

- Identify personal interests, aptitudes, and necessary skills for informed career decision-making within various IT pathways.
- Utilize information and communication technology to research and explore training and job opportunities in the IT field.
- Create professional correspondence, write formulas (e.g., in spreadsheets), and develop presentations relevant to IT tasks.

C. Problem Solving and Critical Thinking:

- Identify and ask significant questions to clarify points of view and effectively solve technical problems.
- Apply systems thinking to analyze how various IT components interact to produce outcomes in complex work environments.

D. Health and Safety:

- Interpret and comply with policies, procedures, and regulations governing the IT workplace environment, understanding both employer and employee responsibilities.
- Demonstrate how to prevent and respond to work-related accidents or injuries, including the application of ergonomic principles for computer use.

E. Technology Orientation & Foundational Skills:

- **Welcome & Course Introduction:** Understand course objectives, weekly routine, classroom rules (including tech use etiquette), and types of projects/tools to be used.
- **Technology Orientation:** Successfully navigate login processes, identify computer components (monitor, CPU, keyboard, mouse), and properly turn systems on/off.
- **Platform Access:** Access the class website or LMS (e.g., Google Classroom, Canvas), email accounts, and key applications/software (e.g., Microsoft Office, Google Workspace).
- **Hands-On Task: “Getting to Know the Computer”:** Perform basic digital tasks such as creating folders, opening word processors, typing, and saving files.
- **Basic Digital Citizenship Intro:** Apply principles of safe and responsible technology use, including password safety, appropriate online behavior, and adherence to school computer use policies.

3. INSTRUCTIONAL STRATEGIES AND DELIVERY METHODS

Instructional Approach: A blend of theoretical lectures, extensive hands-on lab exercises, interactive demonstrations, and project-based learning.

Teaching Methods:

- **Direct Instruction:** For foundational concepts in hardware, software, networking, and security.
- **Demonstrations:** Live demonstrations of troubleshooting, system configurations, and software installations.

- **Guided Practice:** Supervised lab sessions for hands-on assembly, configuration, and repair tasks.
- **Problem-Based Learning:** Real-world IT scenarios and tickets for students to diagnose and resolve.
- **Role-Playing:** Simulations of IT support interactions and client communication. ○
- **Technology Integration:** Extensive use of virtual machines, network simulation tools, and industry-standard diagnostic software.
- **Differentiation and Support:** Instructors will provide individualized feedback during lab sessions, offer varied learning materials, and adapt instruction to meet diverse learning needs, including those of English Language Learners and students with disabilities.
- **Initial Technology Orientation:** A comprehensive initial orientation will guide students through login processes, classroom technology components, platform access (LMS, email, key applications), and basic digital citizenship, reinforced with hands-on tasks.
- **Materials/Tools Checklist for Orientation:** Student login credentials, working computers/devices, projector/screen for demonstration, internet access, access to LMS, Google Workspace, or other platforms.

4. INDUSTRY ALIGNMENT AND PROGRAM EVALUATION

Occupational Advisory Committee (OAC) Review: The program outline undergoes an annual evaluation by the Occupational Advisory Committee. This committee, comprising experienced IT professionals, network administrators, cybersecurity specialists, and program alumni, meets annually to:

- Review program objectives and curriculum content to ensure alignment with current industry standards, emerging technologies, and employer needs. ○ Provide recommendations on instructional materials, software, hardware, and certifications to reflect contemporary IT practices.
- Assess the appropriateness of instructional methods and student evaluation criteria, particularly for hands-on technical skills.
- Ensure the program effectively prepares students with the essential technical skills, problem-solving abilities, and professional attitudes required for success in the IT field.

Student Outcome Data Review: Annual review of student achievement data, including certification pass rates, completion rates, employment rates in relevant IT fields, and feedback from employers. This data is critical for identifying areas for program improvement and ensuring continuous quality enhancement in alignment with COE standards.