

# Electrical Distribution Service Statement of Work

Training: Electrical Risk Prevention

V 0.2

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### 1. Executive summary

The purpose of this document is to describe the services offered by “**Electrical Risk Prevention**” e-Learning program.

Schneider electric provides training to its customers. This document is focused on one of our e-Learning program in our range: Electrical Safety: Electrical Risk Prevention dedicated to electrical staff.

It will make you able to:

- check the safety knowledge level of your team, electrical and not electrical staff;
- train them on line;
- monitor e-Learning deployment;
- get a clear overview of your team’s safety competencies thanks to our Learning Management System (LMS) reports.

“Electrical Risk Prevention for electrical staff” e-learning program focuses on main critical roots of accidents: electrical dangers ignorance, improper use of tools and Personal Protective Equipment (PPE) and poor knowledge and application of Safety procedures, such as Lock-out and tag-out procedures.

From A to Z, following this course takes 4 hours. This time can be optimized thanks to a pedagogical approach that drives the learners inside the right part of the lecture he/she needs.

Licenses are sold individually. This means that the learner is strictly identified, with his name and personal e-mail. The individual license has a unit price that decreases according to the number of learners within the company.

Dedicated legal contracts exist for e-Learning licenses and must be signed by our customers, Contractual document is available [here](#).

Schneider-Electric delivers:

- Learners accounts;
- Admin account to follow learners results and courses completion.

## 2. Features and Benefits

| Features   | Benefits  |
|--|---|
| <b>e-Learning programs</b>   | For manager and Health & Safety people: <ul style="list-style-type: none"> <li>- A step toward zero accident policy</li> <li>- Assess the level of expertise of their teams, either electrical or non electrical staff</li> <li>- Train them on-line,</li> <li>- Optimize training duration, thanks to a pedagogical approach that drives the learners inside the right part of the lecture he/she needs.</li> <li>- Available in French, German, English, Spanish, Chinese, Portuguese, Polish, Swedish, Bahasa (Indonesian), Arabic.</li> </ul> |
| <b>LMS with learners and admin accounts</b>  | <ul style="list-style-type: none"> <li>- Monitor your action through our LMS</li> <li>- Get an exact overview of your team's competencies thanks to our Learning Management System reports</li> </ul>   |
| <b>e-Learning program Electrical Risk Prevention for electrical staff</b>                        | Training objectives: <ul style="list-style-type: none"> <li>- To know and understand electrical risk</li> <li>- To prevent electrical Risk: wearing of protective equipment, operating mode and use of appropriate tools.</li> <li>- To understand the lock-out /tag- out safety procedure.</li> </ul>  |
| <b>Training duration</b>   | <ul style="list-style-type: none"> <li>- 4 hours of training</li> </ul>   |
| <b>In option: Practical training in our dedicated training centers or in your site on demand</b> | <ul style="list-style-type: none"> <li>- According to the detailed overview of your team's knowledge you can choose to train some of them with hands-on practical training, in our training centers.</li> <li>- This will lead you to a consistent training solution.</li> </ul>  |
| <b>Quiz</b>  | <ul style="list-style-type: none"> <li>- Specific quiz to evaluate learner and ensure he passes the e-learning program</li> </ul>   |
| <b>e-Learning Certificate completion</b>   | <ul style="list-style-type: none"> <li>- Certificate to assess user passed the quiz (score &gt;80% at quiz)</li> </ul>  |

## 3. Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

### 3.1 PROCESS ORDER

- The buyer selects the e-learning program and details the number of individual licenses to the Seller who quotes an offer, containing the contractual document, and registration form.
- The buyer reads and agrees contractual document. He fills learner's information details in the registration form.
- The buyer receives the invoice.

### 3.2 REGISTRATION PROCESS

- In registration form, the buyer has to send to the Seller the following information types for each license (mandatory):
  - a. name,
  - b. surname,
  - c. e-mail for each learner,
  - d. his/her company name,
  - e. reference of the e-Learning module(s),
  - f. & language of the e-Learning module(s).
- In option (not mandatory) the tracking option, where a person will be able to track the learners' results. We call him/her the "admin".
  - a. name,
  - b. surname
  - c. and e-mail of his/her management/ HR person for tracking results.
- If he does not know all the trainees, he can complete only the ones he knows. And will be able to enter the rest of learners later.
- As soon as learner is strictly and fully identified (name, surname, e-mail, site location), the license will be created and open in 15 days maximum, around each month's 15 and 30 day.
- The password and login are sent individually and automatically to the learner e-mail address.
- If the tracking option has been chosen: an information e-mail is sent to the admin to inform the license creation.

### 3.3 TRAINING PROCESS

- Prior any accesses to the e-Learning program the learner must read and agree the terms of use document.
- The admin will be able to track the following results: completion, time spent, test result.
- Completion is reached:
  - a. For Electrical Risk Prevention for electrical staff: when the test result score is done.
  - b. For the test, success threshold is defined by equal and above 70% score.
- Completion certificate is given when completion is attained.
- Success certificate is given when success threshold is obtained, with the detailed score results.
- Access to the courses and the test is possible during a 12 months period. This period validity starts when the learner agrees the terms of use.
- Access code lost process is automatic through a lost login button.
- Every month, learners and if any, his/her "admin" will receive automatically a reminder regarding the license duration and its closing date.
- If no connection or less than 10 minutes 3 weeks before the closing date an alert will be sent by an automatic mail to the learner and his/her admin.

### 3.4 HOTLINE PROCESS

In case of technical problem, the user will send his support request to the following mail address: Pauline.blatt@schneider-electric.com with the following information:

- a. Name, surname, e-mail, phone number
- b. Followed program: Electrical Risk Prevention

## 4. Assumptions

- 1 e-Learning license for one user (single login/password)
- Terms of use signed
- Having the following minimum software and Windows environment set up & configurations
  - For computer
    - Internet Explorer 10 minimum (IE 11 strongly recommended)
    - Google Chrome 42
    - Windows 7 minimum
  - For tablet:
    - IOS 8.0
    - Google Chrome 42

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