



ABC Adult School

IT Technician Instructional Plan

2026 - 2027

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.

VISION STATEMENT:

Students will develop confidence and self-reliance as they aspire to reach their full potential in life-long learning. We will cultivate our students' desire for learning, and encourage them to try new and exciting challenges by giving them a solid foundation to build on.

1. PROGRAM/COURSE IDENTIFICATION

- **Program Title:** IT Technician
- **Program Length/Duration:** 840 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 additional expenses covered by the general adult school budget.
- **Class Content Breakdown:**
 - CompTIA A+ Computer Hardware: 168 Hours
 - CompTIA Software: 168 Hours
 - CompTIA AI Prompting Essentials: 84 Hours
 - CompTIA Cloud+: 84 Hours
 - CompTIA CISCO Networking: 84 Hours
 - CompTIA Security AI+: 84 Hours
 - Internship/Tech 1: 84 Hours
 - Internship/Tech 2: 84 Hours

2. PROGRAM GOALS AND LEARNING OBJECTIVES

Overall Program Objective: The IT program equips students with the foundational knowledge and practical skills needed to earn 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.
- Read, understand, and follow technical procedures and documentation accurately.

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 key questions to clarify points of view and solve technical problems effectively.
- 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 the course objectives, weekly routine, classroom rules (including tech-use etiquette), and the projects/tools you will use.
- **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 (Canvas, email, key applications), and basic digital citizenship, reinforced with hands-on tasks.
- **Materials/Tools Checklist for Orientation:** Student login credentials, working computers/devices, a projector/screen for demonstrations, internet access, access to the LMS, Google Workspace, or other platforms.

4. INDUSTRY ALIGNMENT AND PROGRAM EVALUATION

Occupational Advisory Committee (OAC) Review: The OAC evaluates the program outline annually. This committee, comprising experienced IT professionals, network administrators, cybersecurity specialists, and industry professionals, 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.

ANNUAL REVIEW/REVISION

Date	Administrator; Confirming Plan Review/Revision
8/7/2025	<i>Jeff Heilig</i>
8/13/2026	<i>Jeff Heilig</i>