# Experiential Learning Portfolio for 32451366 Broadband Television Service 101

**Student Contact Information:**

Name: _____Student ID#_____

Email: _____Phone:_____

*It is highly recommended that you speak with the Academic Dean or instructor who teaches this course prior to completing a portfolio.*

## Directions

Consider your prior work, military, volunteer, education, training and/or other life experiences as they relate to each competency and its learning objectives. Courses with competencies that include speeches, oral presentations, or skill demonstrations may require scheduling face-to-face sessions. You can complete all of your work within this document using the same font, following the template format.

1. Complete the Student Contact Information at the top of this page.
2. Write an Introduction to the portfolio. Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.
3. Complete each "Describe your learning and experience with this competency" section in the space below each competency and its criteria and learning objectives. Focus on the following:
   - What did you learn?
   - How did you learn through your experience?
   - How has that learning impacted your work and/or life?
4. Compile all required and any suggested artifacts (documents and other products that demonstrate learning).
   - Label artifacts as noted in the competency
   - Scan paper artifacts
   - Provide links to video artifacts
   - Attach all artifacts to the end of the portfolio
5. Write a Conclusion for your portfolio. Briefly summarize how you have met the competencies.
6. Proofread. Overall appearance, organization, spelling, and grammar will be considered in the review of the portfolio.
7. Complete the Learning Source Table. Provide additional information on the business and industry, military, and/or volunteer experiences, training, and/or education or other prior learning you mentioned in your narrative for each competency on the Learning Source Table at the end of the portfolio. Complete this table as completely and accurately as possible.

The portfolio review process will begin when your completed portfolio and Credit for Prior Learning Form are submitted and nonrefundable processing fees are paid to your local Credit for Prior Learning contact. Contact Student Services for additional information.

Your portfolio will usually be evaluated within two weeks during the academic year; summer months may be an exception. You will receive an e-mail notification regarding the outcome of the portfolio review from the Credit for Prior Learning contact. NOTE: Submission of a portfolio does not guarantee that credit will be awarded.

You have 6 weeks to appeal any academic decision. See your student handbook for the complete process to appeal.

**To receive credit for this course, you must receive "Met" on 6 of the 7 competencies.**

**32451365 Broadband Telco Services 101**, 1 Technical Diploma Credit

**Course Description:** This course introduces the student to the basics of the HFC (Hybrid Fiber Coaxial & IPTV) portion of the broadband industry. Primary areas: RF & IPTV transport, Basic installation, Print reading and Set-top box administration.

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**Introduction: Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.**

**Competency 1: Explain the evolution of Hybrid Fiber Coaxial and IPTV networks**

Criteria: Performance will be satisfactory when:

- presentation explains Hybrid Fiber Coaxial networks
- presentation explains IPTV networks
- presentation compares and contrasts HFC and IPTV networks

Learning Objectives:

a. Outline Hybrid Fiber Coaxial networks
b. Outline IPTV networks

**Required Artifacts: None**
**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 2: Compare coaxial and ethernet characteristics**
Criteria: Performance will be satisfactory when:
- learner identifies buried cables
- learner identifies overhead cables
- learner identifies ethernet standards
- learner outlines similarities and differences coaxial and ethernet characteristics

Learning Objectives:
a. Differentiate between overhead and buried cables
b. Outline coaxial and ethernet cable characteristics
c. Explain coaxial and ethernet industry standards

**Required Artifacts: None**
**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 3: Analyze outside plant installation practices connecting the subscriber to the headend**

Criteria: Performance will be satisfactory when:

- presentation explains outside plant installation
- presentation describes coaxial splicing to industry standard
- presentation outlines outside plant subscriber to the headend
- presentation outlines installation of set-top box

Learning Objectives:

a. Identify correct cable and equipment for installation
b. Outline industry standards for installation from headend to subscriber
c. Document install procedures for work order history

**Required Artifacts: None**
**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 4: Outline troubleshooting method of subscriber drop**

Criteria: Performance will be satisfactory when:

- learner identifies outside plant faults
- learner identifies troubleshooting techniques
- learner identifies troubleshooting test equipment
- learner tests system to verify operation

Learning Objectives:

a. Document outside plant fault
b. Explain troubleshooting method
c. Rectify faults determined through troubleshooting techniques

**Required Artifacts: None**
**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 5: Identify system maps**

Criteria: Performance will be satisfactory when:

- presentation interprets map symbols
- presentation interprets industry mapping standards
- presentation identifies cable types and footages

Learning Objectives:

a. Identify map symbols and components
b. Outline industry mapping procedures

**Required Artifacts: None**
**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 6: Interpret RF & IPTV services**

Criteria: Performance will be satisfactory when:

- presentation explains HFC services
- presentation explains IPTV services
- presentation compares and contrasts HFC and IPTV services

Learning Objectives:

a. Describe HFC services
b. Describe IPTV services
c. Characterize differences in HFC services
d. Characterize differences in IPTV services

**Required Artifacts: None**
**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 7: Communicate effectively to customer-related issues**

Criteria: Performance will be satisfactory when:

- presentation identifies business operations processes
- presentation explains business operations categories
- presentation identifies questions to ask customer
- presentation applies industry standards to communicate to customers

Learning Objectives:

a. Identify HFC & IPTV business operations
b. Define business operations categories
c. Characterize benefits of good customer relations
d. Document customer service issues

**Required Artifacts: None**
**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Conclusion:** **Summarize how you have met the competencies of the course.**

Learning Source Table

| Learning Source (name of employer, training, military, volunteer organization, etc.) | Supervisor | Start-End Date | Total Hours | Related Competencies |
|---|---|---|---|---|
| Ex: XYZ Corporation | Bucky Badger | 8/2012-9/2014 | 2000 | #1, 2, 3, and 7 |
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