

# BROADBAND SERVICE TECHNICIAN

## REGISTERED APPRENTICESHIP

### WHAT IS REGISTERED APPRENTICESHIP?

#### On-the-Job Learning

Apprenticeship is 90% on-the-job training. Apprentices are full-time, paid employees trained by the employer's skilled workers.

#### Related Instruction

Teaches the theory behind daily job duties. It is offered mostly through the Wisconsin Technical College System.

#### Official Contract

An official contract with the State of Wisconsin specifies the training & performance, providing standards for the industry and flexibility for employers.

#### Progressive Wages

Progressive wages are earned by apprentices as their skills grow. Wages are set by the employer. Apprentices are paid to attend related instruction.

#### Career Pathways

Various career pathways are plentiful for graduates, such as leadership roles and credit towards higher education.

#### On-the-Job Learning | Hybrid-Based\*

##### Five (5) required duties:

1. Install Customer Services
2. Repair Services and Network
3. Maintain Network
4. Perform Sales and Customer Service
5. Perform Administration

\*Hybrid-based apprenticeships measure an apprentice's skill through a combination of hours of on-the-job learning and successful completion of competencies.

#### Related Instruction | 144 hours\*\*

##### Two (2) required courses:

1. Broadband Installation
2. Broadband Support and Repair

\*\*Related instructional hours are required and provided by Wisconsin Indianhead Technical College. Additional locations subject to need and approval.

#### Special Provisions

Prior to working in the field, the apprentice must complete the Customer Proprietary Network Information (CPNI) training.



# How to Apply

## EMPLOYERS

To sponsor an apprentice,  
apply to the  
**Bureau of Apprenticeship Standards**

### Minimum Qualifications

The employer must:

- Be certified as a Telecom provider in Wisconsin under the categories of Competitive Local Exchange Carrier (CLEC) and/or Incumbent Local Exchange Carrier (ILEC)
- Train the apprentice in all mandatory duties
- Supervise or train the apprentice at all times
- Employ at least one full-time skilled worker

## INDIVIDUALS

To become an apprentice,  
apply to the  
**Employer**

### Minimum Qualifications

The applicant must:

- Be at least 17 years of age
- Have a valid driver's license
- Be a high school graduate or equivalent
- Have a valid, government-issued photo I.D.
- Be physically able to perform the work with reasonable accommodations

For more information, visit

[www.WisconsinApprenticeship.org](http://www.WisconsinApprenticeship.org)

select **Broadband Service Technician** occupation in the quick search menu.

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