



www.jonesncti.com

2010-2011

Jones/NCTI's Certificate and Degree Programs

Advance Your Career Through Professional Education



Earn college credit while learning job-specific skills through Jones/NCTI's College Program, the only distance-learning, accredited higher education program designed specifically for the broadband and cable industry. The College Program allows individuals to apply virtually all Jones/NCTI™ courses to college-level certificates and two-year degrees, as well as bachelor's, master's and doctorate degrees through Jones International University® (JIU®). It's the best way to match a degreed education with broadband and cable industry training, no matter your career choice:

- Customer Service Representative
- Installer
- Technician
- Engineering
- Sales
- Administration
- Marketing
- General Management
- Finance

TECHNICAL CERTIFICATES*

Broadband Technology Certificate

Broadband cable industry professionals wanting to manage line technicians, maintenance technicians, fiber optics technicians, headend technicians and related positions should earn this certificate. Individuals doing so will be qualified to oversee the personnel, processes and technologies used in design, construction, installation, maintenance and service of broadband coaxial and fiber networks.

Courses

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	Testing and Maintenance for Fiber Technicians	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

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.

Courses

CTC 108	Cable Network Overview	1 credit hour
CTC 121	Delivering Cable Services	3 credit hours
CTC 123	Basic Troubleshooting of Broadband Technology	3 credit hours
CTC 125	High Speed Data Customer Service	2 credit hours
CTC 126	Advanced High Speed Data Customer Service	3 credit hours
MAN 212	Negotiation and Conflict Resolution	3 credit hour
MAR 110	Introduction to Sales	1 credit hours
MAN 226	Principles of Management	3 credit hours

Total: **19 credit hours**

Telecommunications Certificate

The state-of-the-industry curriculum includes VoIP, wired and wireless technology, industry standards and substantial training on video, voice and data technologies, problem solving and network security. Students completing this certificate program will be prepared to work and manage in the competitive, rapidly changing telecommunications and broadband industries.

Courses

CTC 128	Fiber Installation and Activation	2 credit hours
CTC 162	Telecommunication Construction and OSHA Safety	3 credit hours
CTC 220	Regulations and Standards	3 credit hours
TLT 131	Cabling	3 credit hours
TLT 141	Voice Over Internet Protocol (VoIP)	1 credit hour
TLT 142	Cabling for Video, Voice, and Data	3 credit hours
TLT 143	Transmission: Wired and Wireless	3 credit hours

Choose One:

CTC 105	Overview of Telecommunications	3 credit hours
<i>or</i>		
CTC 120	Understanding Voice and Data Networks	3 credit hours

Total: **21 credit hours**

* Note: Students who complete these certificates may earn an Associate of Applied Science degree in Broadband Technology and Communication or in Telecommunications Technology by completing an additional 34 to 41 specified credit hours (see next page for more information).



GET STARTED TODAY

1. Check with your supervisor on how Jones/NCTI works with your company. Many companies cover the expense of your tuition and offer incentives and raises for graduation from a course.
2. Obtain course descriptions and a Jones/NCTI enrollment application from your supervisor, your company's Jones/NCTI training coordinator, or your human resources department.
3. You can also obtain course descriptions and a course application by clicking on the *Products* tab of our website, www.jonesncti.com, calling **303.797.9393** or emailing info@jonesncti.com.
4. Fill out the application completely, include your payment and mail to: **Jones/NCTI, 9697 East Mineral Avenue, Centennial, CO 80112**
5. Your course will be shipped—if applicable—within 48 hours of receipt of payment.

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

Through our partnership with Arapahoe Community College (ACC), Jones/NCTI™ is pleased to provide easy access to advanced skills and a college degree. Classes may be completed through online and independent study options. Now you can work full-time while completing a college degree and securing opportunities for your professional growth in the broadband and telecommunications industries.

The Associate of Applied Science degree allows Jones/NCTI students to build a degree to suit their specific career goals in the broadband and/or telecommunications industries. The degree allows students to combine courses from a specific certificate track that is based on industry-specific competencies, with electives and general requirements. To begin, the student completes a Jones/NCTI certificate from one of the three degree emphases listed below, combined with general education courses, major courses and restricted electives to earn a minimum of 60 credit hours. The result is a versatile, professional degree that demonstrates both job-specific expertise and general business knowledge. Upon completion, those who wish to continue their studies may be accepted as juniors to Jones International University*.

Keep in mind that while most courses are available anytime, others are only offered up to three times per year. Refer to www.jonesncti.com for course schedules and availability.

GENERAL EDUCATION REQUIREMENTS

ENG 131	Technical Writing	3 credit hours
ENG 121	<i>or</i> English Composition I	3 credit hours
MAT 108	Technical Mathematics	4 credit hours
	<i>or</i> 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	Principles of Supervision	3 credit hours

CORE REQUIREMENTS

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

RESTRICTED ELECTIVES

6 – 12 credit hours*

COM 220	Intercultural Communication	3 credit hours
MAR 111	Principles of Sales	3 credit hours
BUS 216	Legal Environment of Business	3 credit hours
BUS 217	Business Communication and Report Writing	3 credit hours
MAR 216	Principles of Marketing	3 credit hours
MAN 226	Principles of Management	3 credit hours

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

PLANS OF STUDY (SPECIALIZATION) – *Select One*

OPTION A: 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	Testing and Maintenance for Fiber Technicians	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

* Complete at least 6 credits of restricted electives

OPTION B: CUSTOMER CARE** 19 credit hours

CTC 108	Cable Network Overview	1 credit hour
CTC 121	Delivering Cable Services	3 credit hours
CTC 123	Basic Troubleshooting of Broadband Technology	3 credit hours
CTC 125	High Speed Data Customer Service	2 credit hours
CTC 126	Advanced High Speed Data Customer Service	3 credit hours
MAN 212	Negotiation and Conflict Resolution	3 credit hour
MAR 110	Introduction to Sales	1 credit hours
MAN 226	Principles of Management	3 credit hours

** Complete at least 12 credits of restricted electives

OPTION C: TELECOMMUNICATIONS*** 21 credit hours

CTC 105	Overview of Telecommunications	
CTC 120	<i>or</i> Understanding Voice and Data Networks	3 credit hours
CTC 128	Fiber Installation and Activation	2 credit hours
CTC 162	Telecommunication Construction and OSHA Safety	3 credit hours
CTC 220	Regulations and Standards	3 credit hours
TLT 131	Cabling	3 credit hours
TLT 141	Voice Over Internet Protocol (VoIP)	1 credit hour
TLT 142	Cabling for Video, Voice and Data	3 credit hours
TLT 143	Transmission: Wired and Wireless	3 credit hours

*** Complete at least 9 credits of restricted electives

DEGREE TOTAL: 60 – 62 CREDIT HOURS

TO RECEIVE TRANSCRIPTS:

Once students complete a course with Jones/NCTI, they may obtain transcripts as proof of Jones/NCTI course completion and grade received. If students are transferring their Jones/NCTI courses to a specific college, they can obtain a transcript from ACC.

To obtain ACC transcripts, complete an ACC transcript request form and send it to: **Admissions and Records, Arapahoe Community College, P.O. Box 9002, Littleton, CO 80160**

or fax a request to 303.797.5970

or request transcripts online through ACC's website www.arapahoe.edu.

Please allow one week for processing on ACC transcript requests.

ASSOCIATE, BACHELOR, MASTER and DOCTORATE DEGREE PROGRAMS from JIU



Jones/NCTI also provides access to degree programs through its sister company, Jones International University® (JIU®), a fully online, regionally accredited university.* Jones/NCTI students can be admitted to JIU with a completed Associate of General Studies (AGS) degree or by transferring existing credits prior to completing the AGS. JIU's degree programs cover business communication, education and business administration, each with multiple areas of specialization, as follows:

SCHOOL OF BUSINESS

Graduate Programs

Master of Arts in Business Communication

- Entrepreneurship
- Leadership and Influence
- Leading the Customer-Driven Organization
- Project Management

Master of Business Administration

- Accounting
- Entrepreneurship
- Finance
- Financial Analysis
- Financial Planning
- Forensic Accounting
- General Studies
- Global Enterprise Management
- Health Care Management
- Information Security Management
- Information Technology Management
- Leading the Customer-Driven Organization
- Negotiation and Conflict Management
- Project Management

Doctorate of Business Administration

Additional certificate offerings:

- Financial Management
- Health Care Administration
- Project Management

Undergraduate Programs

Bachelor of Arts in Business Communication

- Communication Management
- Sales and Marketing

Bachelor of Business Administration

- Accounting
- Finance
- Customer Care Management
- General Business
- Health Care Management
- Sales and Marketing Management
- Technology Services Management

4-Year Accelerated Bachelors-to-Masters

- Entrepreneurship (BABC to MABC)
- Leadership and Influence (BABC to MABC)
- Leading the Customer-driven Organization (BABC to MABC)
- Project Management (BABC to MABC)
- Leadership and Influence (BBA to MABC)
- Entrepreneurship (BBA to MBA)
- Global Enterprise Management (BBA to MBA)
- Health Care Management (BBA to MBA)
- Information Security Management (BBA to MBA)
- Information Technology Management (BBA to MBA)
- Leading the Customer-driven Organization (BBA to MBA)

Associate of Arts in Business Administration

SCHOOL OF EDUCATION

Graduate Programs

Master of Education

• Master's Degrees for

Adult Educators and Administrators

- Adult Education
- Corporate Training and Knowledge Management
- e-Learning Technology and Design
- Higher Education Leadership and Administration

• Master's Degrees for Licensed Educators

- Elementary Curriculum, Instruction and Assessment
- Secondary Curriculum, Instruction and Assessment
- Education Leadership and Administration
- K-12 Instructional Technology
- K-12 English as a Second Language Education
- K-12 English as a Second Language Specialist: Bilingual Education

• Master's Degrees Leading to Initial

Education Licensure

- Elementary Curriculum, Instruction and Assessment: Teacher Licensure
- Secondary Curriculum, Instruction and Assessment: Teacher Licensure
- Education Leadership and Administration: Principal and Administrator Licensure
- K-12 Instructional Technology: Teacher Licensure
- K-12 English as a Second Language Education: Teacher Licensure
- K-12 English as a Second Language Specialist: Bilingual Education Teacher Licensure

Doctorate of Education in K-12 Education Leadership

Education Specialist in K-12 Education Leadership

Additional certificate offerings:

- Pathways to Accomplished Teaching: Using the National Board for Professional Teaching Standards to Improve Teaching and Learning
- Corporate Training and Knowledge Management: Instructor ibstpi®
- Corporate Training and Knowledge Management: Training Manager ibstpi®
- e-Learning Technology and Design: Instructional Design ibstpi®
- English as a Second Language: Curriculum, Instruction and Assessment
- English as a Second Language: Literacy



WHY STOP NOW?

Congratulations! You've gone through the Jones/NCTI-ACC program. Now make your next move with Jones International University!

- You've earned a special 10% tuition scholarship
- You can make a seamless transfer of your Jones/NCTI and ACC credits
- JIU allows you to earn your degree with the ease, convenience and flexibility of online education
- JIU is the first fully online, regionally accredited university in the U.S.

Call us today at **866.665.6637** or visit www.jiu.edu/jonesncti to kick start your next step to your bachelor's, master's or doctorate degree!

* Jones International University is accredited by the Higher Learning Commission, a commission of the North Central Association of Colleges and Schools. The HLC may be contacted at www.ncahigherlearningcommission.org or by calling 800.621.7440.



Workforce Performance Solutions™

ABOUT JONES/NCTI,™ INC.

Located just outside of Denver, Jones/NCTI improves the effectiveness of broadband and cable company employees and contractors by providing corporate training and certification, along with supportive decision tools that aid in assisting customers. Our customers range from cable system operators and technology vendors to technicians and customer service representatives. For more than 40 years, more than 1,500 companies and 300,000 professionals have turned to Jones/NCTI for workforce performance solutions.

For more information, call 866.575.7206 or email info@jonesncti.com
9697 East Mineral Ave. • Centennial, CO 80112 • www.jonesncti.com