

ABC's of Broadband & the Internet Explained

COURSE DESCRIPTION

The ABC's of Broadband & the Internet Explained course provides a clear, non-technical introduction to modern telecommunications and broadband technologies. Designed for ease of understanding, the course explains how today's networks operate using fibre, copper and wireless technologies, and how they support applications such as cloud computing, streaming, and emerging technologies like virtual and augmented reality.

Participants will gain a practical understanding of key concepts including broadband infrastructure, mobile networks, Ethernet and IP networking. Delivered in an engaging and interactive format, the course simplifies complex telecommunications topics into easy-to-understand language tailored to a wide range of professional roles.

WHO SHOULD ATTEND

Non-technical professionals, including management, administration, sales, marketing, HR, legal and support staff, as well as anyone looking to understand modern broadband technologies and how they enable business and consumer applications.

PREREQUISITES

No previous experience is required. This is a foundation-level course.

SOME COURSE BENEFITS

- Understanding of modern broadband technologies including fibre, copper and mobile networks
- Familiarity with common telecommunications terminology and acronyms
- Insight into how technologies support modern applications and ways of working
- Improved confidence discussing telecommunications with colleagues and customers

+61 3 9381 7888

INFO@COVERTEL.COM.AU

114 BAKEHOUSE ROAD, KENSINGTON VIC 3031
AUSTRALIA

PO BOX 553, NORTH MELBOURNE, VIC 3051
AUSTRALIA

WWW.COVERTEL.COM.AU



COURSE OBJECTIVES

Participants will gain the knowledge and skills required to:

- Understand the key drivers behind high-speed broadband networks
- Explain the technologies used in modern telecommunications networks
- Identify the differences between fibre, copper and wireless broadband
- Understand Ethernet, IP and mobile network technologies
- Recognise how broadband enables modern applications and services

FORMAT

Half-day (5-hour) interactive classroom training including discussions, exercises and quizzes.

Maximum attendees: 10 per course.


CONTENT

Telecommunications Fundamentals


- Terminology and key concepts
- Data and voice communications
- Analogue vs digital transmission
- Circuit switching vs packet switching
- Transmission mediums (copper, fibre, wireless)
- Legacy networks (PSTN, ISDN, xDSL)
- LAN and WAN overview
- Basic network models

Broadband Technologies

- Global broadband initiatives
- Fibre broadband (GPON)
- Fibre optic technology overview

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- Wireless broadband technologies
- Mobile network evolution (1G to 5G)

Networking & Internet Fundamentals

- Local Area Networks (LANs)
- Ethernet basics and evolution
- Class of Service (CoS) and Quality of Service (QoS)
- The Internet and World Wide Web
- Introduction to IP networking
- Voice over IP (VoIP) and SIP

Applications & Future Trends

- High-speed broadband applications
- Video streaming and conferencing
- Cloud-based applications
- Virtual and augmented reality (VR/AR)

Business & Lifestyle Impact

- Remote working and mobility
- Productivity and efficiency gains
- Converged network environments

Assessment

- Instructor-led quizzes and interactive exercises

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