

Electrical Distribution Service Statement of Work

Training: Electrical Crisis Management

V 0.1

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1. Executive summary

The purpose of this document is to define the conditions for Schneider Electric Electrical Distribution Services offering for “Electrical Crisis Management e-Learning program” under which the service required by the customer will be performed by Schneider Electric.

Schneider electric provides training to its customers. This document is focused on one of our e-Learning program in our range Electrical Distribution: Electrical Crisis Management.

It will make you able to:

- 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 Crisis Management” e-Learning program prepares your electrical team to electrical crisis by:

- o Identifying specificities of an electrical crisis
- o Understanding better their role in case of electrical crisis
- o Learning and practicing in a serious game the adapted behavior

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
E-learning programs	<ul style="list-style-type: none"> - Train them on-line, - Available in following languages: English, French & Spanish.
LMS with learners and admin accounts	<ul style="list-style-type: none"> - Monitor your action through our Learning Management System - Get an exact overview of your team's competencies thanks to our Learning Management System reports
Training objectives: Electrical Crisis Management	<ul style="list-style-type: none"> - To understand specificities of an electrical crisis - To understand key elements to behave before, during and after a crisis - To know how to communicate effectively during the crisis <p>Serious Game is included: learner will be able to experience an electrical crisis, in an immersive video game.</p>
Training duration	<ul style="list-style-type: none"> - 2 hours of training
In option: Practical training in our dedicated training centers or in your site on demand	<ul style="list-style-type: none"> - e-Learning module focus on "soft skills" of electrical crisis management, with a serious game that allow to experience an electrical crisis in virtual world. - We propose you to complete this training with face-to-face training dedicated to the technical understanding of your electrical installations, based on an electrical installation digital simulator. - This will lead you to a consistent training solution.
Quiz	<ul style="list-style-type: none"> - Specific quiz to evaluate learner and ensure he passes the e-learning program.
e-Learning Certificate completion	<ul style="list-style-type: none"> - Certificate to assess user passed the quiz (score >80% at quiz)

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 sales conditions.
- The admin will be able to track the following results: completion, time spent, test result.
- Completion is reached when the learner has followed the theoretical part and launched the practical part at least once. 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 Crisis Management 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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