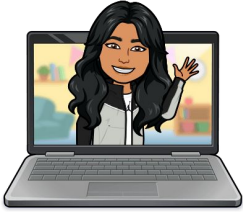


TECH DEVICES MAINTENANCE INTERNSHIP

Sand Devil Way: Be Kind | Get Involved | Work Hard



INSTRUCTOR: MISTY SMITH

Room: 806

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(928)608-4100 EXT 5806

2026 – 2027



COURSE DESCRIPTION

The **Tech Device Maintenance Internship** provides students with authentic, career-focused learning experiences through approved work-based learning, school technology departments, district projects, or community partnerships. Students apply the knowledge and skills developed in previous Information Technology courses while working alongside IT professionals and completing real-world technical support tasks. Students will strengthen their troubleshooting and technical skills, develop employability skills, document their work experiences, and demonstrate workplace readiness through supervised experiences aligned with Arizona CTE standards.



COURSE GOALS

Students will meet or exceed the Arizona State CTE Standards for Technology Devices Maintenance while applying previously learned IT skills in a supervised workplace setting.

Students will:

- Perform real-world technical support and troubleshooting tasks.
- Install, configure, maintain, and manage technology devices and software.
- Apply cybersecurity, safety, and data-protection procedures.
- Communicate professionally with supervisors, staff, and users.
- Demonstrate reliability, teamwork, time management, and workplace responsibility.
- Track internship hours and document daily tasks and accomplishments.
- Prepare for IT certifications, continued education, and technology careers.



COURSE OVERVIEW

This course aims to equip you with practical skills applicable in your daily life. The curriculum covers the following areas:

- | | |
|--|---|
| • Technical Support and Troubleshooting | • Equipment Maintenance and Inventory |
| • Hardware and Software Installation | • Professional Communication and Customer Service |
| • User Accounts, Permissions, and System Tools | • Workplace Safety and Operational Procedures |
| • Help Desk Support and Ticket Documentation | • Time Tracking and Daily Accomplishment Logs |
| • Cybersecurity and Data Protection | • Career Readiness and Professional Portfolio Development |



CTSO - TECHNOLOGY CLUB

All students are encouraged to join the Computer Technology Club, which may participate in **FBLA or SkillsUSA**. Members develop leadership skills and participate in meetings, fundraisers, activities, competitions, and CTSO events. Students must maintain at least a **70% in all classes** to travel. Competition opportunities are limited to second-year students. Once a student commits to travel, the student is responsible for reimbursing the club for any non refundable registration or travel expenses paid on their behalf if they later withdraw.



GRADING POLICY

The consequence of missing work is to do the work! Any assignment, lab, project, quiz or test needs to be turned in within a week after the original due date, unless prior arrangements are made with the teacher. **No extra credit will be offered.** Students should complete, correct, or resubmit assigned work to improve their grades.

- **Hands-On Labs and Projects – 40%**
Practical activities that measure students' ability to install, configure, troubleshoot, and apply IT skills.
- **Classwork and Skill Practice – 25%**
Daily assignments, vocabulary, notes, simulations, and certification-preparation activities.
- **Quizzes and Tests – 25%**
Unit quizzes, exams, and assessments aligned with course standards and CompTIA A+ objectives.
- **Professionalism – 10%**
Attendance, preparedness, participation, responsible use of equipment, and workplace behavior.

ASSIGNMENTS

- ✓ Classwork may be corrected and resubmitted to improve the grade.
- ✓ Projects and labs may be resubmitted within one week of the original due date.
- ✓ Missing work should be checked in Google Classroom or Power School and completed promptly.

ASSESSMENTS

- ✓ Quizzes and tests measure understanding of course skills and concepts.
- ✓ Students are allowed **one retake** for each quiz and test..
- ✓ All related assignments must be completed before a retake.
- ✓ The higher of the two scores will be recorded.
- ✓ Final exams must be taken at the scheduled time unless prior arrangements are approved.

PROFESSIONALISM POINTS

Students earn **3 professionalism points daily** for attendance, preparedness, and participation. UNV and TRU absences lose all 3 points; TRU points cannot be made up. EXC/VER deductions depend on the circumstances. Tardies may lose 1 point, while repeated tardiness may lose more. Eligible points may be made up at **20 minutes per point** .



TENTATIVE UNIT SCHEDULE

- **Unit 1:** Windows Operating Systems & Installation — 18 days
- **Unit 2:** Windows Configuration & Administration — 20 days
- **Unit 3:** System Tools, Storage, & User Accounts — 18 days
- **Unit 4:** Software & Operating System Troubleshooting — 18 days
- **Unit 5:** macOS, Linux, & Mobile Operating Systems — 16 days
- **Unit 6:** Cybersecurity & Data Protection — 22 days
- **Unit 7:** Help Desk Support and Operational Procedures — 20 days
- **Unit 8:** CompTIA A+ Core 2 Review and Capstone — 16 days

Total: 148 instructional days

Unit lengths are approximate and may change based on student progress, school activities, & instructional needs.

AZ TECHNICAL SKILLS ASSESSMENT

Students enrolled in **Year 2** will take the **Arizona Technical Skills Assessment (TSA)** to demonstrate mastery of the Information Technology CTE standards. Students who earn a **score of 60% or higher** on the TSA will qualify to receive a **CTE Honor Cord** to be worn at graduation, recognizing their achievement in the program. .

INDUSTRY CERTIFICATION

Students will have the opportunity to earn an industry-recognized IT certification at no cost. The certification measures foundational knowledge of hardware, software, networking, information systems, and cybersecurity.



SAND DEVIL WAY

- **Be On-Time:** In the classroom, when the bell rings is on time.
- **Be Prepared:** Come to class prepared with all materials and ready to learn from bell to bell.
- **Be Respectful:** Respect other students, teachers, school property, and yourself. Respect those around you the way you would like to be respected.

Be Kind, Get Involved, Work Hard!!!



CLASSROOM CULTURE

SOCIAL CONTRACT & BEHAVIOR PROCESS

Our classroom uses a **Social Contract** to create a positive and respectful learning environment. At the beginning of the year, students and the teacher work together to establish expectations for how everyone should be treated. This shared agreement helps students take ownership of the classroom culture.

When behavior does not follow the Social Contract, students will be guided through these four questions:

- **What are you doing?**
- **What are you supposed to be doing?**
- **Are you doing it?**
- **What are you going to do about it?**

This process encourages reflection, responsibility, and better choices. Consequences may still be given when necessary, but the goal is growth, accountability, and repairing the situation.

CLASSROOM POLICIES

Work Area (Housekeeping)

- Keep your work area clean.
- Do not mark or damage PUSD equipment.
- Throw away all trash and leave desks & floors clear.
- Push in your chair before leaving.

Food & Drinks

- No food, drinks, candy, or gum.
- Water is allowed in a closed water bottle.

Restroom

- No restroom use during the first or last 10 minutes or during instruction.
- Have your planner initialed before taking the hall pass.
- Only one student may leave at a time.
- Limit of **5 restroom trips per week** .
- Misuse will result in loss of privileges or 1 **professionalism point** .

Exiting Classroom

- Work from bell to bell.
- Stay away from the door.
- Leave only after the bell rings.

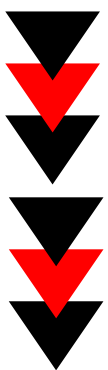
NO CELL BELL-TO-BELL

Cell Phone use can reduce attention, memory, and learning. Even having a phone nearby may be distracting. Students are expected to keep cell phones put away during instructional time unless given permission by the teacher.

CELL PHONE CONSEQUENCES

- **1st offense:** Reminder and phone placed in classroom box.
- **2nd offense:** Phone held by administration until end of day.
- **3rd offense:** Phone held, lunch detention, and parent contact.
- **4th offense:** After-school detention and parent pickup required.
- **5th offense:** Phone turned in to the office daily.

Phones used in the hallway during class time will be confiscated until the end of the day. 3



ABSENCE INTERVENTION

Absence count includes UNV, TRU, and VER absences. It does not include EXC, ACT, or ONC.

- **1–3 absences:** Parent notice, teacher check-in, and make-up work.
- **4–5 absences:** Attendance letter and after-school support.
- **6–7 absences:** Final attendance notice.
- **8+ absences:** Administrative conference and possible attendance contract.
- **10 consecutive absences:** Automatic withdrawal.

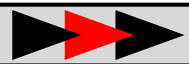
Support may include after school tutoring, summer school, or replacement of electives with academic courses.

TARDY POLICY

Students are considered tardy if they are not in their assigned location when the bell rings. Tardy students should report directly to class. Repeated tardiness will result in progressive consequences.

- **1–2 tardies:** Warning, parent contact may occur, and lunch detention.
- **3–4 tardies:** Referral, truancy round-up, and lunch detention.
- **5+ tardies:** Referral and lunch or after-school detention.
- **15+ minutes late:** Lunch detention; 30+ minutes may count as truancy.
- **Habitual tardiness:** Additional detention and parent conference.

Tardy counts reset each semester.



WHAT Do I Do If . . .

I need extra help?

- Office hours are available for anyone wanting or needing extra help.
- Office hours will also be posted outside classroom.
- Office hours are subject to change due to in-season coaching.

**Office Hours: Mon & Wed
3:40 pm - 4:15 pm**

I'm in extra-curricular activities?

- If you participate in extracurricular activities, please be sure you complete all assignments you may have missed. Ask a classmate or ask the teacher.
- **Grade checks/reports** will NOT be addressed during class. Teacher will ONLY sign before or after school, at lunch or between classes.

Tips for Being Successful in Class!

- 1) Attend class daily!
- 2) Be an active participant in class – Don't be a spectator.
- 3) Follow directions.
- 4) Work cooperatively with the teacher and your classmates.
- 5) Take notes and ask questions when unclear about a concept.
- 6) Complete assignments daily. It is very difficult to play catch up!
- 7) Take advantage of office hours.
- 8) Study for assessments. They will consist of similar problems from classwork, warm-ups, and notes.
- 9) If you are absent, make sure to obtain the notes from a classmate. You must make up any assignment you missed during your absence.

Note: The instructor has the right to add, delete, or modify the syllabus at any time.



**Tech Devices Maintenance Internship
Course Syllabus & Expectations
Mrs. Smith**

Signature : Our signature below (Parent and Student) shows that we have read, understood, and are aware of the expectations and grading procedures for this class.

_____	_____
Date	Class Period

_____	_____
(Print) Student's Name	Student's Signature

_____	_____
(Print) Parent's Name	Parent's Signature

_____	_____
Parent's Email	Parent's Phone Number

