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 Tech I & II (to advance to FT III)

1. Troubleshooting Advanced Services
2. Consumer Digital Electronics
3. Installer Technician
4. Computers and Broadband Modems

Field Tech III (to advance to FT IV)

1. Introduction to Networking: Home and Peer-to-Peer Networks
2. Service Technician
3. Digital Technician
4. Introduction to Networking: Local Area Networks
5. Internetworking with TCP/IP

Field Tech IV (to advance to FT V)

1. Return Path Operations (also in MT I)
2. Understanding Voice and Data Networks

Field Tech V (to advance to FT VI)

1. Installing SMB Telecom Service
2. FTTx Basics
3. Introduction to Multiplexing
4. Introduction to Wide Area Networks
5. Introduction to Protocols and Network Routing
6. Introduction to Networking: Wireless
7. Advanced DOCSIS 3.1 Operations

Field Tech VI

1. Fiber Installation and Activation
2. Fiber Testing and Maintenance

MT I (to advance to MT II)

1. System Technician
2. Return Path Operations (also in FT IV)
3. Broadband HFC Network Testing and Measurements

MT II (to advance to MT III)

1. Fiber Installation and Activation
2. Fiber Testing and Maintenance

MT III

1. Advanced Technician

TQA I (to advance to TQA II)

1. Installing SMB Telecom Service
2. FTTx Basics
3. Introduction to Multiplexing
4. Introduction to Wide Area Networks
5. Introduction to Protocols and Network Routing
6. Introduction to Networking: Wireless
7. Advanced DOCSIS 3.1 Operations

TQA II

1. Fiber Installation and Activation
2. Fiber Testing and Maintenance

NCTI Powers Frontline Performance

Charter Spectrum

Training Path Course Progressions

(Continued)

RSC I (to advance to RSC II)

1. Competitive Services
2. Cable Network Overview
3. Excellence in Customer Service
4. Delivering Cable Services

RSC II (to advance to RSC III)

1. Operations Center Technical Support I
2. High-Speed Data Customer Service
3. Effective Communication

ROC Specialist I

1. ROC Fundamentals

ROC Specialist II

1. ROC II Course 1
2. ROC II Course 2

ROC Specialist III

1. ROC III Course 1
2. ROC III Course 2

HFC Designer I

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

HFC Designer II

1. Charter HFC Designer – advance to HFC Designer III

Construction Coordinator I (to advance to Construction Coordinator II)

1. Installer
2. Service Technician
3. Digital Technician
4. System Technician
5. Return Path Operations

Construction Coordinator II and III (*recommended, not required*)

1. Fiber Installation and Activation
2. Fiber Testing and Maintenance

Fiber Technician I (to advance to Fiber Technician II)

1. Fiber Installation and Activation
2. Fiber Testing and Maintenance

Fiber Technician II

Currently in development

NCTI Courses Included in the Charter Spectrum Enterprise License Program

- Advanced DOCSIS 3.1 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 3.1-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 3.1
- 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
- Quick Start Installer
- Retaining Customers
- Return Path Operations
- Selling Communications Services
- Service Technician
- System Technician
- TechSELLence
- Telephone Home Wiring
- Troubleshooting Advanced Services
- Understanding Voice and Data Networks
- Wall Drilling for Wiring
- Working Across Generations and Maximizing Diversity