NCTI'S MASTER TECHNICIAN CERTIFICATION PROGRAM

The NCTI Master Technician Certification Program identifies technicians and engineers who have mastered skills to be regarded as the Industry's elite. To be eligible, students must successfully complete a defined set of courses related to specific broadband operations.

MASTER INSTALLER (MI)

This certificate confirms a higher level of service by recognizing new technologies as well as best practices for all facets of a broadband cable installation.

REQUIRED COURSES:

- » Installer
- » TechSELLence
- » Applying Wi-Fi Technologies
- » Consumer Digital Electronics

MASTER TECHNICIAN (MT)

This certificated confirms knowledge and expertise in broadband network and drop installation practices and procedures.

REQUIRED COURSES:

- » Installer
- » Installer Technician
- » Service Technician
- » System Technician
- » Fiber Installation & Activation
- » Fiber Testing & Maintenance
- » Advanced Technician

MASTER TECHNICIAN, CUSTOMER PREMISES (MTC)

This certificate confirms the ability to install, maintain and troubleshoot analog and digital services in the drop network from the distribution tap to the terminating device at the customer's premises.

REQUIRED COURSES:

- » Installer
- » Broadband Digital Installer
- » Troubleshooting Advanced Services
- » Consumer Digital Electronics
- » Computers and Broadband Modems
- » Installer Technician
- » Return Path Operations

MASTER TECHNICIAN, HFC NETWORKS (MTH)

This certificate confirms a proficiency in HFC network maintenance practices and procedures and is qualified to service and maintain two-way analog and digital services in the coaxial distribution system, fiber-optic system, and headend.

REQUIRED COURSES:

- » Service Technician
- » Return Path Operations
- » System Technician
- » Fiber Installation & Activation
- » Fiber Testing & Maintenance
- » Digital Technician
- » Advanced Technician

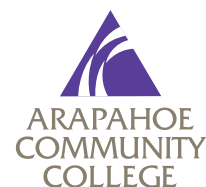## SENIOR MASTER TECHNICIAN (SMT)

This certificate confirms expertise on all HFC network and drop installation practices and procedures and can troubleshoot and maintain the entire system from the customer's premises through the headend.

REQUIRED COURSES:

- » Master Technician, Customer Premises Certification
- » Master Technician, HFC Networks Certification
- » Understanding Voice and Data Networks
- » Business Services for Technicians

Ready to achieve field success?
Learn with NCTI:
ncti.com | 866.575.7206

MT0820

ASSOCIATE OF APPLIED SCIENCE IN BROADBAND TECHNOLOGY AND COMMUNICATION DEGREE FROM ACC

Through our partnership with Arapahoe Community College (ACC), regionally accredited by the North Central Association of Colleges and Schools, NCTI is pleased to provide students a straightforward path to advanced skills, opportunities for professional growth and a college degree.

The Associate of Applied Science degree allows students to complete the **NCTI Certificate of Broadband Technology**,

combined with general education courses, major courses and restricted electives. The result is a versatile, professional degree that demonstrates both job-specific expertise and general business knowledge.

Be advised, while most courses are available anytime, others are only offered up to three times per year. Visit **www.ncti.com** for course availability and schedules.

GENERAL EDUCATION REQUIREMENTS — 19 credit hours

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

CORE REQUIREMENTS — 10 credit hours

MAR 160	Excellence in Customer Service	3 credit hours
PSY 116	Stress Management	3 credit hours
or PSY 101	General Psychology I	3 credit hours
BUS 241	Cultural Diversity in Business	3 credit hours
MAN 117	Time Management	1 credit hour

Note: *Course titles may vary at ACC.*

RESTRICTED ELECTIVES — 6 credit hours

COM 220	Intercultural Communication	3 credit hours
MAR 111	Principles of Sales	3 credit hours
BUS 217	Business Communication and Report Writing	3 credit hours
MAR 216	Introduction to Marketing	3 credit hours
MAN 226	Principles of Management	3 credit hours
CTC 117	Computers and Broadband Modems	3 credit hours
CTC 118	Broadband Digital Installer	3 credit hours
MAN 241	Project Management in Organizations	3 credit hours

PLAN OF STUDY (SPECIALIZATION)

BROADBAND TECHNOLOGY — 26 credit hours

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

DEGREE TOTAL: 61 CREDIT HOURS

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