

Certificate of Achievement in Information Technology Technician (ITTP I)

Item 1. Program Goals and Objectives

The goal of the Information Technology Technician (*ITTP I*) Computer Sales & Support Certificate of Achievement is to prepare students for jobs as entry-level computer sales and technical support. Skills will be taught in areas of: retail sales and management, business communications, planning, organizing, composing and revising business documents by using Word, Excel, PowerPoint, Access, Outlook applications; establishing knowledgebase of computer hardware and software installation and troubleshooting as well as concepts of network, security, and virtualizations. Students are led towards and encouraged to take CompTIA A+ Certification.

Item 2. Catalog Description

This certificate of achievement based on ICT-Digital Media Sector of the *Doing What Matters Program - IT Technician Pathway (ITTP)*, which consists of three stages (*ITTP I - III*). This certificate of achievement is the first step in pursuing a career in Information and Technology field as an IT Technician. This certificate will help students launch a career in IT by starting with computer retail or customer service and support jobs, and building relevant skills and certifications over time. The entire pathway represents IT skill sets in demand by businesses throughout the state based upon interviews with IT contractors, equipment suppliers, various IT departments, and cross-referenced with CTE Faculty, advisory groups and other Labor Market Information. It is a program describing an effective balance of training, certifications and experience to develop IT Professionals without a 4-year degree. Visit <http://ict-dm.net/ittp> for more information about this pathway.

Item 3. Program Requirements

ITTP I curriculum is part of a planned career pathway sequence. To complete the *ITTP I* Certificate of Achievement Certificate, students must complete all of the core course requirements. Upon completion students become eligible to enroll in additional *ITTP II* and *ITTP III* upskill courses or work experience in the career pathway sequence. It is recommended that students consult with a College Counselor to discuss a short-term employment goal, designate a career pathway, identify industry certifications, and complete their educational plan.

Program Start Semester and Year: Spring 2018			
Courses Required for the Certificate of Achievement:			
Dept. Name / #	Course Description	Units	Sequence
BUS 001	Introduction to Business	3	Yr. 1, Spring
CAOT 048	Customer Service	3	Yr. 1, Spring

BUS 032	Business Communications	3	Yr. 1, Spring
CO INFO 001	Principles of Business Computer Systems	3	Yr. 1, Spring
CO INFO 008	Microcomputer Applications	3	Yr. 1, Fall
CO INFO 050	CompTIA A+ 220-901 – Computer Hardware	3	Yr. 1, Fall
CO INFO 051	CompTIA A+ 220-902 – Computer Operating Systems	3	Yr. 1, Fall
	TOTAL:	21	

Item 4. Master Planning

This certificate is designed to align learning content to the “Information Technology Technician” pathway developed by the Information and Communication Technology – Digital Media Sector Navigation Team, as a component of the “*Doing What Matters*” program. A key component of this effort is the development of a Certificate that mirrors this pathway, resulting in the development of a designation identifying uniform collection of skill business and industry have recognized as needed by entry level workers.

The primary goal of this proposed program is to update, revamp and bring up to date Computer Information Systems curricula and course offerings. As a result, it is expected to increase in college student enrollment majoring in Computer Information Systems, Computer Science and Information Technology, and Computer Science subjects in general.

Item 5. Enrollment and Completer Projections

No particular enrollment and Completer Projections data are available yet, but included career options and Labor Statistics should provide some idea.

Career Options: This certificate prepares the student for a wide variety of computer support related occupations throughout all industries in California. Occupational list includes:

- Computer Network Support Specialists
- Computer User Support Specialist
- Information and Records Clerk, All Other
- Information Security Analysts
- Network and Computer Systems Administrators
- Office and Administrative Support Workers, All Other
- Office Clerks, General
- Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products
- Computer Network Architects
- Computer Occupations, All Other

Labor Statistics:

TEN YEAR FORECAST FOR CALIFORNIA				
Occupation	2014	2024	Change	Change %
Computer Network Support Specialists	19700	23600	3900	19.8
Computer User Support Specialists	62200	77500	15300	24.6
Information and Record Clerks, All Other	21400	23300	1900	8.9
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	46900	53800	6900	14.7
Office Clerks, General	331200	363500	32300	9.8
Information Security Analysts	8000	10100	2100	26.3
Network and Computer Systems Administrators	43100	52000	8900	20.6
Computer, Automated Teller, and Office Machine Repairers	12800	13300	500	3.9
Computer Systems Analysts	75500	102200	26700	35.4
Computer Network Architects	14200	17900	3700	26.1
Computer Occupations, All Other	25000	30000	5000	20

Item 6. Place of Program in Curriculum/Similar Programs

- a) Do any active inventory records need to be made inactive or changed in connection with the approval of the proposed program? If yes, please specify.
 - a) No courses need to be made inactive.
- b) Does the program replace any existing program(s) on the college's inventory? Provide relevant details if this program is related to the termination or scaling down of another program(s).
 - a) This proposal does not replace any existing programs.
- c) What related programs are offered by the college?
 - a) Associate in Science Degree in Computer Information Systems.

Item 7. Similar Programs at Other Colleges in Service Area

Similar program being offered at some LACCD Participating Campuses:

Los Angeles Mission College

East Los Angeles College

West Los Angeles College

Program Learning Objectives:

Upon completion of this Certificate of Achievement, the student will be able to:

1. Use effective and ethical communications for variety of business situations. Use of variety of software tools to support these communications.
2. Show the ability to use word processing, spreadsheet, database, presentation, email to create, format, edit and produce variety of documents, reports, presentations.
3. Utilize variety of computer hardware components to build and troubleshoot computers, laptops and other hand-held computing devices. Perform basic troubleshooting of network and network related devices.
4. Perform installations of operating system software (Windows OS, Apple OS, Linux OS, Android OS and other mobile OS) and other application software. Perform troubleshooting of desktop and mobile computer components, installations of OS, printers, TCP/IP networking, and network connectivity. Address basic security issues.

Signature:

Chair, College Curriculum Committee

Signature:

President, Academic Senate

Signature:

Vice President, Academic Affairs