TaaS

Training as a Service

ESA® NATIONAL TRAINING SCHOOL

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THE INDUSTRY'S ONLY FULLY CUSTOMIZABLE TRAINING PROGRAM TO ADDRESS YOUR COMPANY'S UNIQUE NEEDS.

Training as a Service (TaaS) is the first program of its kind for the electronic security and life safety industry. This customizable training solution allows employers to fast-track new hires and current employees with in-house training.

Leverage this buildable curriculum covering technical training, safety skills and topical industry trends. TaaS provides everything you need in one place, from communication and safety skills training to industry knowledge that meets state licensing requirements — and all levels in between.

All courses are offered online, with reporting features that allow supervisors to track the progress of employees.

BENEFITS OF TAAS

Attract and retain employees

Reporting that helps you track students' progress

Customizable to your company's unique needs

Recommended course schedule and reminders

Convenient - all courses are offered online

Cost effective
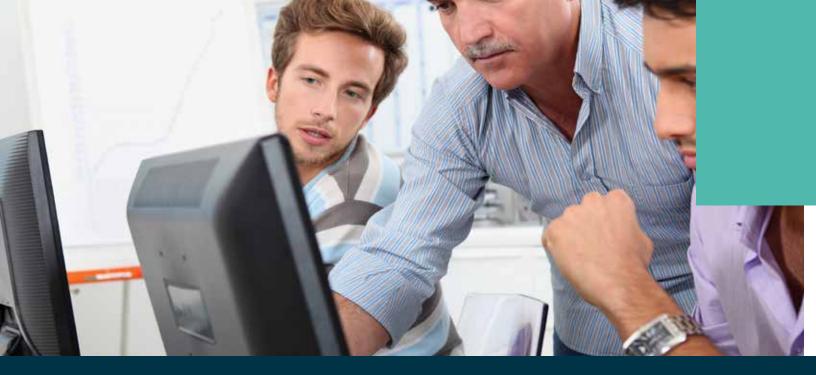
THE SERVICE COMPONENT

Consultation with managers to review the skills gaps of their employees and provide guidance on what courses would be a best fit for them.

This may include the development of multiple tiers of training pathways, dependent upon the professional development needs of the company and the types of services they provide. ESA's team will review the types of systems the company offers (such as intrusion, fire, access, or video) and subsequently advise what training is available dependent upon which employees that do installation, service and/or sales.

Managers will receive administrative access to their employee's training records so that they can monitor progress and encourage completion.

The ESA team will be available to assist the managers and students as they progress through the career path training and to encourage program completion.

PRE-PACKAGED PROGRAMS

ESA Systems Technician

CORE SKILLS | 0 – 6 MONTHS EMPLOYMENT

69 HOURS OF TRAINING INCLUDING:

43 HOURS OF REQUIRED COURSEWORK:

OSHA 10 Hour

Basics of Customer Service

Certified Alarm Technician Level I

Communication Strategies

Workforce Skills

PLUS Choose Up to 26 More Hours of Elective Coursework to Customize Your Package

UPON COMPLETION OF TIER 1, STUDENTS WILL RECEIVE:
ESA Systems Technician Completion Certificate, Level I Certified Alarm Technician Certification, OSHA 10 Hour Certification

ESA Systems Specialist

INTERMEDIATE SKILLS | 6 – 18 MONTHS EMPLOYMENT

80 HOURS OF TRAINING INCLUDING:

REQUIRED COURSEWORK:

Troubleshooting, Service and Maintenance

CHOOSE TWO OF THE FOLLOWING:

Advanced Intrusions Systems

Fire Alarm Installation Methods

Electronic Access Control

Video System Technologies

PLUS Choose Up to 32 More Hours of Elective Coursework to Customize Your Package

UPON COMPLETION OF TIER 2, STUDENTS WILL RECEIVE:
ESA Systems Specialist Completion Certificate, Troubleshooting, Service and Maintenance Course Completion Certificate, Additional Course Completion Certificates

ESA Security Sales Associate

CORE SKILLS | 0-24 MONTHS EMPLOYMENT

31 HOURS OF TRAINING INCLUDING:

Understanding Electronic Security Systems

Selling Integrated Systems

Selling Commercial Intrusion/Fire/Access/Video

Video Systems — Technical Considerations for Sales Agents

Access Control - Technical Considerations for Sales Agents

UPON COMPLETION OF SALES TIER, STUDENTS WILL RECEIVE:
ESA Security Sales Agent Completion Certificate, Understanding Electronic Security Systems Completion Certificate, Additional Course Completion Certificates

BUILD YOUR OWN PACKAGE

START FROM SCRATCH TO BUILD A COMPLETELY CUSTOMIZED PROGRAM THAT INCLUDES THE DESIRED NUMBER OF HOURS AND COMBINATION OF COURSES YOU CHOOSE

Egress Control and Exit Devices

No. of Hours
2

This course is designed to provide students an overview of egress control and exit devices. This course focuses on the general requirements and provisions of Egress Control that have a direct impact on electronic access control systems and the electronic life safety and security industry. Exit devices, which restrict access while providing free egress, are designed to be installed onto the secure side of out swinging doors. After this course students will be able to identify by type the commonly used exit devices for Electronic Access Control systems.

Focus
Access

CEU

Electronic Access Control (EAC)

No. of Hours
16

Provides broad training and information needed to successfully design and install an electronic access control system. This course teaches both the theory and the practical application of locks, door hardware and electronic access control systems. The course culminates in an actual system design exercise based on a given customer's specifications and building plan.

Focus
Access

ONLINE TIER 1

Low-Voltage Cabling

No. of Hours
16

This module covers the characteristics, identification, and applications of various types of conductors and cables used in telecommunications and security systems. It also describes the tools, materials, and procedures for pulling cables through conduit and raceways.

Focus
Cabling

CEU

Structured Wiring and the Security Industry

No. of Hours
6

Provides students with information about planning, running and terminating structured wiring. The course covers network cabling and the various termination standards, as well as, phone cabling, punchdown blocks, coaxial cabling and the tools required to complete the job.

Focus
Cabling

CEU

BUILD YOUR OWN PACKAGE

Codes and Standards Refresher

No. of Hours
1

This course is designed to expand and refresh students' knowledge of the codes and standards that provide regulation and guidance for the electronic security and life safety industry. Codes and standards play an important role in today's life safety industry. There is no choice but to comply with the codes adopted by the jurisdictions in which integrators design and install. As for standards, they must comply with those referenced by the adopted building codes, as well as those specified in the design documents. Although codes and standards are different, one can't exist without the other in the life safety industry.

Focus
Codes

CEU

Cyber Threat Preparedness

No. of Hours
2

Every organization is responsible for protecting itself against cyber threats. Implementing effective security measures will not only offer liability protection; it will also increase efficiency and productivity. Employee training is one of the most critical methods to protect company and customer data. This course will ensure employees know how to detect and avoid attacks.

Focus
Cyber

CEU

International Building Code

No. of Hours
8

Students learn the practical application of IBC, focusing on the fire alarm and access control requirements for the most common occupancy classes that will be encountered on a daily basis and offering insights on common errors and areas of confusion. Special attention is paid to the similarities and differences between the IBC and NFPA 101 Life Safety Code.

Focus
Codes

ONLINE TIER 3

Introduction to Construction Drawings

No. of Hours
8

Introduces the basic elements of construction drawings. The common components of drawings are presented, as well as the most common drawing types. The use of drawing scales and how to measure drawings is also covered.

Focus
Design

CEU

Life Safety and Occupancies

No. of Hours
3

Provides information on life safety and occupancies. This course includes Assembly, Education, Day-Care, Hotel and Motel, and Health Care Occupancies.

Focus
Codes

CEU

Site Survey, Project Planning, and Documentation

No. of Hours
15

Covers the tasks involved in planning a job from start to finish, including how to perform site surveys for both new and retrofit construction projects. The different kinds of drawings, specifications, and other documents commonly used while performing these tasks are also covered.

Focus
Design

CEU

Life Safety Code

No. of Hours
8

Teaches students the practical application of the NFPA 101 Life Safety Code. Instruction focuses on the fire alarm and access control requirements for most common occupancy classes that students will encounter on a daily basis, offering insights on common errors and areas of confusion. Special attention is paid to the similarities and differences between the International Building Code (IBC) and the NFPA 101 Life Safety Code.

Focus
Codes

ONLINE TIER 3

Advanced Intrusion Systems (AIS)

No. of Hours
16

Is an advanced look at design and installation of intrusion systems. Students learn how to select and apply proper detectors, control panels and communication devices in a variety of intrusion system applications. The course provides instruction on basic electronics and how it pertains to system design, component selection and troubleshooting. It includes information on system testing and commissioning as well as project management.

Focus
Intrusion Installation

ONLINE TIER 1

BUILD YOUR OWN PACKAGE

Basic Circuit Troubleshooting and Testing

No. of Hours
2

This course provides students an overview of how to fix what is found inside a faulty panel. Review the types of circuits and the common causes of circuit faults, and take an in-depth look at how to locate the sources of circuit faults.

Focus
Electrical

CEU

Codes and Standards Refresher including NEC

No. of Hours
2

Designed to expand and refresh your knowledge of the codes and standards that provide regulation and guidance for the electronic security and life safety industry. The course also provides a thorough overview of the various sections of NFPA 70 (2014), also known as the National Electrical Code, that apply to fire alarm systems.

Focus
Electrical

CEU

Electronic Theory Refresher

No. of Hours
3

This three-hour online course provides a review of the electrical basics required for the installation and maintenance of alarm systems. This course will help individuals review the theory of electricity, building basic circuits and how to troubleshoot circuits.

Focus
Electrical

CEU

Introduction to the NEC

No. of Hours
6

Provides a navigational road map for using the NEC®. Introduces the layout of the NEC® and the types of information found within the code book. Allows trainees to practice finding information using an easy-to-follow procedure.

Focus
Electrical

CEU

Power and Electricity

No. of Hours
6

This is a six-hour course that will provide students an overview of power and electricity; from choosing a power supply, powering components for access control, intrusion, and video, as well as electricity components.

Focus
Electrical

CEU

Troubleshooting Panels and Power Supplies

No. of Hours
1

This course provides students an overview of power and alarm panels. Topics will include transformers, review of power supplies, determining the proper power supply, review of back-up batteries for power supplies and review of wiring.

Focus
Electrical

CEU

Job Safety and False Alarm Reduction

No. of Hours
2

Job safety should be the first concern of every technician. With the implementation of safe working practices and common sense, you can lessen or eliminate these unfortunate incidents. By following the guidelines presented in this course, your safety and the safety of your client will be dramatically improved. Also, these standards of behavior will protect the property of the client. This course also covers methods to reduce false alarms. There are many components to reducing false alarms and solutions that are easy to implement. ESA recommends all those involved in the industry to learn more about reduction efforts.

Focus
False Alarm

CEU

Methods to Reduce False Alarms

No. of Hours
2

This course is designed to expand and refresh your knowledge in the reduction of false alarms by following proper standards and procedures. There are many components to reducing false alarms and solutions that are easy to implement. ESA recommends all those involved in the industry to learn more about reduction efforts.

Focus
False Alarm

CEU

BUILD YOUR OWN PACKAGE

Fire Alarm Installation Methods (FAIM)

No. of Hours
16

Provides broad training for attendees to learn proper installation and service requirements for commercial and household fire alarm systems based on NFPA and ICC codes. NFPA now requires that fire inspection and testing personnel be knowledgeable and trained, and that service personnel be qualified and experienced. This course provides the information needed for installers and service technicians to become familiar with fire alarm system requirements necessary to gain certification and prove competence.

Focus
Fire

ONLINE TIER 1

Troubleshooting Fire Alarm Devices

No. of Hours
1

This course provides students an overview of fire controls, powered devices and non-powered devices in fire alarm devices. After completing this course you will be able to: Explain the components of a fire life safety alarm system and how they interrelate, describe how to troubleshoot fire panels, NAC, power supplies and other components of a system, and identify how to troubleshoot powered and non-powered devices typical to a fire life safety alarm system.

Focus
Fire

CEU

Life Safety and Fire Alarm Systems

No. of Hours
1

Provides students an overview of life safety and fire alarm systems

Focus
Fire

CEU

Professional Fire Alarm Design (Instructor Led Only)

No. of Hours
16

This course, followed by a two-hour examination, provides specific training on developing an installation plan based on field conditions and project requirements. Whether preparing plans for a factory's monitored suppression system with seemingly minimal requirements or designing a voice evacuation system for a movie theater complex, plans should be developed by persons experienced in the proper design, application, installation and testing of commercial fire alarm systems. The course focuses on providing a more advanced level of knowledge gleaned from national codes regarding proper detector selection, required coverage for specific building occupancies, as well as documentation and plan submittal requirements.

Focus
Fire

CEU

Maintenance & Inspection Processes to Avoid Trouble

No. of Hours
1

This course provides students an overview of maintenance and inspection. It is important to remember that maintenance, inspections, and testing all have uniquely different legal definitions. Regular testing and inspection of fire alarm system equipment, systems, and fire safety control functions are required by Code for both new and existing systems. After taking this course, students will be able to: describe the difference between the terms, maintenance, service, and inspection; explain the NFPA code requirements for testing methods, and frequencies; identify checklists designed to aid testing and inspections; and describe manufacturer-specific functional testing.

Focus
Fire

CEU

Life Saftey and Building Codes

No. of Hours
10

This course provides students with information relevant to technicians assigned to design either portions of, or the entire life safety system. This course provides code similarities and differences between the LSC and IBC

Focus
Fire

National Electrical Code as it Applies to Fire Alarm Systems

No. of Hours
1

This course will provide a thorough overview of the various sections of NFPA 70, also know as the National Electrical Code, that apply to alarm systems.

Focus
Fire

CEU

Residential Fire Alarm

No. of Hours
7

The course is delivered using a presentation style that is built off the exact same content covered in our instructor led course. The presentation includes text, graphics, videos and activities to help you absorb the information presented. Each module is concluded by a knowledge checkpoint quiz to make sure you have understood the core concepts presented. The course ends with a comprehensive assessment test that you must past with a 70% or greater to complete the course. Your time will be tracked in the course and you must spend 7 hours interacting with the course materials before you will granted a course completion.

Focus
Fire

CEU

BUILD YOUR OWN PACKAGE

FASA BASA Renewal Online Course – Networking and Troubleshooting Basics

No. of Hours
6

This 6-hour FASA BASA renewal course provides a good foundation for those wanting to learn more about networking basics and the foundation of how equipment gets connected and communicates, while maintaining licensure in Florida. In addition, core troubleshooting concepts will be covered including techniques to diagnose and fix issues occurring in intrusion and fire alarm systems.

Focus
Florida

CEU

Troubleshooting Communications and Notification Devices

No. of Hours
1

We cover how communications equipment, and their settings, can hinder the signal transmissions for the alarm system. Knowing what equipment is used and their common problem areas are key to diagnosing and choosing the right solution. Troubleshooting communication problems are critical to ensuring the alarm system is doing all it can to protect your customers and getting them the help they need when they need it.

Focus
Intrusion Installation

CEU

Florida 7 hour Contractor Renewal

No. of Hours
7

This course will cover topics that will allow a student to further establish their expertise in the field. Special attention will be paid to the codes, laws, rule, and provisions that apply to the state of Florida. There will also be topics on how to reduce false alarms, create a safe workplace, and interact with clients in an ethical manner.

Focus
Florida

CEU

Troubleshooting Intrusion Alarm Devices

No. of Hours
1

This course provides students an overview of the types of panels and communication methods, burglar system components, powered devices and non-powered devices.

Focus
Intrusion Installation

CEU

Home Theater Demystified

No. of Hours
4

Create the best home theater viewing experience possible. Understand key concepts of home theater including aspect ratios, resolution, video and audio formats, signal reproduction and power conditioning for components. Realize the features and benefits of different types of speakers, displays, projectors, screens, receivers, amplifiers, power conditioning equipment and other components.

Focus
Home Theater

CEU

Basic Math for Security Professionals

No. of Hours
1

Get refreshed on solving essential security installation mathematical problems requiring simple addition, subtraction, multiplication, division, geometric definitions and formulas, and raising numbers to exponential powers.

Focus
Math

CEU

Certified Alarm Technician Level I

No. of Hours
24

The Certified Alarm Technician Level One course is the industry standard for learning all facets of the alarm industry. It presents an overview of the theory, installation and maintenance of alarm systems, basic electricity, standards, perimeter detection, space detection, fire systems, control panels, communications, CCTV, job planning, and false alarm prevention. By the end of this course, students will have an understanding of the industry and their role within it, understand the importance of codes and standards and how to locate them and apply them, be able to define basic installation procedures, and compare the underlying technology behind the various security system tools and equipment.

Focus
Intrusion Installation

ONLINE TIER 1

Math Refresher Course

No. of Hours
3

This course will cover some of the foundational principals of math that are useful when working with formulas. It provides an overview of how to use the mathematical formulas associated with the electronic security industry.

Focus
Math

CEU

BUILD YOUR OWN PACKAGE

Incident Reports for Security Professionals

No. of Hours
1

Provides students with information on the considerations that may be needed when preparing and writing an incident report. Presenting facts and details as accurately as possible, while maintaining the integrity of the report is a major consideration.

Focus
Safety

CEU

Closing Techniques to Effectively Close the Deal

No. of Hours
1

This course provides students an overview of closing the deal with a client in the sales process. Nothing is more self-fulfilling than closing a sale. With that being said, this course focuses on the closing stage of the sales process. After completing this course, students will possess the knowledge to close the deal by using different closing techniques. Students will also be equipped with different methods to overcome a stall.

Focus
Sales

CEU

Job Safety Reminders

No. of Hours
1

This course is designed to expand and refresh your knowledge of job safety for the electronic security and life safety industry. Job safety should be the first concern of every technician. With the implementation of safe working practices and common sense, you can lessen or eliminate these unfortunate incidents. By following the guidelines presented in this course, your safety and the safety of your client will be dramatically improved. Also, these standards of behavior will protect the property of the client.

Focus
Safety

CEU

How to Present the Best Solution for Your Client's Needs

No. of Hours
1

This course provides students an overview of the sales presentation process for a new client. An effective sales presentation requires skill, knowledge, and enthusiasm in order to support the client in choosing the best solution to suit their needs. In this course, students will discover the definition and importance of the Presentation stage and how to handle customer objections during this stage.

Focus
Sales

CEU

OSHA 10 and 30

No. of Hours
10/30

This comprehensive training sets the cornerstone for a safe and productive construction site and helps keep your company in compliance and prevent costly accidents, incidents and OSHA fines at your site.

Focus
Safety

CEU

Introduction to Commercial Sales

No. of Hours
1

Commercial security systems provide a peace of mind to business owners and employees. In this course students will dive into the world of commercial systems. After taking this course, students will be able to build their own network, for the purpose of obtaining commercial security sales leads.

Focus
Sales

CEU

Safety Practices

No. of Hours
3

Students who complete this course will: Understand the importance and legal responsibilities of safety; Perform risk assessments; Establish a safety program; Monitor safety; Communicate safety policies; Define workplace safety; Understand legal responsibilities associated with a safe work environment; Create a safety plan and identify hazards; Recognize the role of management; Develop training procedures; Learn how to implement a safety plan.

Focus
Safety

CEU

Prospecting for Potential Clients

No. of Hours
1

This course focuses on how to find new clients with goal setting, perseverance, and overcoming call reluctance. Prospecting for new clients is the series of activities that lead to identifying new business opportunities.

Focus
Sales

CEU

BUILD YOUR OWN PACKAGE

Security Sales Essentials

No. of Hours
8

The Security Sales Essentials training course is a one day or two-day, comprehensive program which covers the complete sales cycle. The fast-paced program covers, in-depth, the "sales action plan" for success in commercial and residential sales.

Focus
Sales

ONLINE TIER 2

Selling Commercial Systems Effectively: 8 Lessons in Selling Your Business Value Over Low Price

No. of Hours
4

This course will show you how to sell business value from the security industry perspective. The successful sales process includes a system of tasks that are completed in a specific order. Students are taught this system using the VALUE process: Verify, Ask, Listen, Understand, and Engage. Unlike many sales training courses, this course was designed by someone who has successfully sold, managed sales team and consulted for over 35 years. Lessons learned by working with end users, manufacturers, distributors and system integrators are shared in this module. This builds credibility with participants. This training is media rich, has tools, is challenging, and narrated by the author, Paul Boucherle CPP CSC.

Focus
Sales

CEU

Selling Commercial Access Control Systems

No. of Hours
1

This course provides students an overview of selling commercial access control systems. When selling commercial access control systems it is important to consider the customer's future needs. Salespeople and the customer should be speaking the same language. This course covers common mistakes when working with sales prospects and explores the product knowledge and important questions to ask when designing a system.

Focus
Sales

CEU

Selling Commercial Video Surveillance Systems

No. of Hours
1

This course provides students an overview of selling video surveillance systems. When selling commercial video surveillance systems, salespeople will be more of a consultant while they identify the customer's needs and desires and arrive at a custom solution. It is important to stay current with technology trends. When discussing a new system it is important to make contact with anyone who will be involved in maintaining the system.

Focus
Sales

CEU

Selling Commercial Fire Alarm Systems

No. of Hours
1

This course provides students an overview of selling commercial fire alarm systems. When selling commercial fire alarm systems it is important to ask the question: "How do you know when you are ready to enter commercial sales of fire systems?" Essential knowledge includes what is fire, the stages and classes of fire and code considerations.

Focus
Sales

CEU

Selling Integrated Systems

No. of Hours
1

This course provides students an overview of selling integrated systems. It has been speculated that only a small percentage of the commercial sales force could sell integrated systems without losing money. Your best chance comes down to your ability to attain 2 major skills: product knowledge and project management. To be effective in integrated sales you also have to know if and how products work together.

Focus
Sales

CEU

Selling Commercial Intrusion Systems

No. of Hours
1

This course provides students an overview of selling commercial intrusion systems. Commercial intrusion sales are not for those who are accustomed to selling a one-size-fits-all solution. Commercial sales will force you to think of systems that fit your customer's unique needs and you will benefit from product knowledge and in-field experience.

Focus
Sales

CEU

Understanding Electronic Security Systems

No. of Hours
8

This course teaches students the basic elements of the electronic security field including sensors, control panels and communications, with an emphasis on the need for an adequate site survey. The course stresses the importance of false alarm prevention and explores the interactions between electronic life safety security professionals, law enforcement and fire prevention officials.

Focus
Sales

ONLINE TIER 3

BUILD YOUR OWN PACKAGE

Video Systems for the Sales Agent

No. of Hours
10

This course allows sales agents to acquire the knowledge needed to successfully develop a proposal for a basic video surveillance system. The course includes two extensive exercises that culminate in an actual system design based on a given customer's specifications and building plans.

Focus
Sales

CEU

Troubleshooting, Service and Maintenance (TSM)

No. of Hours
16

Focuses on the service, repair, testing, inspection and preventative maintenance aspects of today's electronic security systems. Troubleshooting, Service and Maintenance offers dealers/integrators an additional revenue stream and the potential for significant profits through these additional services. This course is ideal for individuals seeking to expand their knowledge on the proper procedures to service, repair and maintain intrusion, fire, video surveillance and access control systems and covers the fundamentals of troubleshooting as well as specific troubleshooting procedures for today's systems.

Focus
Troubleshooting

ONLINE TIER 2

Physical Science and Security Professionals

No. of Hours
1

This course provides students with information on how to differentiate between matter, mass, volume and density, and how to distinguish the physical properties and changes of each.

Focus
Science

CEU

Troubleshooting, Service and Maintenance CEU Series – 6 hours

No. of Hours
6

This course provides students an overview of troubleshooting, maintenance and inspection techniques for the following: panels and power supplies, intrusion alarm devices, fire alarm devices, closed-circuit video systems, communication, and notification devices. It is important to remember that maintenance, inspections, and testing all have uniquely different legal definitions. Regular testing and inspection of fire alarm system equipment, systems, and fire safety control functions are required by Code for both new and existing systems.

Focus
Troubleshooting

CEU

Video - Auxiliary Equipment, System Design and Recording

No. of Hours
2

This 2-hour course provides practical knowledge concerning additional equipment needs for mounting and housing video equipment. Learn the skills necessary to consult with a customer regarding their goals for a network video surveillance system. The course wraps us with info on recording device types, event and time-lapse recording features, and recording times in hours. This is an excellent course for those needing to hone their video installation expertise.

Focus
Video

CEU

Troubleshooting Surveillance Video Systems

No. of Hours
1

This course provides students an overview of video surveillance devices, the common problems, and the frequency of occurrence. We'll explore real-world issues that can occur at the monitor and potential causes and solutions. After completing this course you will be able to: Explain the most common problems and how frequently they occur; identify specific corrective actions to take based on the state of the output at the monitor; describe a simple problem resolution procedure; describe a ground loop, testing procedures, and ground loop isolation transformers; and explain how to test for proper termination.

Focus
Troubleshooting

CEU

Troubleshooting Using Test Equipment

No. of Hours
2

Expands the knowledge of installers and service technicians on the equipment used o measure, current, and resistance. You will also gain the skills necessary for routine troubleshooting and identify specialized equipment.

Focus
Troubleshooting

CEU

Video - Camera and Lens Consideration (CEU)

No. of Hours
1

This one-hour course will dive into specific and practical knowledge you will need to determine the appropriate camera and lenses for your surveillance projects. This is an excellent course for installers, service technicians, and salespeople.

Focus
Video

CEU

BUILD YOUR OWN PACKAGE

Video - Monitor Selection and Troubleshooting Analog and Digital Video Systems (CEU)

No. of Hours
1

This 1-hour course provides installers, service technicians, and salespeople with the knowledge and skills they need to install and discuss the different monitoring choices with their customers. It will also cover troubleshooting issues with Analog/Digital video systems and provide insight into corrective actions to take with issues seen on the monitor, simple problems with resolution, and testing for proper termination.

Focus
Video

CEU

Introduction to the Digital Home

No. of Hours
4

Provides students a non-technical complete overview of the interactive and connected home industry. The Introduction to the Digital Home is designed for anyone new to the residential technology industry or interested in the growing market opportunities. Students learn about the capabilities, benefits and technical infrastructure that deliver the integration of products and services available today and coming tomorrow.

Focus
Wireless Tech

CEU

Video - Transmission Media (CEU)

No. of Hours
1

Video transmission is the means of getting the camera video signals from its scene location to a central VSS viewing and working area. The distance between these points can vary greatly, thus the methods of transmission will vary. This 1 hour class will provide installers, service technicians, and salespeople with the practical knowledge needed to address different transmission media, transmission media strength, limitations, and applications.

Focus
Video

CEU

Networking 101 - Basics

No. of Hours
1

This course provides students with various ways a network can be constructed and, in general terms, how data is sent from one point to another.

Focus
Wireless Tech

CEU

Networking 104 - Hardware

No. of Hours
1

This course provides students with the most commonly used networking hardware found in a business environment. Knowing how hardware interacts with and communicates through other devices like hubs, routers and switches is important.

Focus
Wireless Tech

CEU

Video Systems Technologies (VST)

No. of Hours
16

Allows students to acquire the knowledge needed to successfully design and install a basic video surveillance system. This is a MUST course for any technician who is installing or servicing video systems. It focuses on methods and equipment including digital cameras, coaxial cabling, user interfaces, networking considerations, system design, and video storage options.

Focus
Video

ONLINE TIER 1

Networking 102 - Protocols

No. of Hours
1

This course provides students with various ways a network can be constructed and, in general terms, how data is sent from one point to another.

Focus
Wireless Tech

CEU

Networking 105 - Administration of Networks

No. of Hours
1

This course provides students with information on the important role administrators play in maintaining a network, as well as security concerns, sources of threats to a network and security measures employed to protect the network.

Focus
Wireless Tech

CEU

Fundamentals of Networking

No. of Hours
4

Describe what a network is and the components that it is compromise of; Identify common topologies of networks; Describe how networks communicate and share data; Differentiate different storage types used in networked systems; Construct a network cable; Describe how a LAN and WAN functions and explain the difference between each; Detail the steps in troubleshooting network problems.

Focus
Wireless Tech

CEU

Networking 103 - Data Transmission

No. of Hours
1

This course provides students with various mediums that's a network may use to transmit data.

Focus
Wireless Tech

CEU

Networking 106 - Basic Network Troubleshooting

No. of Hours
1

This course provides students with the basic tools that should be available when troubleshooting, as well as, general techniques that can be used to effectively troubleshoot a system.

Focus
Wireless Tech

CEU

BUILD YOUR OWN PACKAGE

Residential Networking Basics

No. of Hours
4

Provides a good foundation for those technicians installing equipment that communicates through an IP based structure. The scope of this course is directed towards equipment that is used in residential systems.

Focus
Wireless Tech

CEU

Basics of Customer Service

No. of Hours
3

Provides students with communication skills, customer service skills and tips to deal with handling difficult customers. Key skills necessary to deal with difficult situations and provide the highest possible level of customer service and a number of situations on dealing with customers in a professional manner.

Focus
Workplace Essential

CEU

Creative Problem Solving

No. of Hours
2

This course will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day.

Focus
Workplace Essentials

CEU

Wireless Systems 101 - Standards

No. of Hours
1

Provides students with an interpretation of codes and standards which apply to the installation of wireless fire alarm systems.

Focus
Wireless Tech

CEU

Civility in the Workplace

No. of Hours
3

This course introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed.

Focus
Workplace Essential

CEU

Customer Support

No. of Hours
2

Customers are always changing and so is the technology they use. This course will show you how to support them over a variety of methods.

Focus
Workplace Essentials

CEU

Wireless Systems 102 - Components

No. of Hours
1

Provides students with information on how alarm systems operate using wireless signals and how the components work together.

Focus
Wireless Tech

CEU

Communication Strategies

No. of Hours
4

This course will help participants understand the different methods of communication and how to make the most of each of them. It will also provide communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. Participants will receive a refresher on basic writing concepts such as spelling, grammar, and punctuation for use in the most common business documents in the workplace.

Focus
Workplace Essential

CEU

Wireless Systems 103 - Troubleshooting

No. of Hours
1

Provides students with information on performing troubleshooting tasks for wireless intrusion and fire protection systems.

Focus
Wireless Tech

CEU

Conflict Resolution

No. of Hours
2

Wherever two or more people come together, there is the possibility of conflict. This conflict resolution training will give participants a six-step process that they can use to modify and resolve conflicts of any size. Participants will also learn crucial conflict resolution skills, including dealing with anger and using the Agreement Frame. This training is great for learning how to work more efficiently in the workplace.

Focus
Workplace Essentials

CEU

BUILD YOUR OWN PACKAGE

Diversity in the Workplace

No. of Hours
2

This two-hour course will help participants understand what diversity is about, and how they can help create a more diverse world at work and home. With the world becoming more mobile and diverse, diversity has taken on new importance in the workplace.

Focus
Workplace Essential

CEU

Harassment in the Workplace

No. of Hours
2

This course will give students the tools necessary to recognize harassment in the workplace as well as understand rights and responsibilities under the law. It will also touch on safety in the workplace, which is in itself a very important item in any organization. Workplace Harassment can be based on a variety of factors that differ from one person to another, such as race, sex, and disability. Three main actions constitute harassment: When someone is doing something to you to make you uneasy. When someone is saying something to you to make you feel uneasy. When someone knowingly puts your life at risk in some way.

Focus
Workplace Essential

CEU

Ethical Client Relations

No. of Hours
1

This course will help to ensure the contact you have with the customer is always of the utmost quality. This is a critical component to your company's success. It will describe rules for customer service and how to relieve the customer's common anxieties and concerns, explain the 3 stages where opportunities exist to build a relationship with your customer, describe tactics that you can use when dealing with difficult customers, explain the importance of documentation, define common contract terms and identify the four standards of the ESA Code of Ethics.

Focus
Workplace Essentials

CEU

Managing Projects Effectively

No. of Hours
3

Provides students with techniques related to the security industry professional. This course covers project management approaches, auditing and responsibilities. There are discussions on facilitation and decision-making, as well as, Return On Investment, Total Cost of Ownership, Total Cost to Use and Total Cost to Lease and how to differentiate and calculate for each.

Focus
Workplace Essential

CEU

Goal Setting and Getting Stuff Done

No. of Hours
1

Achieving personal and professional goals requires planning and action. This course will help you learn how to manage time and set realistic goals which will increase your chance of success in every area of your life.

Focus
Workplace Essential

CEU

Time Management

No. of Hours
2

Time management is supported by a skill set that should include personal motivation, delegation skills, organization tools, and crisis management which is covered in this course.

Focus
Workplace Essential

CEU

Workforce Skills

No. of Hours
2

This course will help to build effective soft skills, which are those skills that allow us to effectively work with others. No matter what your position, organization, or industry, you work with people. Taking the time to build these skills can contribute to a more efficient harmonious and productive workplace, as well as to your own overall job happiness and satisfaction. The course also discusses the use of critical thinking skills to evaluate, identify, and distinguish between relevant and irrelevant information that will lead you to be more productive in your career, and provide great skills in your everyday life.

Focus
Workplace Essential

CEU

Handling a Difficult Customer

No. of Hours
2

This course will help employees develop skills to adapt to the challenges difficult customers pose and extend these skills to handling difficult people and situations throughout daily life.

Focus
Workplace Essential

CEU

Violence in the Workplace

No. of Hours
1

Workplace harassment is illegal and destructive to any organization. It is important to treat everyone in the workplace with respect and dignity. Workplace harassment must be identified, discouraged, and prevented in order to keep a hostile work environment from developing. Left unchecked, harassment can escalate into violence. Workplace harassment training is essential to the welfare of all businesses and their employees.

Focus
Workplace Essential

CEU

PRICING

Make bulk investments in training that can be used over and 18-month period for all ESA National Training School products, including courses like OSHA10/30, FASA/BASA, TX-RFA, certification renewal and re-exam fees.

TRAINING PACKAGE	INVESTMENT MINIMUM	CEU COURSES		FUNDAMENTAL COURSES	
		CEU COURSES PRICE PER HOUR	SAVINGS	FUNDAMENTAL COURSES*	SAVINGS
Level 1	$5,000	$19.00	24%	$187.00 — $301.00	2%
Level 2	$6,000	$18.00	28%	$179.00 — $287.00	7%
Level 3	$10,000	$16.00	36%	$163.00 — $259.00	16%
Level 4	$15,000	$15.00	40%	$155.00 — $245.00	20%
Level 5	$20,000	$14.00	44%	$147.00 — $231.00	24%
Level 6	$30,000	$13.00	48%	$139.00 — $217.00	29%
Level 7	$40,000	$11.00	56%	$123.00 — $189.00	37%
Level 8	$50,000	$8.00	68%	$99.00 — $147.00	51%

*FUNDAMENTAL COURSES OFTEN INCLUDE EXAMS AND ARE USED FOR LICENSING. THESE COURSES INCLUDE:

TIER 1 $$$	Certified Alarm Technician Level 1, Advanced Intrusion Systems, Fire Alarm Installation Methods, Electronic Access Control, Video System Technologies
TIER 2 $$	Security Sales Essentials, Troubleshooting Service and Maintenance, Montana 16-hr, Texas 18-hr
TIER 3 $	Life Safety Code, International Building Code, Understanding Electronic Securty System

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