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NORTHEAST
WI Technical College

10-451-109 061917 Telecommunications Internship

Course Outcome Summary

COURSE INFORMATION

Alternate Title: Telecomm Internship

Description:

10-451-109 TELECOMMUNICATIONS INTERNSHIP ...allows students to apply the theory, skills, and techniques they've learned in the Telecommunication industry.

Instructional Level: 10

Total Credits: 1

Total Hours: 18

COURSE HISTORY

Status: Active

Active Date: 5/23/2021

Last Revision Date: 9/21/2023

Revised By: Kristina Wendricks (15002977)

Last Approval Date: 9/21/2023

Approved By: Kristina Wendricks (15002977)

COURSE COMPETENCIES

1. Articulate technical skills requirements at the internship site including software and hardware use.

Status: Active

Assessment Strategies

1.1. written product

Criteria

Learners will be successful when they are able to:

1.1. Identify what software is used in the company for designs
1.2. Identify what software is used in the company for communications
1.3. Identify why they choose to use that software
1.4. Identify if they considered their software applications
1.5. Identify what software they use in the field and in the office
1.6. Identify what hardware is used in the company for designs
1.7. Identify why they choose to use that hardware
1.8. Identify if they considered their hardware applications
1.9. Identify what hardware they use in the field and in the office

Learning Objectives

1.a. Discuss software implemented at the internship company

1.b. Discuss hardware implemented at the internship company

2. Discuss the various way of communications used and the importance of communications to the company.

Status: Active

Assessment Strategies

2.1. Written product

Criteria

Learners will be successful when they are able to:

2.1. Identify the preferred means of communications within the company (i.e. email, text messages, chats, social media, etc.)

2.2. Identify the importance to verbally communicate with other colleagues to deliver successful projects

2.3. Identify the preferred means of communications the company uses with the customer

2.4. Identify the how effective communication relates to strong customer relationships

2.5. Identify the why we need to document communications internally

2.6. Identify the why we need to document communications with customers

Learning Objectives

2.a. Discuss the importance of internal communications at the internship company

2.b. Discuss the importance of customer communications at the internship company

2.c. Discuss the importance to document communications

3. Discuss what is expected for professionalism within the internship company.

Status: Active

Assessment Strategies

3.1. Written product

Criteria

Learners will be successful when they are able to:

3.1. Discus the importance of being accountable in an office setting

3.2. Discuss the importance of being accountable in a remote working setting

3.3. Discuss the importance of being accountable in a field setting

3.4. Discuss the importance of positively representing the company with every interaction

3.5. Discuss how to deal with project and customer issues and how to remedy them.

Learning Objectives

3.a. Discuss what responsibilities are expected from the employees at the company

3.b. Discuss what is expected of the employees and how customer interactions represent the company