



PROFESSIONAL INSTALLATIONS
THE INSTALLATION GROUP
SALES • SERVICE • INSTALLATION

A comprehensive seven-day workshop that delivers the fundamental skills and techniques to achieve excellence in your employment as a satellite technician...

Certified Technician

Excelling in the World of Technology

Gain the essential skills and knowledge you need to become a certified technician. Become an expert in installations, service calls and repairs in satellite technology, internet, and cellular boosters.

See pages 4 & 5 for a quick outline of your workshop!

To enroll, complete the attached registration form for each participant and fax to (705) 673-4654, or email to enrollme@installationgroup.ca

1-866-244-7531



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A full week of training, both in-class and hands-on

Every great worker needs a foundation of Health & Safety. We take pride in assuring you that all your participants will start with just that: a full day of Health & Safety training. On the job training does not fully prepare anyone for hazards they may encounter in the field, thus we take the element of surprise out of the equation. Your participants will be certified in Xplornet Internet platforms, ladder safety (both extension and step), WHMIS and also walk away with a thorough knowledge in drilling techniques.



Here is a summary of what our workshops provide:

Airport Transportation

Shuttle service will pick up participants at the Sudbury airport and return them to the Sudbury airport for their departure.

Accommodations

We understand you are not from the area. We have taken the liberty of including your hotel stay in our packages. Spacious accommodations, free wifi, coffee/tea in the rooms, plus all the comforts of home.

**All rooms are double occupancy

Breakfast

There is only one way to start your morning, with a hot breakfast and coffee! During your stay, participants will receive a voucher for free breakfast every day of their workshop!

Lunch

What type of host would we be if we did not keep everyone's strength up!

Each day we have a beautiful buffet style luncheon:

- Southern Chicken Day
- Lotsa Lasagna Day
- Pizza Pizzaz day
- Satisfaction Day

All lunches are served with soft drinks, coffee, tea, fresh baked cookies and a variety of tartlets and squares.

Back-to-School

To be successful, you must have the right tools. All participants receive a laptop on the first day. That's right! In this package is a laptop which will be used everyday during the workshop, and when it's over - TAKE IT HOME!

Paperwork/Materials

Throughout the workshop all participants will receive the following materials:

- Health & Safety Manual
- Unabridged Workbook
- Step-by-Step Guides
- Troubleshooting Info
- Certificates and more...

It is important to us that all participants leave with enough information and materials to continue their success for years to come!

Ongoing Support

Anyone who attends our workshop receives continued support as well. Our Field Service team is always standing by to answer any questions long after your workshop is finished.

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a special memorandum

To: Future Certified Technician

Successful companies don't just have great employees, they have **great** technicians. Technicians that are confident and know how to perform at their peak. Technicians that are Health & Safety conscious remove "loss time" claims and enjoy a long and satisfying career - injury free. Our trained technicians know how to lead the industry through times of change.

That's the singular focus of this powerful seven-day workshop is to provide you with the practical, real-world training that delivers proven skills for achieving results day in and day out. Get results with customers and projects, even when you're faced with time, weather and resource constraints.

The essential "must-have" technician training that you'll take away from this workshop has proven itself successful year after year across our organization.

- Learn 30 second site assessment
- Proper ladder set-up, control and hazards
- Drilling techniques and guidelines
- Satellite Technology, both TV and Internet
- Seven days of non-stop learning - and it's fun!

Why spend valuable time learning these essential technician skills by trial and error? Get the training that is proven to work for other organizations, including our own.

Just seven days - that's all it takes to build the foundation for a career in Satellite Technology. Reward yourself by having a rewarding career!

See you at the workshop!

Health & Safety

We all spend a considerable portion of our day in the workplace. Ensuring that workplaces and worksites are safe is crucial to the well-being of everyone.

There is no such thing as an accident. All accidents are preventable with awareness, training and practice.

Take the knowledge and skills you will learn throughout this workshop and make them a part of your every day life.

*Think Safe
Work Safe
and.... Be Safe*

Our own
employees
say it best...



*Never a dull moment
in this line of work
and I could not have
asked for better
training!*

- Carl Caradonna
TIG
Hunstville, ON



*The instructors at TIG
have a great sense
of humour and know
what they are talking
about, what a mix!*

- Derek Schroder
TIG
Dryden, ON



*A down-to-earth
approach to a day-
to-day adventure*

-Doug Bakker
TIG
Saskatoon, SK

Workshop Agenda

Intro to Dish Technology

- How digital satellite signals arrive at customers' homes across Canada
- Current approved installation configurations
- Digital Video Broadcast (DVB) standards
- Compression and decompression of audio, video, and data
- Satellite operation
- Standards of dish assembly, mounting, and removal

External & Inside Wiring & Connections

- Installation of external wiring
- Coaxial cable construction
- Coaxial compression connectors
- Audio technology
- Phone line connections
- Inside cabling, tuner receivers

Grounding Procedures & Problem Troubleshooting.

- Canadian Electrical Code (CEC) installation standards
- Coaxial cable grounding
- Troubleshooting basics
- Troubleshooting the system
- Testing & probable causes

Environmental Impact & Customer Focus

- Environmental protection
- Installation-specific environmental information
- Quality customer service excellence & expectations

Xplornet - Leading Rural High-Speed Internet Provider

- Jupiter training
- Viasat/KA2 training
- Hughes/KA training
- Home Phone
- Online University training
- In-class special guest training direct from Xplornet

Health & Safety Training

- AODA - Accessibility for Ontarians with Disabilities Act
- WHMIS - Workplace Hazardous Materials Information System (Certificate)
- Ladder Safety - both Extension and Step Ladder (Certificate)
- Drilling Policies & Procedures
- Think Safe, Work Safe, Be Safe

Weboost Cellular Booster

- Booster technology
- Home installations
- Vehicle installations
- Service calls
- Upselling techniques

BM Mobile & Dart Evolution

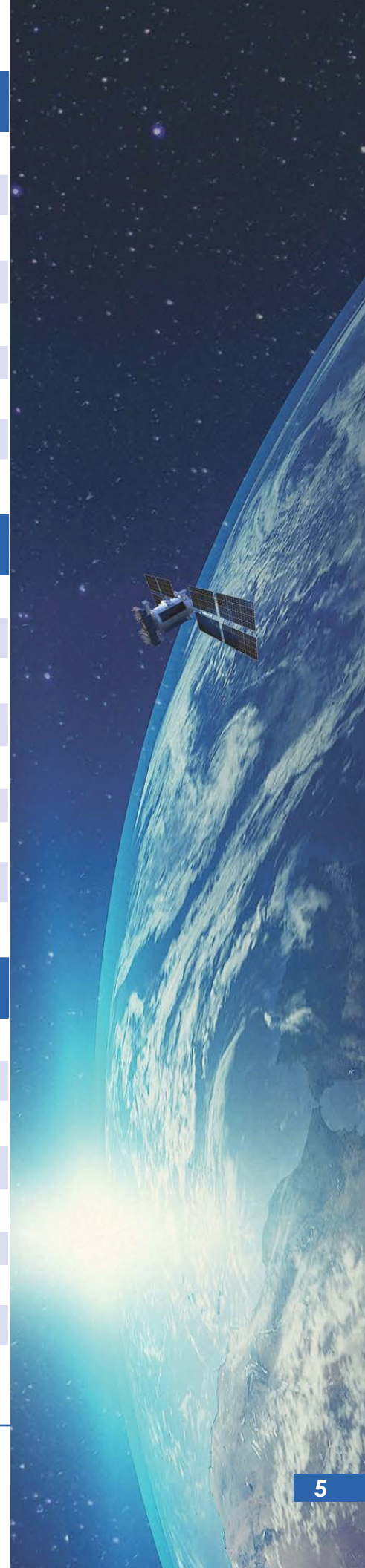
- Logging in to BM Mobile: An introduction
- Inventory control functions
- Completion of a work order
- Processing RMA/DOA
- Order Modifications
- Logging in to DART Evolution: An introduction
- Dispatching onto a job
- Customer programming selection

Saturday/Sunday April 30 & May 1		Monday May 2	
8:00 a.m.	Registration/Introduction	8:00 a.m.	Xplornet Introduction
8:30 a.m.	Xplornet University - Jupiter	8:30 a.m.	Jupiter Systems
10:15 a.m.	Break w/ refreshments	10:15 a.m.	Break w/ refreshments
10:30 a.m.	Xplornet University - Jupiter	10:30 a.m.	Jupiter Systems
12:00 p.m.	Lunch - Catered	12:00 p.m.	Lunch - Catered
1:00 p.m.	Xplornet University - Jupiter	1:00 p.m.	Jupiter Systems
2:15 p.m.	Break w/ refreshments	2:15 p.m.	Break w/refreshments
2:30 p.m.	Xplornet University - Viasat	2:30 p.m.	Jupiter Systems
4:00 p.m.	Classes end for the day	4:00 p.m.	Classes end for the day

Tuesday May 3		Wednesday May 4	
8:00 a.m.	Xplornet Introduction	8:00 a.m.	Xplornet Introduction
8:30 a.m.	Viasat/KA2 Systems	8:30 a.m.	Hughes KA Systems
10:15 a.m.	Break w/ refreshments	10:15 a.m.	Break w/ refreshments
10:30 a.m.	Viasat/KA2 Systems	10:30 a.m.	Hughes KA Systems
12:00 p.m.	Lunch - Catered	12:00 p.m.	Lunch - Catered
1:00 p.m.	Viasat/KA2 Systems	1:00 p.m.	Hughes KA Systems
2:15 p.m.	Break w//refreshments	2:15 p.m.	Break w/refreshments
2:30 p.m.	Viasat/KA2 Systems	2:30 p.m.	Xplornet Home Phone
4:00 p.m.	Classes end for the day	4:00 p.m.	Classes end for the day

Thursday May 5		Friday May 6	
8:00 a.m.	TIG Introduction	8:00 a.m.	Intro to Dish Technology
8:15 a.m.	Health & Safety	9:00 a.m.	Workplace H&S Rules
10:15 a.m.	Break w/refreshments	10:15 a.m.	Break w/refreshments
10:30 a.m.	AODA & WHMIS	10:30 a.m.	Dish Assembly/Ground
12:00 p.m.	Lunch- Catered	12:00 p.m.	Lunch - Catered
1:00 p.m.	Ladder Training Online	1:00 p.m.	External & Inside Wiring
2:15 p.m.	Break w/refreshments	2:15 p.m.	Break w/refreshments
2:30 p.m.	Drilling Policy & Weboost Cert	2:30 p.m.	BM Mobile & DART Evo
4:00 p.m.	Classes end for the day	4:00 p.m.	Classes end for the day

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Workshop Materials

And you won't go home empty-handed! You'll leave this workshop with a Laptop, Certificates in Ladder Training, WHMIS, Health & Safety, Drilling Techniques, Satellite Installations and Cell Booster Technology, a soundly researched and unabridged workbook, step-by-step troubleshooting guidelines, and the confidence you need to be an exemplary technician.

Our Continued Support

You are not without help. We are a phone call away! We don't just stand behind our workshops; we stand behind you. If after attending the workshop you're faced with a problem and don't know where to turn - try us. Our Field Services team is available 365 days a week to promptly assist you. Where else can you find that kind of support? Nowhere but with The Installation Group.

Please note that our programs - both what you see and what you hear - are fully copyrighted by The Installation Group. No audio or video recording, please.

Important Information

Other expenses you should be aware of

1. Our shuttle service is included from the Sudbury Airport and/or Sudbury Bus Station. Any other travel/transportation requirements are not included.
2. All workshops include breakfast and lunch. Any other meals are not included and are at the discretion of the participant.
3. After the workshops, participants are free to explore their surroundings of their own accord.
4. Other tools may be required in this industry. A separate purchase plan is available upon request. We will supply you with a list of these items.

Still haven't decided to register?

1. **Our trainers are the best...Period.** Our trainers worked in the field before they became teachers and through constant upgrading, they have maintained up-to-date on the skill set required.
2. **We give you only the very most important information.** There's a lot of information out there that could take you years to gather on your own. In seven days we'll give you what we believe is the best, most important information to help you be the best that you can be.
3. **Our guarantee is unconditional and straightforward.** What more could you ask for? We are confident that our participants will be well-trained and educated to perform in this field for years to come!

Your satisfaction guaranteed!

Your complete satisfaction is important to us. If you're dissatisfied for any reason, let us know right away. We will correct the situation. It's that simple.

Registration Information

1. For the fastest service, call 1-866-244-7531. Our customer service representatives will be happy to take your enrollment. The easiest way to guarantee your enrollment is to pay with a credit card when making your reservation. Ensure your payment is accepted before the seminar date.
2. You may also send your enrollment to us by email at: enrollme@installationgroup.ca. Please include the following information: Name, mailing address, participant information, the session you wish to attend, and billing information.
3. If you prefer to fax us your registration, the number is 1-705-673-4654. Please include your credit card information or mail in your payment before the seminar date.

Three Easy Ways to Register

By Phone

1-866-244-7531

By Fax

1-705-673-4654

By Email

enrollme@installationgroup.ca

Company Information

Primary Contact

Organization

Band

Mailing Address

City, Province, Postal Code

Telephone

Ext.

Fax

Email

Attendee(s) Information

Full Name

Full Name

Email

Email

Full Name

Full Name

Email

Email

Full Name

Full Name

Email

Email

Payment Information (Please pay before the training period. Enrollment fee payable in Canadian funds.)

Goods and Services tax registration number: 83848 5142 RT0001

Credit Card Authorization Number:

Charge to: Visa Master Card Amex

Purchase Order Attached #

Card number:

Invoice my organization:

Expiration date:

Attention:

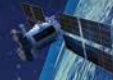
Signature:

* Please call in your registration if mailing your payment.

* If paying by cheque, please call in your registration information so we can reserve your spot.
Our mailing address is: 10 Bulmer Ave., Sudbury, ON P3C 3J3



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For more information,
call us

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Specialized Courses in Satellite, Internet,
Cell Booster, Security System Installations
and more...

