Telecoms & Tech Academy

DIPLOMA IN TELECOMS BUSINESS

Build in-depth, comprehensive knowledge and competencies of the telecommunications ecosystem

START DATE: 30TH MARCH 2021

ABOUT THIS COURSE

**The Diploma in Telecoms Business
is a 10-month distance learning programme
designed to get participants up to date with
key telecoms competencies. The course
focuses on telecoms finance, technologies and
marketing, as well as customer, project and
service management. Participants study one
compulsory module and choose one specialised
module, allowing them to customise the course
towards areas of interest.**

Who will benefit?

This would suit anyone in the those who need
a thorough grounding in telecommunications
business as part of their job function, or those
who have specialist knowledge in a specific area
of telecommunications (business or technology),
and wish to contribute and communicate more
fully and effectively with the wider business.
The programme is also ideal for those who have
recently taken on a new post and need to develop
knowledge and competency in a flexible and
comprehensive way, including recent graduates

The programme format

The modular structure allows you to customise
the programme to support your aspirations
and to fulfil your individual and organisational
requirements, you study one core module,
followed by one elective module. Each module is
designed to be studied over a period of a month
and requires 20 hours of direct learning.

WHAT SETS THIS PROGRAMME APART?

The courses are examined and qualifiied by the
biggest global provider of research, intelligence,
events and training to the telecoms industry.

Through our mix of learning delivery methods
and support, we keep you fully engaged to
ensure you meet the required standard.

Flexible modular course structure allows you to
study subjects most relevant to you and your
business

Regular webinars are provided, covering the
latest technologies,business processes and
industry developments

You decide where and when to study
and then set your own pace.

You will have full tutor support from a dedicated
tutor with a wealth of industry experience

Contact: training@telecomstechacademy.com

Book Online: telecomstechacademy.com

COURSE SUMMARY

Students complete 2 Modules

Core Module	Specialist Modules (Select 1)
Telecoms Business Fundamentals	Telecoms Business Administration & Strategy Telecoms Technologies Telecoms Business & Technologies

ENHANCED LEARNING SOLUTIONS

Managed Learning System
Offers convenient and flexible access to resources such as course material, frequently asked questions, practiceexaminations and tutor support.

Fully Illustrated Courseware
Soft copy course notes, data and analysis from the Ovum research team, practical exercises and self-assessment tests in preparation for exams.

Tutorials
Regular informal tutorials to discuss the programme, ideas and progress, they give a chance to meet with tutors and other students online.

UNIVERSITY CERTIFICATE IN TELECOMS BUSINESS

Video Lessons
Informative videos used to outline key study points and to set the context for study and consolidate ideas, maximising learning and engagement.

Live Webinars
Enhance your learning with live webinars, bringing the latest technologies and business management topics that

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TELECOMS BUSINESS FUNDAMENTALS

Content includes:

Telecoms Business Environment

- Comprehensive View of Telecoms Business World
- Shareholders and Stakeholders Views
- Key Business Goals
- Changing Competitive Landscape
- Using Technology to Satisfy C2 Market Needs

Finance for Telecoms Professionals

- Excellent Grounding in Financial Matters
- Analyse and Apply Financial Concepts
- Principal Financial Documents (P&L, Balance Sheet and Cash Flow)
- Key Financial Ratios
- Cash Flow Forecasts

The LTE Core Network
(Evolved Packet Core)

- Marketing Converged
- Communications Services
- Customer Satisfaction and Loyalty Drivers
- Communications Marketing
- Objectives and Metrics
- Elements of the Marketing Strategy
- Segment-Specific Marketing
- Configuring Customer Solutions
- Pricing and Bundling Next-Generation Services
- Distributing Next-Generation Services
- Promoting Communications Solutions
- Role of Telecoms and Third-Party Brands

Operating Effectively

- The Telecoms Organisation
- Operational Procedures within Organisations
- Vendor and Supplier Management
- Processes and Procedural Flows

"I was really enlightened. I liked how different topics were introduced and then developed…"

E1: Telecoms Business Administration & Strategy

- Project Management in Telecoms
- Customer Engagement and Branding in Telecoms
- Furture Business Models for ICT Players
- Customer Relationship Management in Telecoms
- Sales and Value Chain Management
- Budgeting and Forecasting in Telecoms

E2: Telecoms Technologies

- Access Network Technologies
- Internet of Things
- Managing Services, PCC and Billing
- Telecoms Technologies

E3: Telecoms Business and Technologies

- Telecoms Technologies
- Project Management in Telecoms
- Future Business Models for ICT Players
- Customer Relationship Management in Telecoms
- Budgeting and Forecasting in Telecoms

HOW TO REGISTER

BROUGHT TO YOU BY THE EXPERTS

Telecoms & Tech Academy is a leading training partner to the telecoms, media and technology (TMT) industries, having trained more than 30,000 professionals and 500 businesses globally.

We were borne out of the telecoms industry and understand the challenges the sector has been facing. Our training portfolio continues to evolve to help address new and emerging skills gaps faced by telecoms & tech businesses. To provide you with leading-edge knowledge, our **learning is influenced** by our partners including Ovum and Google.

What competencies are you looking to build in your teams? Here's a snapshot of where we can help:

Building Technical Skills:
• Big Data, Analytics & Artificial Intelligence
• Network Virtualisation (NFV & SDN)
• 5G Network Technology
• Emerging Services Including: Internet of
• Things, Smart Cities & Connected Innovation

Telecoms & Leadership:
• Our flagship Telecoms Mini MBA has trained over 15,000+ professionals
• Innovation & Digital Transformation
• Customer Focus

+44 (0)20 7017 4144

training@telecomsacademy.com

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