

# Telecoms Engineering

**Course Name**

Network Management Centre (NMC) Telecoms Principles

**Course Description**

Provide the NMC, Tier 1 and Tier 2 the fundamental and principle knowledge of the processes, relevant systems, alarm structures, triage processes, event management and basic diagnostics.

**Audience**

Engineers who are responsible for Tier 1 and Tier 2 operations in the NMC. On-boarding new Telecoms starters and for other parts of the business to gain an understanding of what the NMC covers, as well as offer refresher training in the future. Training is expected to be taken by: Network Management Engineer (NME) Network Management Technician (NMT) System Analysts Admin/Other roles (As required)

**Duration:** 3.5 hours Day(s) **Class Size:** 1

**Competence Name Awarded**

Understanding and Introduction to the Principles of Network Management Centre and Operations Support Systems

**Competence Awarded**

TEL 500

**Course Code**

TEL 500

**Prerequisite Name****Prerequisite Short Code****Skills Assessment Scheme Regime****Course Type**

Elearning

**Download Date:** 10/1/2025