



Proposal: Contractor Outreach Program

The Central California Chapter, SCTE offers to provide a Cable Basics training opportunity for local Cable Contractors. The chapter will use a curriculum based on SCTE/NCTI's *From Tap to Home – the SCTE Installation Manual* and *Customer Service Essentials for Today's Technical Personnel*. Six modules would be offered this year. The modules would be presented in a series of half-day sessions, conducted in two-day segments, starting in June, and continuing over the remainder of the year. Interested contractors' would provide the chapter the names of participants, and provide each participant a copy of the SCTE/NCTI manual appropriate for the training modules being provided. This opportunity will be offered only to current SCTE members in good standing.

Benefits

Chapter

- Increased membership
- More involvement by chapter board & committee members
- Develops skill sets of board & committee members in teaching the selected modules
- Increased involvement between the board, members, MSO's, vendors, and contractors
- Improved visibility with vendors, MSO's, and contractors

MSO's

- SCTE Certified contractors
- Known levels of training - industry recognized
- Network/relationship development between the Vendor's, Contractors, and MSO's
- Costs minimized – Reduced truck rolls, reduced call-backs, reduced customer complaints

Contractors

- SCTE Certified employees
- Known levels of training - industry recognized
- Network/relationship development between the Vendor's, Contractors, and MSO's
- Costs minimized – Reduced truck rolls, reduced call-backs, reduced customer complaints, reduced charge-backs

Costs

Chapter

- Time – to develop and deliver the training programs
- Materials –
 - The Instructor Manual for *From Tap to Home – the SCTE Installation Manual* and assorted materials. (Instructor Manual - 2 copies, @ \$65.00 each) Flip chart pads, markers, etc \$20.00 per session
 - The Instructor Manual for *Customer Service Essentials for Today's Technical Personnel* and assorted materials. (Instructor Manual - 2 copies, @ \$40.00 each) Flip chart pads, markers, etc \$20.00 per session

MSO's

- Time & support – Need to allow time for SCTE chapter member employees facilitating modules with vendors and others to participate (varies by module, and preparation time)

Contractors

- Time – to allow employees to prep, study, and attend the training modules
- Materials -
 - *From Tap to Home – the SCTE Installation Manual* - 1 manual for each participant (\$47.00 each for members)
 - *Customer Service Essentials for Today's Technical Personnel* - 1 manual for each participant (\$56.00 each for members)



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Training Modules (2006)

Customer Relations

- Professional conduct as it relates to the installer
- Professionalism and how it relates to your job
- Accuracy, clarity and customer empathy

Cable & Connectors/Ariel Drop Installations

- Coax Cable
- Connector attachment
- Drop Attachment

Exterior/Interior Wiring

- Building construction
- Exterior surfaces and attachment
- Tools and materials used
- Good workmanship
- Drilling practices
- Routing of wiring for aesthetics

Grounding & Bonding

- Why
- Procedures
- Materials used
- Specifications and Standards

CPE

- Connection of variety of equipment
- Converters
- Customer owned

Troubleshooting & Repair

- Common cable system problems
- Ingress scans
- Test equipment
- Customer TV adjustments
- Drop problems

Notes:

1. Instructors (MSO, and Vendor) will use the appropriate leaders guide material for all modules taught (Material will be provided by the Chapter)
2. Modules for each year will be agreed upon by the chapter, the MSO's, and the participating contractors.
3. Participants are responsible for certification testing (contractors may handle this according to their policies, working with qualified SCIE proctors).