



SCTE • ISBE

# Smoky Mountain Chapter Newsletter

Quarter 2, 2021

From the President *Kelly Pierson*

## Training, Training, and Training!

Could it be light at the end of the tunnel or another train? It does appear that some things are beginning to return to normal after this past year with COVID.

In our industry we have been continuing to keep people connected and informed throughout the pandemic. Here at the Smoky Mountain chapter we have continued to provide people the training they desire.

We have upcoming training sessions that can be found on the SCTE website, under the Events calendar as well as the Smoky Mountain Website, under News and Events.

We have upcoming training scheduled for:  
July 14th  
August 4th  
September 1st

See all the scheduled training at:

[www.sctesmokymountain.com/news--events.html](http://www.sctesmokymountain.com/news--events.html)

## Region 8 Virtual Vendor/Training Day

Planning is currently underway for a SCTE•ISBE Region 8 Vendor and Training Day. The concept is to have all of the Region 8 chapters participate in the planning and hosting of the Virtual Show and Training.

### BOARD OF DIRECTORS

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## CHAPTER INTERNET RESOURCES

Smoky Mountain Chapter Website:

<https://www.sctesmokymountain.com/>

SCTE Smoky Mountain Chapter Facebook

<https://www.facebook.com/groups/501486900323716>

SCTE Smoky Mountain Chapter LinkedIn

<https://www.linkedin.com/groups/12222807/>

## **SCTE LAUNCHES TWO REVAMPED BROADBAND PREMISES CERTIFICATIONS**

*Changes Prepare Cable Professionals to Install and Troubleshoot Latest Residential Services*

**March 30, 2021 (EXTON, PA)** — SCTE, the cable telecommunication industry's leading applied sciences organization, today unveiled significant updates to its nationally-recognized Broadband Premise Installer (BPI) and Broadband Premises Technician (BPT) certifications.

“SCTE’s new broadband premises learning modules incorporate the latest developments in residential services in a more interactive learning system. As our world becomes more connected, investing in a highly-trained workforce will be a key factor in maintaining consistency and quality across the industry,” said Robin Fenton, vice president, membership and learning operations, SCTE. “In addition, having each technician complete a competencybased certification exam will enhance the in-home customer experience and put more workers on a path to support the smart home of the future.”

BPI certification is geared toward entry-level professionals interested in working for a cable operator, contractor or vendor, and demonstrates an ability to install basic residential telecommunications services (video, voice and data). The corresponding BPI training series is comprised of three courses focused on safety, customer service and installation fundamentals. The Spanish version is scheduled for release later this year.

The BPT certification demonstrates an experienced technician’s ability to troubleshoot common issues in the field. The three courses that make up the BPI series also act as the foundation of the four-part BPT series. The BPT training series culminates in a fourth, interactive course covering the fundamentals of troubleshooting the hybrid fiber coax and passive optical networks underpinning residential services, including Wi-Fi, home networking, MoCA and untethered devices. Upon the successful completion of the BPI or BPT series courses, learners are prepared to pass the associated certification exam.

SCTE’s BPI and BPT series are available via instructor-led, onsite boot camps or self-paced online courses on a new learning management system (LMS), which launched in September 2020. The new LMS features enhanced analytics, streamlined navigation, a gamification-style leaderboard and more. Both series use CORTEX NetworkSims™ 3D technology to simulate hands-on training and demonstrate eBook concepts in real-life scenarios as well as mobile VirtuGame™ challenges to engage learners and reinforce knowledge retention.

“Innovation and implementation should go hand-in-hand. Cable’s greatest strength is its people, and SCTE is proud to equip our colleagues in the field with the skills to advance as individuals and help our industry realize the promise of advanced connectivity,” Fenton continued.

SCTE’s learning and development (L&D) program is designed to serve cable professionals at all levels. It includes more than 1,000 learning modules, 12 industry certifications, live and ondemand webinars, and leadership institutes facilitated in partnership with Dartmouth College, and the Georgia Institute of Technology. Taking place from October 11-14, 2021 in Atlanta, SCTE•ISBE Cable-Tec Expo® will once again offer an L&D track exploring innovative strategies for training adult learners and the annual Fall Technical Forum, featuring educational workshops presented by the industry’s leading experts.