



Technical Training Courses

- BICSI Certification
- Belden Certification
- ETAI Certification
- Customer Service
- Serving to Learn
- Troubleshooting
- Electrical
- Safety
- Computer Hardware/Interfacing

BICSI Certifications

BICSI IN101 Installer Level I

Course # 150-411

- Successfully terminate various types of copper connectors.
- Properly explain the importance of safety and professionalism toward optimal job performance.
- Discuss pathways, spaces, bonding and grounding and fire stopping.
- Make decisions based on applicable codes, standards, and best practices.
- Choose the correct tool or methodology for specific tasks.

Hours: 40 (+ 2 Test)

CEC's: BICSI= 35 , State=32

BICSI IN225 Copper Installer Level II

Course # 150-412

- Successfully interpret drawings, plans, and specifications.
- Properly test and troubleshoot copper installations.
- Discuss media selection and implications for implementation on the network.
- Make recommendations based on applicable codes, standards, and best practices.
- Interpret the job plan and scope of work as well as perform retrofits and upgrades for existing infrastructure.

Hours: 40 (+ 2 Test)

CEC's: BICSI= 35 , State=32

BICSI IN250 Fiber Installer Level II

Course # 150-410

- Successfully interpret drawings, plans, and specifications.
- Properly test and troubleshoot optical fiber installations.
- Discuss media selection and implications for implementation on the network.
- Make recommendations based on applicable codes, standards, and best practices.
- Interpret the job plan and scope of work as well as perform retrofits and upgrades for existing infrastructure.

Hours: 40 (+ 2 Test)

CEC's: BICSI= 35 , State=32



BICSI TE350 Technician A

Course # 150-417A

- In *TE350 A* join an elite group of installers who possess this high level of skills training. Take your installation performance to the next level through the study of specialized systems and advanced copper and optical fiber structured cabling systems. *TE350 A* is the first part of a two part 40-hour course that provides the necessary skill set of a structured cabling systems technician. An advanced study of copper splicing, testing and troubleshooting will open this course. A significant amount of course time will then be spent on the splicing, testing and troubleshooting of optical fiber cable.
- The student must also take *TE350 B* in order to prepare for and take the BICSI hands-on and written exams. The two and one-half hour written test is taken after the second class (BICSI TE350 B) ends.

BICSI TE350 Technician B

Course # 150-417B

In *TE350 B*: join an elite group of installers who possess this high level of skills training. Take your installation performance to the next level through the study of specialized systems and advanced copper and optical fiber structured cabling systems. *TE350 B* is the second part of a two part 40-hour course that provides the necessary skill set of a structured cabling systems technician. The major topics covered in this class will be field coordination, including site surveys, blueprint reading, network infrastructure and project management. This course will also cover some special topics within ITS cabling installation. The student must also have taken BICSI *TE350 A* in order to prepare for and take the BICSI hands-on and written exams. The two and one-half hour written test is taken after the class ends.

Hours: 20 each (40/ **TE350 A & B**)(+ 2.5 Test)

CEC's: BICSI= 35 , State=32 (TE350 A&B)



Telecom Fire Stopping

Course # 605-197

The fire stopping class teaches the importance of fire stopping and fire safety practices and procedures. The course teaches basic concepts of fire stopping and cabling installation. Students will have the opportunity to earn **two** fire stopping certifications. This class is designed to prepare students for the *Specified Technologies Fire Stop Level I Certification* and the *Unique Fire Stop Certification* (both tests administered in-class). It also helps to prepare students for the fire stopping portion of all BICSI Installer Certification exams. The skills, abilities and knowledge, are beneficial for a person working or seeking employment in the electrical and telecommunications cabling fields. *Telecom Fire Stopping* is presented in a four hour per week, 9-week, and 36-hour course sets the foundation of fire stopping system installation.

Hours: 36

Credits: 2

CEC's: BICSI= TBD, BICSI STI State=32

Belden Certifications

Belden IBDN 303 Design and Concept

Course # 150- 407

The class is designed for Structured Cabling Installers, Architects, Designers, and Networking Consultants to gain the ability to design the IBDN Structured Cabling System. Also learn about standards and planning procedures related to the deployment of structured cabling systems.

Hours: 16 (+1 TA) *Presented in a eight hour per week, 2-week or four hour per week, 4-week or eight hour per day, 2-day format.*

CEC's: BICSI= 14, State=14

Belden IBDN 726 Copper

Course # 150-406

The class is designed for Structured Cabling Installers to gain the ability to install Belden copper structured cabling systems. IBDN 726 Copper class is

Hours: 8 (+1 TA) *Presented in a four hour per week, 2-week, or eight hour per day, 1-day format.*

CEC's: BICSI= 7, State=7

Belden IBDN 746 Fiber

Course # 150-405

The class is designed for Structured Cabling Installers to gain an understanding of the principles behind Optical Fiber cabling media. Also gain the ability to install Belden Optical Fiber components and solutions.

Hours: 8 (+1 TA) *Presented in a four hour per week, 2-week, or eight hour per day, 1-day format.*

CEC's: BICSI= 7, State=7



ETAI Certifications

ETAI Certified Fiber Optics Installer: *ETAI FOI*

This course will introduce the students to fiber optic installation. It will prepare the student for the ETAI Certified Fiber Optics Installer exam. This exam includes hands-on and a written test. The ETAI offers certificate(s) and/or certification for technical and interpersonal skills. The student must pass the hands-on and written FOI Exam to earn the certification.

Hours: 32

Credits: ACE Workshop or Credit TBD

CEC's: TBD



ETAI Certified Electronics Technician: Prep

Course # 605 - 447

ETAI CET Preparation class helps students prepare to take the ETAI Associate Certified Electronics Technician Certification test. ETA's world-class CETa certification professionally acknowledges your ability to work as an electronic technician in today's workplace. The CETa certification is designed for technicians who have less than two years' experience or trade school training for electronics technicians. All Certified Electronics Technicians must pass the Associate exam before they can qualify to sit for the full Journeyman certification. The Associate certification is only good for two years. Topics covered include: electrical theory, test equipment and measurements, mathematics and formulas, electronic circuits: Series and Parallel, interfacing of electronics products and more. A significant amount of time will be spent reading the study guide before the class starts.

Hours: 8 (+2 Test) *Two hour written test will be scheduled and taken after the end of the class.*

Customer Service

ETAI Customer Service Specialist Prep

Course # 150 - 418

ETAI CSS Preparation class helps students prepare to take the ETAI Customer Service Specialist Certification test. The class is presented in two four-hour sessions. ETA's world-class CSS certification professionally acknowledges your ability to uphold the interpersonal and business standards necessary in today's workplace. The CSS is a certification that validates one's interpersonal and business skills. Though developed to meet the role of an evolving service oriented electronics technician, CSS is relevant to every industry, employer and employee. Topics covered include: safety, ethics, respect, teamwork, communication, telephone and email techniques, problem solving, interpersonal relations, and sales and marketing. A significant amount of time will be spent reading the study guide before the class starts. The two hour written test will be scheduled and taken after the end of the class.

Hours: 8 (+2 Test)

Delivering World Class Customer Service

Course # 150 - 418A

The class will explore some key concepts and processes that help to lay the foundation for delivering World class customer service. We will discuss some chapters from the Customer Service Specialist (CSS) study guide and apply them to your company or business. Topics covered include: customer service relationships, being pro-profit, simplicity, business leadership, and more.

Hours: 4 *(Can be delivered in one four hour or two two-hour days.)*

CECs: BICSI = TBD

Certified Service Specialist

Course # 196 -137

This course validates the students interpersonal and business skills by providing the necessary work to prepare for the certification exam to earn the Service Specialist Certification. The exam is the final exam for the course and certifies the student's ability to work with customers. This course explores the skills of communications, policies and procedure manuals, record keeping and evaluating performance. Focus on teams and proper functioning roles within teams in a company setting that values ethical actions in the workplace and respect for the customer and fellow workers. Problem solving, interpersonal relationships and sales and marketing skills will be honed throughout this course. Successful students will be able to represent themselves with a national certification that illustrates their understanding of the skills necessary for the service and manufacturing industry as an employee or employer.

Hours: 90

Credits: 3

To customize a course contact instructor Randy Reusser 262.898.7514, reusserr@gtc.edu.

Electrical

Introduction to Electronic Soldering

Course # 605-415D

This course will teach proper soldering techniques for conventional and surface mount soldering. The class will place an emphasis on safety procedures, best practices, and practical applications. It will offer some broad coverage in many areas, with hands-on practice the student will build several kits and have the work examined and critiqued by the instructor.

Hours: 4

Basic Electrical for the Non-Electrician

Course # 605-429H

This course will provide an Introduction and overview of basic electrical systems from the perspective of home wiring. There will be discussion on maintaining/Installing AC systems, AC system operation and trouble shooting. We will also examine diagrams, symbols, and codes.

Hours: 4 *Can be delivered in one four hour or two two-hour days.*

CECs: BICSI = TBD

Safety

Basic Hand Tool Safety (Snap-on)

Course # 605-451

Learn how to select and use tools properly. Develop an understanding of various hand tools and their specific uses with safety in mind.

Hours: 3

Basic Electrical Tool Safety (Snap-on)

Course # 605-450

Learn basic electrical safety and how to select and use electrical tools properly. Develop an understanding of various electrical tools and their specific uses with safety in mind.

Note: Can be delivered in two to three hours.

Hours: 3

Ladder Safety (Werner)

By the end of this course, you will be able to: select the right ladder for your job, properly inspect your ladder, handle and transport your ladder to prevent damage, and know the right ways to use your ladder safely.

Hours: 2

Workplace Safety A - MSSC Safety

Course # 625-125

This course will introduce the students to industrial safety practices and equipment. It will prepare the student for the Manufacturing Skills standards Council (MSSC) Safety exam. The MSSC offers certificate(s) and/or certification for Production Workers (Certified Production Technician or CPT). The Safety Exam is one of the four required exams to earn a CPT.

Hours: 18 (+2 Test)

Credits: 1

CECs: BICSI = TBD



Serving to Learn

Serving to Learn Locally

Course # 890-105

Through meaningful volunteer service, students will apply principles of professionalism, team work, and critical thinking, as well as their chosen career's technical knowledge, attitude and skill. Students will collaborate with the community, including (but not limited to) the identification of a service need, planning the service, performance of the service, and/or evaluation of the result. Through reflection and dissemination, students will integrate an increased sensitivity to the diversity of the community, global connectivity, civic engagement and their own professional career path.

Hours: 36

Credits: 2

Serving to Learn Globally

Course # 890-106

Through immersion in a global community, students will collaborate to identify a need, plan a service, perform the service and/or evaluate the result. They will apply principles of professionalism, team work, and critical thinking, as well as their chosen career's technical knowledge, attitude and skill. Through reflection and dissemination, students will integrate an increased sensitivity to the diversity of the community, global connectivity, civic engagement and their own professional career path.



Hours: 36

Credits: 2

Troubleshooting

Training Employees to Perform Technical Tasks

Course # 150-418B

Learn how to train your own employees to learn new technical skills and advance within your company. Prepare them to learn and help to get their buy-in to grow and perform more technical tasks.

Hours: 4

Credits: ACE Workshop

Introduction to Troubleshooting

Course # 605-446

Learn the basic and logical steps to troubleshoot any technical problem. The class will discuss the process of troubleshooting, look at useful tools and troubleshooting aids, and work on a variety of troubleshooting problems.

Hours: 4 (*Can be delivered in one four hour or two two-hour meetings.*)

Credits: ACE Workshop

Computer Hardware/Interfacing

Computer Hardware Architectures

Course # 605-181

This course will introduce the hardware architecture of the personal computer platform. Topics covered are motherboard, BIOS systems, extension buses, serial ports, parallel ports, and Universal Serial Bus, ports, hardware upgrade procedures, and troubleshooting hardware using electronic test equipment. This class prepares you for the CompTIA A+ 220-801 Hardware Exam.

Hours: 72*

Credits: 3

CECs: BICSI = TBD

Computer Interfacing Techniques

Course # 605-182

This course will examine different hardware interfacing techniques used in the personal computer. Topics covered are programmable, plug-and-play, strobe, infrared, local bus to ISA, local bus to serial devices, local bus to parallel devices and USB. This class prepares you for the CompTIA A+ 220-802 Software Exam.

Hours: 72*

Credits: 3

CECs: BICSI = TBD

***Note:** When delivered in the semester format it is 72 hours. We may be able to offer it in a 40 hour one-week format with previous online work and reading before the class. The test would be taken after the class.



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