

Broadband Customer Service Specialist (Broadband Services Level 1)

32451365

Broadband Telco Services 101

Credits: 1

This course will introduce the student to the basics of the telephone network portion of the broadband industry. Primary areas: the design of the cables physically and electrically and how to splice them using industry color code; print reading - construction drawing, system maps.

32451366

Broadband Television Service 101

Credits: 1

This course introduces the student to the basics of the (Hybrid Fiber Coaxial & IPTV) portion of the broadband industry. Primary areas: RF & IPTV transport, Basic installation, Print reading and Set-top box administration. Students will perform installation of customer equipment and teaching the customers how to properly use the equipment; basic trouble shooting - finding and repairing trouble in materials and equipment.

32451367

Broadband Fiber Service 101

Credits: 1

This course will introduce the students to industry specifications and practices for understanding fiber optic communication systems. Topics covered include fiber optic design, installation, test and maintenance for multimode and singlemode networks.

32451368

Broadband Internet Services 101

Credits: 1

This course will introduce the students to industry specifications and practices for understanding Broadband internet services. 4 primary areas: Transports, Features, Cloud and Smarthome devices.

32801361

Applied Communications 1

Credits: 2

This basic communication course focuses on effective listening, speaking, reading, and writing in life and at work. Students demonstrate their skills both individually and in groups. Students also produce such employment documents as a cover letter, a resume, and a preliminary job portfolio.