

YOUR Distribution Academy

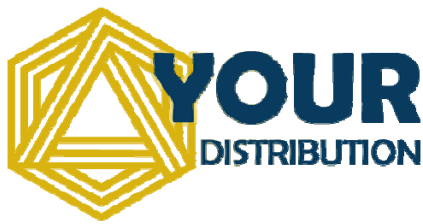
Training Tracks

Training Tracks are a convenient way to enroll in a series of courses of related subject matter with one transaction. YOUR Distribution Academy offers several Training Tracks as a system benefit to our customers. The initial tracks included in the site are ***Alarm Technician – Beginner, Alarm Technician - Intermediate, Fire Technician – Beginner, Fire Technician – Intermediate, and Salesperson.***

Because of the limited training catalog we have available in this pilot site, we could not have the **Training Tracks** feature fully functional. See the job roles below to better understand what training will be included in the **Training Tracks** for each role.

Alarm Technician – Beginner

Technical Skills	Hours
Access Control Specialist: Access Control Overview	1
Access Control Specialist: Credentials	1
Access Control Specialist: Binary and Card Data Formats	1
Access Control Specialist: Smartcards	1
Access Control Specialist: Biometrics	1
Access Control Specialist: IP Conversion	1
Codes and Standards Overview	1
Reading and Interpreting the NEC	1
Basic Electricity for the Low-voltage Industry	1
Basic Mathematics	1
People Skills	
Customer Service: Communications	1
Enhanced Customer Service Skills	1
Business Process	
Basic First Aid	1
Basic Individual Safety	1



Alarm Technician – Intermediate

Technical Skills	Hours
IP Networking: Basic Networking	1
IP Networking: Common Network Protocols	1
IP Networking: Network Transmission Mediums	1
IP Networking: Networking Hardware	1
IP Networking: Digital Monitors and Storage Devices	1
Troubleshooting: Basic Electricity and Circuits	1
Troubleshooting: Tools and Techniques	1
Basic Physical Science	1
People Skills	
Handling Difficult Customer Situations	1
Business Process	
Writing Effective Incident Reports	1

Fire Technician - Beginner

Technical Skills	Hours
Structured Wiring: Architecture	1.5
Structured Wiring: Components and Tools	1
Structured Wiring: Installations	1.5
Structured Wiring: Terminations	1
Structured Wiring: Testing and Documentation	1
Fire Alarm System Overview	1
Fire Alarm Codes and Standards	1
Interpreting the National Fire Alarm Code	1
Fire Alarm Installation Techniques	1
Fire Alarm System Devices	1
Fire Alarm Wiring Methods	1
Codes and Standards Overview	1
Reading and Interpreting the NFPA72	1
Basic Electricity for the Low-voltage Industry	1
Basic Mathematics	1
People Skills	
Customer Service: Communications	1
Enhanced Customer Service Skills	1



Business Process	
Basic First Aid	1
Basic Individual Safety	1

Fire Technician - Intermediate

Technical Skills	Hours
IP Video: Overview	1
IP Video: Basic Networking	1
IP Video: Compression and Transmitting Video over the Network	1
IP Video: IP Cameras	1
IP Video: Lenses and Lighting	1
IP Video: Digital Video Monitors and Storage	1
IP Video: Software Applications	1
IP Video: IP Video Integration	1
Fire Alarm System Occupancy Classifications	1
Fire Alarm System Site Conditions	1
Fire Alarm System Installations	1
Fire Alarm System Basic Electricity and Power Supplies	1
Basic Physical Science	1
People Skills	
Handling Difficult Customer Situations	1
Business Process	
Legal Issues	1



Salesperson

Technical Skills	Hours
Access Control Specialist: Overview	1
Access Control Specialist: Credentials	1
IP Video: Overview	1
IP Networking: Basic Networking	1
IP Networking: Networking Hardware	1
Wireless Components and Physics	1
Fire Alarm System Overview	1
Basic Electricity for the Low-voltage Industry	1
People Skills	
Handling Difficult Customer Situations	1
Sales in the Security Industry	4
Business Process	
Writing Effective Incident Reports	1
Basic Physical Science	1