PROGRAM DETAILS

The **Telephone Communication Technician Diploma** at A1 Global College provides students with the essential knowledge and practical skills. This career-driven program is designed to train students in the installation, maintenance, and troubleshooting of a wide range of telephone and communication systems.

Through hands-on learning and real-world applications, students will gain expertise in areas such as **telephony fundamentals, fibre optics, cabling infrastructure, VoIP systems, digital and analog switching, and customer service protocols**.

Graduates of this program are well-prepared to pursue careers in telecom companies, **IT service firms and public or private sector organizations**, supporting the growing demand for reliable communication technologies in today's connected world.

ADMISSION REQUIREMENTS

- Grade 12 Diploma or equivalent GED
- Minimum 18 years and older
- English Language Proficiency

Note: For the most accurate and up-to-date admission requirements, we recommend contacting our campus directly or visiting our website. Meeting minimum requirements does not guarantee admission, as program seats may be limited.

EMPLOYMENT PROFILE

Graduates of the Telephone Communication Technician Diploma Program are equipped with the practical and technical skills essential to install, maintain, and support modern communication systems across various sectors. Their key responsibilities include configuring and troubleshooting telephone and VoIP systems, performing wiring and cabling installations, and ensuring the functionality of analog and digital communication networks. They are proficient in working with fibre optics, structured cabling and switching systems. Graduates are prepared to follow industry standards and safety protocols, and deliver reliable support to ensure uninterrupted communication services in residential, commercial, and industrial settings.

CAREER OPPORTUNITIES

Graduates are qualified for a range of entry-level to mid-level positions in the telecommunications and technical support field, such as:

- **Telecommunications Technician**
- **Telephone System Installer**
- **Network Cabling Specialist**
- **VoIP Installation Technician**
- **Structured Cabling Technician**
- **Telecom Maintenance Technician**
- **Customer Premises Equipment (CPE) Technician**
- **Fibre Optic Technician**

Annual Salary	**$44k - $89k**
Hourly Rate	**$21/hr - $43/hr**

*According to jobbank.gc.ca (NOC **72205**)*

PROGRAM DURATION

Total program hours	**480 Hours**
Total program length	**24 Weeks**

PROGRAM OUTLINE

The Telephone Communication Technician Diploma Program at A1 Global College provides students with the hands-on skills and technical expertise required to install, maintain, and troubleshoot modern telecommunication systems—a critical role in today's connected world.

Core Focus Areas Include:
- **Telecommunication Systems & Network Basics**
- **VoIP (Voice over Internet Protocol) Systems**
- **Digital & Analog Transmission Systems**
- **Signal Testing, Troubleshooting & Repair**
- **Health & Safety Standards in Telecom**
- **Customer Service and Communication Skills**

The program prepares graduates to meet the growing demand for skilled telecom technicians across industries like telecommunications, construction, IT infrastructure, and smart building systems.

PROGRAM SUMMARY

This table will display a summary of total Instructional hours, delivery format and percentage weight for every type of learning entered in the List of Subjects. The Ministry, career college and any subject or education assessors may refer to this section for a general understanding of the components of the program.

Type of Learning	Total Instruction Hours	Delivery Format	% Weight
Theory	380.00	Online	79.17
Practical	100.00	Online	20.83
Total Program Hours	**480.00**		**100**

List of subjects with the time allocation for each

#	Subject	Instruction Hours	Delivery Format
1	**Advanced Networking Concepts**	60.00	Online
2	**Introduction to Networking**	60.00	Online
3	**Introduction to VoIP**	60.00	Online
4	**Network Configuration and Management**	60.00	Online
5	**OSI Model and Protocols**	60.00	Online
6	**Network Security Basics**	60.00	Online
7	**VoIP System Implementation**	60.00	Online
8	**Advanced VoIP Concepts and Case Studies**	60.00	Online
	Total Hours	480.00	

*The course content may be changed as per Industry standards

Please Note:

a) The courses listed above may not be presented in theorder that they appear in this outline.

b) Textbooks and supplies necessary for the program, including all required certifications, are included in the fee structure.

c) A segment of the program may utilize online and/or computer-assisted learning courses or a combination of various learning methods, including instructor moderation and online-delivery, to enhance the learning experience.

d) To support continuous program development and updates, the College reserves the right to make amendments or modifications are needed. These revisions may include adjustments to content, updatesto the curriculum, changes in course titles, materials, schedules, distribution of course content, sequencing of course delivery, instructor or course substitutions, and updates to technology software, or equipment. Any changes made are effective upon implementation.