



Jones/NCTI® Certifications

Master Installer (MI)

- | | |
|---|---|
| ☐ Installer | 3 |
| ☐ TechSELLence | 0 |
| ☐ High Speed Data Installation | 0 |
| ☐ IP Voice | 0 |
| ☐ Installing SMB Telecom Service | 0 |
| ☐ Consumer Digital Electronics | 0 |

Total: 3 credit hours

Master Technician (MT)

- | | |
|--|---|
| ☐ Installer | 3 |
| ☐ Installer Technician | 4 |
| ☐ Service Technician | 4 |
| ☐ System Technician | 4 |
| ☐ Fiber Installation and Activation | 2 |
| ☐ Fiber Testing and Maintenance | 2 |
| ☐ Advanced Technician | 4 |

Total: 23 credit hours

Master Technician, Customer Premises (MTC)

- | | |
|--|---|
| ☐ Installer | 3 |
| ☐ Broadband Digital Installer | 3 |
| ☐ Troubleshooting Advanced Services | 0 |
| ☐ Consumer Digital Electronics | 0 |
| ☐ Computers and Broadband Modems | 3 |
| ☐ Installer Technician | 4 |
| ☐ Return Path Operations | 0 |

Total: 13 credit hours

Master Technician, HFC Networks (MTH)

- | | |
|--|---|
| ☐ Service Technician | 4 |
| ☐ System Technician | 4 |
| ☐ Fiber Installation and Activation | 2 |
| ☐ Fiber Testing and Maintenance | 2 |
| ☐ Digital Technician | 3 |
| ☐ Return Path Operations | 0 |
| ☐ Advanced Technician | 4 |

Total: 19 credit hours

Senior Master Technician (SMT)

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|---|----|
| ☐ Master Technician, Customer Premises (MTC) | 13 |
| ☐ Master Technician, HFC Networks (MTH) | 19 |
| ☐ Understanding Voice and Data Networks | 0 |

Total: 32 credit hours

Account Rep (AR)

- | | |
|---|---|
| ☐ Excellence in Customer Service | 3 |
| ☐ Cable Network Overview | 1 |
| ☐ Fundamental Selling Skills | 0 |

Total: 4 credit hours

Master Account Rep (MAR)

- | | |
|--|---|
| ☐ Account Rep (AR) | 4 |
| ☐ Delivering Cable Services | 3 |
| ☐ Basic Broadband Troubleshooting | 3 |

Total: 10 credit hours

Master Sales Rep (MSR)

An MSR is highly knowledgeable in the techniques of selling the many and varied services offered by the broadband industry.

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|---|---|
| ☐ Account Rep (AR) | 4 |
| ☐ Competitive Services | 0 |
| ☐ Delivering Video | 0 |
| ☐ Delivering Voice | 0 |
| ☐ Delivering Data | 0 |
| ☐ Selling Communication Services | 0 |

Total: 4 credit hours

Master Technical Services Rep (MTSR)

- | | |
|--|----|
| ☐ Master Account Rep (MAR) | 10 |
| ☐ Digital Voice Customer Care: Overview | 0 |
| ☐ High-Speed Data Customer Service | 2 |

Total: 12 credit hours

Master High-Speed Data Rep (MHSDR)

- | | |
|--|---|
| ☐ Account Rep (AR) | 4 |
| ☐ Delivering Cable Services | 3 |
| ☐ High-Speed Data Customer Service | 2 |
| ☐ Advanced High-Speed Data Customer Service | 3 |

Total: 12 credit hours

Operations Center Rep (OCR)

- | | |
|--|---|
| ☐ Operations Center Technical Support I | 0 |
| ☐ Operations Center Technical Support II | 0 |
| ☐ Operations Center Technical Support III | 0 |

Total: 0 credit hours

Master Network Operations Center Rep (MNOCR)

- | | |
|--|---|
| ☐ Account Rep (AR) | 4 |
| ☐ Operations Center Rep (OCR) | 0 |
| ☐ Delivering Cable Services | 3 |

Total: 7 credit hours



College Certificates from Arapahoe Community College

Broadband Technology Certificate

Broadband cable industry professionals including line technicians, maintenance technicians, fiber optics technicians, headend technicians, persons in related positions and their managers should earn this certificate. Individuals doing so will be qualified in design, construction, installation, maintenance and service of broadband coaxial and fiber networks.

☐	CTC 107	Installer	3
☐	CTC 109	Installer Technician	4
☐	CTC 111	Service Technician	4
☐	CTC 113	System Technician	4
☐	CTC 127	Fiber Testing and Maintenance	2
☐	CTC 128	Fiber Installation and Activation	2
☐	CTC 129	Digital Technician	3
☐	CTC 165	Advanced Technician	4

Total: 26 credit hours

Customer Care Certificate

Individuals pursuing customer service management positions should use this option to learn the necessary verbal, written and supervisory skills needed to perform their jobs effectively. Those who earn this certificate will be uniquely qualified within the industry to manage broadband and cable customer service workgroups.

☐	BUS 117	Business Writing	1
☐	CTC 108	Cable Network Overview	1
☐	CTC 121	Delivering Cable Services	3
☐	CTC 123	Basic Broadband Troubleshooting	3
☐	CTC 125	High Speed Data Customer Service	2
☐	CTC 126	Advanced High Speed Data Customer Service	3
☐	MAN 212	Negotiation and Conflict Resolution	3
☐	MAR 111	Principles of Sales	3
☐	MAR 235	Consumer Behavior	3

Total: 22 credit hours

Broadband Leadership Certificate

By developing the skills that prepare them to be effective leaders, students completing this certificate set themselves apart from their peers by further qualifying themselves as candidates for a promotion. With an emphasis in leadership, communication and management, graduates of this certificate will be well-suited to manage those who install, repair and service cable modems, telephony and digital video equipment as well as those who build and maintain broadband networks.

☐	MAN 224	Leadership	3
☐	COM 125	Interpersonal Communication	3
☐	COM 220	Intercultural Communication	3
☐	MAN 116	Effective Supervision	3
☐	MAN 226	Principles of Management	3

Total: 15 credit hours

* **Note:** Students who complete these certificates may earn an Associate of Applied Science degree in Broadband Technology and Communication by completing an additional 34 to 38 specified credit hours (see below for more information).



ASSOCIATE DEGREE THROUGH ARAPAHOE COMMUNITY COLLEGE

Associate Of Applied Science In Broadband Technology and Communication

Ideal for broadband technicians, technical managers and individuals pursuing customer service management positions, this degree provides graduates with an unsurpassed level of technical, supervisory, management and business skills specific to the broadband industry. Courses from both certificate programs also fulfill your specialization courses.

GENERAL EDUCATION REQUIREMENTS 19 credit hours

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|--------------------------|-------------------|----------------------------------|---|
| ☐ | ENG 131 | Technical Writing | 3 |
| ☐ | <i>or</i> ENG 121 | English Composition I | 3 |
| ☐ | MAT 108 | Technical Mathematics | 4 |
| ☐ | <i>or</i> | Higher level college math course | 4 |
| ☐ | COM 125 | Interpersonal Communication | 3 |
| ☐ | CIS 118 | Introduction to PC Applications | 3 |
| ☐ | BUS 115 | Introduction to Business | 3 |
| ☐ | MAN 116 | Effective Supervision | 3 |

CORE REQUIREMENTS 10 credit hours

- | | | | |
|--------------------------|-------------------|--------------------------------|---|
| ☐ | MAR 160 | Excellence in Customer Service | 3 |
| ☐ | PSY 116 | Stress Management | 3 |
| ☐ | <i>or</i> PSY 101 | General Psychology I | 3 |
| ☐ | BUS 241 | Cultural Diversity in Business | 3 |
| ☐ | MAN 117 | Time Management | 1 |

RESTRICTED ELECTIVES 6–9 credit hours*

- | | | | |
|--------------------------|---------|---|---|
| ☐ | COM 220 | Intercultural Communication | 3 |
| ☐ | MAR 111 | Principles of Sales | 3 |
| ☐ | BUS 216 | Business Law and the Legal Environment | 3 |
| ☐ | BUS 217 | Business Communication and Report Writing | 3 |
| ☐ | MAR 216 | Introduction to Marketing | 3 |
| ☐ | MAN 226 | Principles of Management | 3 |
| ☐ | CTC 117 | Computers and Broadband Modems | 3 |
| ☐ | CTC 118 | Broadband Digital Installer | 3 |

* Dependent on the plan of study selected (see options, right).

PLANS OF STUDY (SPECIALIZATION) – Select One

OPTION A: BROADBAND TECHNOLOGY* 26 credit hours

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|--------------------------|---------|-----------------------------------|---|
| ☐ | CTC 107 | Installer | 3 |
| ☐ | CTC 109 | Installer Technician | 4 |
| ☐ | CTC 111 | Service Technician | 4 |
| ☐ | CTC 113 | System technician | 4 |
| ☐ | CTC 127 | Fiber Testing and Maintenance | 2 |
| ☐ | CTC 128 | Fiber Installation and Activation | 2 |
| ☐ | CTC 129 | Digital Technician | 3 |
| ☐ | CTC 165 | Advanced Technician | 4 |

* Complete at least 6 credits of restricted electives

OPTION B: CUSTOMER CARE** 22 credit hours

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|--------------------------|---------|---|---|
| ☐ | BUS 117 | Business Writing | 1 |
| ☐ | CTC 108 | Cable Network Overview | 1 |
| ☐ | CTC 121 | Delivering Cable Services | 3 |
| ☐ | CTC 123 | Basic Broadband Troubleshooting | 3 |
| ☐ | CTC 125 | High Speed Data Customer Service | 2 |
| ☐ | CTC 126 | Advanced High Speed Data Customer Service | 3 |
| ☐ | MAN 212 | Negotiation and Conflict Resolution | 3 |
| ☐ | MAR 111 | Principles of Sales | 3 |
| ☐ | MAR 235 | Consumer Behavior | 3 |

** Complete at least 9 credits of restricted electives

OPTION C: BROADBAND LEADERSHIP*** 23 credit hours

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|--------------------------|-------------------|-------------------------------------|---|
| ☐ | BUS 117 | Business Writing | 1 |
| ☐ | COM 220 | Intercultural Communication | 3 |
| ☐ | CTC 108 | Cable Network Overview | 1 |
| ☐ | CTC 129 | Digital Technician | 3 |
| ☐ | <i>or</i> CTC 121 | Delivering Cable Services | 3 |
| ☐ | <i>or</i> CTC 107 | Installer | 3 |
| ☐ | <i>or</i> CTC 123 | Basic Broadband Troubleshooting | 3 |
| ☐ | MAN 212 | Negotiation and Conflict Resolution | 3 |
| ☐ | MAN 224 | Leadership | 3 |
| ☐ | MAN 226 | Principles of Management | 3 |
| ☐ | MAR 235 | Consumer Behavior | 3 |

*** Complete at least 9 credits of restricted electives

DEGREE TOTAL: 60 – 61 CREDIT HOURS

Note: Course titles may vary at ACC.