Charter Spectrum

Training Path Course Progressions



****The courses listed under each job title must be completed to be eligible to advance to the next job title.****

Field Technician I & II (to advance to Field Technician III)

- Progression: Field Technician II – III *or* Progression: Field Technician II – III (some lessons in Spanish)

Field Technician III (to advance to Field Technician IV)

- Progression: Field Technician III - IV

Field Technician IV (to advance to Field Technician V)

- Progression: Field Technician IV – V

Field Technician V (to advance to Field Technician VI)

- Progression: Field Technician V – VI

Maintenance Technician I (to advance to Maintenance Technician II)

- Progression: Maintenance Technician I - II

Maintenance Technician II (to advance to Maintenance Technician III)

- Progression: Maintenance Technician II – III

Construction Coordinator I (to advance to Construction Coordinator II)

- Progression: Construction Coordinator I - II

Construction Coordinator II (to advance to Construction Coordinator III)

- Progression: Construction Coordinator II - III

NCTI Powers Frontline Performance

Fiber Technician I (to advance to Fiber Technician II)

- Progression: Fiber Technician I - II

Regional Support Center I (to advance to Regional Support Center II)

- Progression: Regional Support Center I - II

Regional Support Center II (to advance to Regional Support Center III)

- Progression: Regional Support Center II - III

ROC Specialist I

- ROC Fundamentals

ROC Specialist II

- ROC II Course 1
- ROC II Course 2

ROC Specialist III

- ROC III Course 1
- ROC III Course 2

HFC Designer I

- Charter HFC Designer I (course 1) – Understanding Fiber Optics and HFC Networks
- Charter HFC Designer I (course 2) – Advance to HFC Designer II

HFC Designer II

- Charter HFC Designer – advance to HFC Designer III

NCTI Courses Included in the Charter Spectrum Enterprise License Program

- Advanced DOCSIS Operations
- Advanced High-Speed Data Customer Service
- Advanced Technician
- Applying W-Fi Technologies
- Basic Broadband Troubleshooting
- Broadband Digital Installer
- Broadband HFC Network Testing and Measurements
- Building Synergistic Teams
- Cable Network Overview
- Charter HFC Designer (course 1) – Understanding Fiber Optics and HFC Networks
- Charter HFC Designer (course 2) – advance to HFC Designer II
- Charter HFC Designer II – advance to HFC Designer III
- Charter ROC Fundamentals
- Charter ROC II, Course 1
- Charter ROC II, Course 2
- Charter ROC III, Course 1
- Charter ROC III, Course 2
- Competitive Services
- Computers and Broadband Modems
- Consumer Digital Electronics
- Customer Service for Technicians
- Delivering Cable Services
- Delivering Data
- Delivering Video
- Delivering Voice
- Digital Technician
- Discovering DOCSIS-Customer Premises
- Effective Communication
- Effective Supervision
- Excellence in Customer Service
- Exploring Wireless Technologies
- Fiber Installation and Activation
- Fiber Testing and Maintenance
- Field Safety
- FTTx Basics
- Full Duplex DOCSIS
- Fundamental Selling Skills
- Healthy Conflict Management
- High-Speed Data Installation
- High-Speed Data Customer Service
- Installer
- Installer Technician
- Installing SMB Telecom Service
- Internetworking with TCP/IP
- Introduction to Multiplexing
- Introduction to Networking: Home and Peer-to-Peer Networks
- Introduction to Networking: Local Area Networks
- Introduction to Networking: Wireless
- Introduction to Protocols and Network Routing
- Introduction to Telecom Operations
- Introduction to Wide Area Networks
- IP Voice
- Leadership 101
- Managing & Promoting Change
- Maximizing Diversity with Inclusion
- Mentoring 101
- Operations Center Technical Support I
- Operations Center Technical Support II
- Operations Center Technical Support III
- Organizational Development
- Progression: Construction Coordinator I – II
- Progression: Construction Coordinator II - III
- Progression: Fiber Technician I – II
- Progression: Field Technician II – III
- Progression: Field Technician II – III (some lessons in Spanish)
- Progression: Field Technician III – IV
- Progression: Field Technician IV – V
- Progression: Field Technician V – VI
- Progression: Maintenance Technician I – II
- Progression: Maintenance Technician II – III
- Progression: Regional Support Center I – II
- Progression: Regional Support Center II – III
- Quick Start Installer
- Retaining Customers
- Return Path Operations
- Selling Communications Services
- Service Technician
- Solución de problemas de servicios avanzados
- System Technician
- TechSELLence
- Telephone Home Wiring
- Troubleshooting Advanced Services
- Understanding Voice and Data Networks
- Wall Drilling for Wiring
- Working Across Generations and Maximizing Diversity