

PROGRAMMING RULES AND REGULATIONS



THE TRAINING PROCESS

Until the PCR is operational, CKDU has established a two-stage technical training process.

In the Tech 1 session, the Broadcast Technician will show you the board and other equipment in the MCR, during a syndicated show. You may repeat this session until you feel comfortable. If you'd like, you can email staff about setting up an appointment for shadowing a programmer on air, or for practising with the board during a syndicated show.

Tech 2 is essentially an on-air demo in which you will be the host. A staff person will be with you to make sure you know what you're doing. Your fill-in will have to include certain CRTC and CKDU mandated content, which will be listed on a checklist for you. In addition to filling out a Program Log, you will have to use all of the following equipment:

- Soundboard
- Microphone
- Computer
- CD Player
- Turntable
- Cassette Player

Your Tech 2 session is a demonstration of your technical abilities to do radio, not a demo of the type of radio show you are interested in doing. While it is good for the content to reflect your personality, it's more important that it show your knowledge of programming rules and regulations. Don't worry if it doesn't go smoothly the first time; you are welcome to do as many of these sessions as you need in order to be a proficient programmer.

Once you have successfully completed all of your training sessions, you can schedule a Permanent Card Test with the Station Coordinator. This is a no-fail test, so don't get stressed out about it!

We ask all of our volunteers to perform 5 hours of general volunteering around the station as part of the training process. This can be everything from washing dishes to refiling CDs, to calling programmers about meetings.

If you are a Dalhousie or King's student with valid ID, the membership fee is waived; otherwise, the fee is \$15. At this point you are an active member!

FILL-IN SHOWS

Once you have completed your training (including Tech 1 and Tech 2), you are then granted the privilege of on-air programming via fill-in shows and all nighters. After hosting at least 4 fill-in shows (An all-nighter counts as 2 fill-ins) you can apply for a regular program on CKDU!

REGULAR PROGRAMMING

As a permanent member of the CKDU-FM Society, you now have the option to work within CKDU's membership in a variety of ways. You can continue on as a fill-in host, seek out production work or interviews, provide technical assistance to others, or you can apply for a regular show. To apply for a regularly scheduled show:

1. Get a Show Proposal Form from behind the candy machine in the lobby, or download it from ckdu.ca (under

Policy & Documents).

2. Complete and hand in the Proposal along with a demo of your program.

The demo should be the same length and have the same content as your show will. You can either prerecord a demo (at home or using the Newsroom computer), or you can do a fill-in show in the style of your proposed program and download it from the online archives. Your proposal will then be sent to the Programming Committee for evaluation at the next meeting. If your show proposal is accepted, the Program Director will find a time slot for you that fits your schedule. If there isn't a time slot currently available that fits your schedule, you can ask to be put on a waiting list. Voila! You are a Programmer!

Remember: as the host of a regular program, you are responsible for making sure the slot is filled every week! (See "Find a Fill In if You Can't Do Your Show" in the Rules to Live By section.)

COMMITTEES

Once you have your Permanent Membership Card and are a member in good standing, you can run in our annual election for a seat the Board of Directors or our Programming Committee, or you can join any of CKDU's other Committees. Committees include:

- Programming (elected)
- Finance
- Employment
- Music
- Spoken Word
- Promotions & Outreach

Speak to a member of the Board or the Programming Committee if you are interested in working with them—when elected Committees or the Board of Directors are short members, a bi-election could be held to hasten the process. Otherwise, you may run for a position by stating your interest at the Annual General Meeting (AGM). You may join any of the other committees on a regular or drop-in basis – whatever suits your schedule! Check the calendar at www.ckdu.ca for upcoming meeting times, or talk to a staff member and they'll tell you how to get involved.

FUNDING DRIVE

CKDU's annual Funding Drive is an extremely important function of the station - it raises about \$30,000 of CKDU's yearly budget. This is real money that we use to do things like upgrade equipment and pay bills, so it's imperative that this money is raised each year.

There are two aspects of programmer involvement during Funding Drive: fundraising and volunteer work. Each programmer has a fundraising goal: hosts of regular programs are assigned a goal of \$115 for every 30 minutes their show is on the air each week, and fill-in hosts are given a base fundraising goal of \$115. Money is raised through listener pledges (advance and on-air) and fundraisers (bake sales, rock shows, etc). Each programmer is also required to do two volunteer shifts in the phone room during Funding Drive. Our phone room is a little bank of phones where you take on-air, phoned-in listener pledges.

Volunteer involvement in Funding Drive is mandatory. There will be a training session for all new programmers in the months leading up to the Drive which will explain programmer involvement in detail.

RULES TO LIVE BY

Arrive on Time

You must be in the lobby at CKDU at least 15 minutes before you are due to start your show. If you are scheduled to do an All Nighter, you must be in the station at least a half hour before it starts. If you are running late and can't be there at the time required, you must call the on-air programmer on the request line and make arrangements.

No Food and Drink in the Studios

There will be no eating, drinking, or chewing gum in any CKDU studios or libraries. All food and beverages must be consumed in the lobby area. This rule exists to protect the equipment. Spilled drinks or crumbs can ruin equipment easily, and we simply don't have the money to replace something because someone spilled their Cream Soda all over it. Meanwhile, gum tends to be removed from mouth and stuck under counters, and we simply don't appreciate that.

No Smoking, Drugs, or Alcohol

Obviously, it's illegal to smoke, drink, or do drugs in the station. It is, in fact, illegal to broadcast on-air while under the influence.

Find a Fill In if You Can't Do Your Show

Giving the Program Director ample notice of absence is both a courtesy and a necessity. If you know you'll be out of town or on vacation, it is good to give as much notice as possible. Otherwise, you are responsible for showing up every week on time, which means at least 15 minutes before your show starts. If you think you're even going to be a minute late, please call and give some notice. It's not just annoying to make tardiness a habit – it can lead to problems with other programmers and a firm but gentle disciplinary smackdown.

If you can not show up to do a show, the first thing you should do is find out if the programmers who are on the air before and after your scheduled show can fill in for you. Or if you know of another active member (or a temporary member who has fulfilled all of the requirements to get on air for fill-ins) who is available, ask them to fill in. You can also ask the Program Director for a list of fill-in host email addresses.

Please note that you must alert the Program Director of any fill-ins, even if you have taken care of it. Also, if you ask a temporary member to fill in, you must make sure that their demo has been approved before they go on air. If you are unsure of their status, contact the Program Director. Allowing an untrained person to go on air will lead to a warning.

If after exhausting all of your options (contacting programmers before and after you, as well as using the programmer contact list) then you may enlist the help of the Program Director. You must give as much notice as possible – at least 48 hours for a regular program, 72 for an all-nighter and at least a month for a show that falls during Funding Drive. If you are having a hard time finding a fill in, the PD will have a hard time, too. So don't drop this on any staff member's lap at the last minute.

Please note: If you are absent from hosting for a period of 8 or more weeks, your program may be removed from the schedule. You would then have to email the Programming Committee in order to get your show back on the air. There will be no guarantee that your old time slot will still be available.

Follow Policy if the Programmer After You Fails to Show Up

If a programmer is running late, they should have called to say so. If they haven't called, and you can cover their slot, make a note of the fact that you are the show host on their program log and do the show. If you can not stay after your show ends, see if there is a staff member or a trained programmer in the station who can take over.

If you can't find anyone, start calling staff members (phone numbers are posted on the door to the MCR) and keep calling until you reach someone to come in and relieve you or until staff has offered another solution.

If you are the last programmer of the night, you will have to put on the all-nighter playlist. There is a sign in the MCR that walks you through the process.

CKDU'S DISCIPLINE POLICY

We understand people sometimes make mistakes, so we give volunteers a chance to correct any past problems, but because the Rules & Regulations must be followed we must begin handing out warnings if a problem continues. If a mistake happens once, you will be given a polite "heads up" so you can change in the future. If the problem continues, you will be given a Verbal Warning. If the problem continues within 3 months after the Verbal Warning, you will be given a Written Warning. If the problems are solved, the Written Warning is removed from your file after 6 months, but if the problem(s) continue(s), they will be addressed by the Board of Directors,

who will decide if retraining, probation or suspension are necessary.

Generally discipline will follow the three-tiered system, but because some situations warrant a more serious response, sometimes an immediate written warning or suspension is given. A suspended programmer will then receive a Programmer Review from the Board of Directors who will decide if the programmers should lose his/her station privileges for a longer period of time.

Immediate suspensions will always be issued in situations that involve hate speech, racism, sexism, homophobia, ableism, sexual harassment, sexual assault, physical harassment, physical assault or threats. In these cases, the Board of Directors will only consider longer suspensions or a full ban from CKDU's premises.

There is an appeals process for discipline you feel was unwarranted. The Board of Directors will strike an ad hoc committee to hear your appeals. This process is outlined on all discipline letters. Please do not take discipline personally. The discipline process is only in place to make sure that CKDU programming adheres to the rules set out for the station by its membership and by the CRTC.

MUSIC

What kind of music does CKDU play?

Our license as a community-based campus radio station states that we must provide an alternative to both public and private radio (i.e. an alternative to the CBC and to stations like C100 or Q104). In order to help facilitate this type of programming, our license features two stipulations in regards to the music we play: we must play a minimum of 35% Canadian Content, and we may only play a maximum of 10% "hits."

Hits

The term "hits" refers to Top 40 music; hits are singles that have charted on North American charts like:

- Billboard Hot 100 Singles
- The Record Country
- RPM 100 Country Tracks

This does not only apply to the current chart – if a single charted any year since the chart's inception, it still counts as a hit. The Billboard singles chart has existed in some form or another since 1936! While technically 10% of a week's selections can be hits, it is the spirit of CKDU to play music unavailable on other radio stations. It is better to err on the side of caution and save that wiggle room as a margin for error. We also like to save that 10% leeway for focus programming (i.e., Top 10 Gay Anthems) and context-driven music selections.

A good way to tell if a song is a hit or not is to ask yourself if you've ever heard it on a commercial radio station. Note that the "hit" restriction applies only to singles (i.e. individual songs), not to entire albums. You can still play non-singles off of albums that charted.

Some useful websites for figuring out if a song is/was a hit:

<http://www.allmusic.com>

- search for an artist, click on "Charts & Awards", then click on the "Billboard Singles" tab

<http://www.billboard.com/charts>

- search for an artist, then click on the "Chart History" tab

<http://www.collectionscanada.gc.ca/rpm/index-e.html>

- search for an artist (use the search field on the left side of the page)

Canadian Content

Whenever you play music on-air, it is subject to Canadian Content requirements. The CRTC requires that 35% of the musical selections in a week be Canadian Content. Show by show, there is a difference based on which CRTC category a program falls under:

Category 1 – Spoken Word

Canadian Content does not apply to this category.

Category 2 – Popular Music – requires 35% Canadian Content

Includes pop, rock, hiphop, soul, dance, R&B, country music (post-1950), easy listening, etc.

Note that even music made by independent artists can fall under this category.

Category 3 – Specialty Music – requires 12% Canadian Content

Includes jazz, blues, concert/classical, traditional folk, world, reggae, experimental, opera, religious, etc.

EXCEPTION: Shows that are playing music in a language other than English or French must play 7% Canadian Content. (i.e., if you were doing a Polish music show, 7% of the music played would have to be Polish-Canadian.)

How To Know if Something is Canadian Content

A CD must fulfill two of the four following requirements.:

- Music written by a Canadian
- Artist performing the song is Canadian
- Performance is recorded in Canada
- Lyrics are written by a Canadian

The MAPL logo should appear on all Canadian Content albums. It will look similar to this logo, depending on which requirements are filled. According to this logo, the Artist and Performance would meet Can Con criteria:



THE PROGRAM LOG

Program Logs are legal documents required by the CRTC (Canadian Radio, Television and Telecommunications Commission). They are a written record of what was broadcast (music and spoken word programming) while the station is on-air. Logs are kept in the MCR behind the turntables).

It is your responsibility to fill out your log completely and accurately every time you are on-air. Detailed instructions on filling out the log are on the log itself. Please ask the Program Director if you have any questions.

For music selections, you must fill out the following information:

- Artist
- Song Title
- Album Title
- Canadian Content (check mark)
- New Release Number (if applicable)
- CRTC Code (a guide to CRTC Codes is found on the bottom left corner of the log)
- Language if other than English
- Instrumental (check mark)
- Hit (check mark)

For spoken word selections, you must fill out the following information:

- Topic
- Speaking duration (e.g. 1 minute)
- Origin (“live” if you are talking live, and “syndicated” if it is pre-recorded)
- CRTC Code (a guide to CRTC Codes is found at the bottom left corner of the log)

SOCAN

CKDU reports to SOCAN four times a year so artists can receive royalties for songs being played on the radio. Notice will be sent out via the newsletter and through postering in the station about reporting times. You must fill out a SOCAN form while in the station, during or after your program. It's really important that we send complete and accurate reports! If you have any questions about SOCAN forms, please ask a staff member.

CARTS

At this point the word “cart” is merely technical jargon at CKDU. The “carts” that we play are sound files that are

found on the computer, or we self-generate the content (i.e., read it off of a website or from forms in a binder). There are 7 types of content we call “carts” at CKDU:

ID Cart a station identification consists of the call letters, frequency and city. You can either say “you are listening to CKDU 88.1 FM in Halifax” or play any of our pre-recorded carts. You need to play or say a Station ID at (or as close to as possible) the top of the hour. You should also identify your show and the station throughout your program so people who are just tuning in know what they are listening to.

SPC Cart SPC stands for “sponsorship cart.” These are paid advertisements.

You must play any and all SPC carts scheduled during your show. Preview SPCs to make sure you do not object to the content. If you do object to the content, notify the Program Director as to why. If the problem is a legitimate one (not “ads suck!”) the SPCs will be changed.

Anyone interested in advertising or sponsorship opportunities on CKDU must contact CKDU's Station Coordinator at 494-6479. Programmers can not broker ads at CKDU or gain financial advantage or commission for themselves or others by being a programmer. You can talk about relevant business-related things on-air (where to buy a CD or book you've played or talked about, where speakers are speaking, band and DJs are playing, etc.) but you can't use your program as a way to give businesses (including any with which you are involved) free advertising. Any reference to businesses should be kept to 30 seconds or less, and you should avoid mentioning the same company more than once.

IH Cart IH stands for “in-house.” In-House carts are advertisements CKDU produces and airs for internal purposes (e.g. Funding Drive information).

PR Cart These carts are found in a folder called “PR.” Promo carts are 30-60 second advertisements for CKDU programming meant to help promote shows to different audiences. The promo cart you choose to play is totally up to you.

PSA Each host must play or read 3 public service announcements during their show. You can find prerecorded public service announcements in the PSA carts folder on your computer, or you can read public service announcements out of the PSA Binder found in the MCR. The public service announcements you choose to play or read are totally up to you.

Weather If you want to read the weather during your show, you can find the up-to-date forecast at <http://weatheroffice.ec.gc.ca> – it is written for broadcast use. Do not make up the weather or give a false weather report.

Live Promo A live promo is a throw to the next three programs heard on CKDU. Include the show name and the time the show will be starting. You can see what the next shows are in the carts log or online at ckdu.ca.

The carts folder is found in the main directory of your computer. (main directory = “/”) (carts directory = “/carts”). It is incredibly important that you play and correctly log all of the carts scheduled on your show.

GUESTS

A guest can be a friend who is there during your show to keep you company, or someone who is there to be interviewed during your show. You can have 1 guest with you at any time. If you want to have more than 1 guest on your show, notify staff. If you require technical assistance to facilitate guests, you must notify staff of the date and time, reserve any additional equipment that may be necessary and confirm that someone will be available to give you the technical assistance you require.

Guests have what we call “secondary microphone privileges.” They can be interviewed, they can sing or perform and they can simply sit there and chat with you. Unless your guest is a fellow programmer, (s)he can not use any of the equipment (outside of speaking into Microphone 2 or 3 and wearing headphones), sit behind the console, browse the music libraries unescorted, or bring any other guests into the station without staff knowledge and approval.

If you have a guest on your show who is interested in programming at CKDU, they must go through the same training steps as every other programmer – just as you have – before they can do radio programming. A co-host is not a guest who appeared regularly on your show. (Even if that guest is another programmer.) A co-host is a trained programmer who is approved by the Programming Committee to host the show with you. If you want to add a new programmer as a co-host you need only write a letter to the Programming Committee (email it care of laura@ckdu.ca) requesting that their name be added to your original proposal as a co-host.

No non-CKDU members will be admitted to the station after hours unless they are accompanied by and are the declared guest of a CKDU member. CKDU members present in the station should not allow any person to enter without checking for a valid membership card.

CKDU members should treat the station with respect and ensure their guests do the same. If you allow a nonmember into the station, that means you are taking responsibility for their behaviour. So play nice and make sure your guests play even nicer.

Remember: you are 100% responsible for everything that airs on your show, so it is important that you take that into consideration when you bring guests into the station. Make sure that any slang or language you use in your personal time which may be taken out of context when used on the radio is left at the door. You must be ready and willing to take on a leadership role when you have guests, so make sure they know the rules and are willing to follow them. If a situation arises where content becomes questionable or inappropriate language is being used, you **MUST** diffuse the situation. Whether that means abruptly changing the subject or turning off a microphone, turning on music and removing a person from the studio, you need to be ready to do it.

EMERGENCIES

Emergency Schedule Issues

If you need to contact staff after hours about scheduling issues – whether the programmer after you is late, you are ill or there is nobody scheduled for a specific fill-in show - please use the phone list on the door to the MCR and call staff.

These numbers are **ONLY** for EMERGENCY programming issues, and not to chit chat at 2am about programming needs and wants and how you hate so-and-so for being late all the time. Staff are not “on call” 24-7 for fun or ill humour. Please feel free to write staff a note about any non-emergency concerns and either leave it in a mailbox or send it via email, but refrain from calling unless you need to know the solution for the programming emergency you are facing.

Do **NOT** call the Broadcast Technician about programming emergencies. Only call the Broadcast Technician for **TECHNICAL** emergencies.

Technical Emergencies

When the broadcast signal is not being transmitted for any reason, this is considered a technical emergency. This may be because of a power outage, or it may be a less obvious technical malfunction. You can check on the transmission by listening to the monitor speakers in the CKDU lobby or the hallways leading up to the CKDU offices. If you can only hear static on these speakers, there is a problem.

If for any reason the signal is not being transmitted, call the Broadcast Technician. If (s)he does not answer, leave a message and (s)he will call you back on the request line.

Power Outage Procedure

If the power goes out, call the Broadcast Technician. His cell phone number is on the door for such an emergency. If he does not answer the phone, leave a message, sit tight and wait for him to call the Request Line. Depending on the nature of the outage, he may tell you to head home or he may simply walk you through the steps to get the board back up and running. It's all pretty simple, so don't fret.

Technical Fault Reports

It is **NOT** considered a technical emergency if a piece of equipment – like a CD player, turntable or cassette player – has broken or is malfunctioning. If you do find a piece of broken equipment, or if something breaks while you are using it, write up a Technical Fault Report for the Broadcast Technician and leave it in his electric chair

switch (next to his office door). You will find Technical Fault Report forms in the MCR.

All of our equipment suffers high usage, so breakdowns are expected. Nobody is necessarily to blame, so nobody will be angry if something breaks. Leave a note on the equipment warning other programmers and letting them know that you did report it.

If something is smoking or on fire, please unplug it and take the necessary steps to diffuse the situation. First of all, if it's on fire and you can see flames, follow the fire alarm procedure. If it's just smoke, unplugging it should do the trick. Leave a note on it warning programmers of the situation.

Take good care of all CKDU equipment when you are using it. If you aren't sure how something works, ask to be shown – don't try to figure out something completely new on your own.

Fire Alarm Procedure

If the fire alarm goes off for a fire that isn't in the MCR, a light-based alarm will light in the studio. Please don't mention the fire alarm on-air, and follow these steps:

- Put a CD on extended play and exit the MCR.
- Collect everybody else in the station: go room-to-room down the hallway, making sure everyone has exited the Interview Room, PCR, Newsroom, Vinyl Library, and staff offices, and closing the doors behind you
- Exit the station, closing (but not locking) the door behind you.
- Using the emergency/after-hours stairwell, exit the Student Union Building.
- Wait in the boulevard between the SUB and the FASS buildings on University Avenue for Dalhousie Security to give the all clear to go back inside.

If there is no staff present at the station when the fire alarm goes off, call someone when you re-enter the station. If you are unable to re-enter the station, please call or go to Security, who have staff phone numbers, and ask them to alert someone.

If the fire alarm goes off for a fire that is in the MCR, you may skip the first step above, but the rest remain the same. You may attempt to deal with it if the problem is negligible. There are 2 fire extinguishers in the hallway leading up to the MCR. If the fire is too big for you to effectively deal with or if you are uncomfortable using the extinguisher, evacuate the station, alert security and call the fire department.

PROGRAMMING OPPORTUNITIES

Does Your Heart Lie with Production Work?

We regularly need people to assist us with voicing and editing advertisements, in-house carts and station IDs. There are also various Collectives and spoken word initiatives that are always seeking new people interested in producing pieces for use. If your interest lies in producing documentary pieces, the Spoken Word Coordinator is a great resource. If you are interested in producing artist profiles, the Music Director can help. While SPCs, IH carts, documentaries and production pieces that fall under the scope of collectives require approval from the relevant staff member or volunteer, Station IDs can be produced at any time. They only need approval from the Program Director after they have been produced.

Want to set up interviews?

You can set up interviews with artists, authors, politicians, or whoever – set one up with your Mom if you want – and either borrow the equipment to do it outside of CKDU or you can arrange to book the Newsroom computer and have a staff member make a long distance call for you or arrange to have the Spoken Word Coordinator leave you a phone card. It is important to confirm use of the Newsroom and the availability of Line 2 well before your interview. If you plan to call outside of North America, you must obtain permission. Please note: no CKDU property, including music and any portable equipment, will be removed from the station without prior authorization from staff. If you need equipment to facilitate an interview or field recording, please request the equipment well ahead of time.

Using the Field Recorders

CKDU has both Marantz and Zoom portable flash recorders. If you want to do field recording and field interviews, simply get trained on one of these recorders by the Spoken Word Coordinator. The recorders can be

plugged into your computer as an external drive, so you can record your data as MP3 or WAV and simply transfer to your home computer or a computer at CKDU for editing. CKDU's computers run off of Linux, and the audio editing programs we use are Audacity and Ardour. You can download Audacity for Windows and Macs and FTP files to and from CKDU's computers if you want to work on editing projects at home.

Are you hoping to acquire review materials?

In order to obtain review materials (including, but not limited to, CDs, books, movie tickets, electronic press kits, games) from promotional and entertainment companies, you must go through the proper channels at the station. We are more than happy to try to get you materials that are relevant to the regular, ongoing content of your show, but obtaining review materials requires both legitimacy and a promise of performance. We require a 5-10 minute audio piece (review, interview) about the product that can be sent back to the company if necessary.

Review and promotional copies of books, cds, etc. are not technically the property of either CKDU or any programmer, so the rules surrounding the procurement of these items are important. CDs and music reviews go through the Music department. Book reviews go through the Spoken Word department. All other reviews and requests for review materials must go through the Programming department. It is against CKDU policy to contact companies (or other bodies, like the CRTC, the DSU, etc) without authorization from CKDU staff, or if necessary, the CKDU Board of Directors.

Are you hoping to acquire press credentials?

While we are more than happy to try to get you passes to events you would like to attend, it is important that the option to obtain passes and tickets first go to interested programmers who do on air coverage that is relevant to their show. (i.e., the hosts of our regular Film shows would be at the top of the list for accreditation to the Atlantic Film Festival.)

Accreditation comes with a promise of performance. We require a 30-60 minute audio piece (reviews, previews, interviews) about the event that can be sent back to the event publicist or promotional representative if necessary. All accreditation requests must go through the Programming department. You may not set up press credentials or seek accreditation for events without permission from staff. It is against CKDU policy to contact companies (or other bodies, like the CRTC, the DSU, etc) without authorization from CKDU staff, or if necessary, the CKDU Board of Directors.

OFFICE HOURS AND STAFF

Office Hours

CKDU is open from 12:00 pm to 5:00 pm on weekdays, or by appointment with a specific staff member.

Station Coordinator

Gianna Lauren (494-6479, gianna@ckdu.ca)

See for: Orientation, Finance Committee, Employment Committee

Program Director

Laura Peek (494-6479, laura@ckdu.ca)

See for: Programming Rules & Regulations, Promotions Committee, Programming Committee

Spoken Word Coordinator

David Parker (494-2585, david@ckdu.ca)

See for: Spoken Word Rules & Regulations, Outreach Committee, News Collective, Field Recorder Training

Music Director

Darryl Smith (494-6479, darryl@ckdu.ca)

See for: Library Nation, Music Committee

Broadcast Technician

Adam Kelly (494-6479, adam@ckdu.ca)

See for: Technical Training