

Electrical Distribution Service Statement of Work

Training: Get ready to operate and maintain your Masterpact
MTZ

V 0.2

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1. Executive summary

The purpose of this document is to describe the conditions for Schneider Electric Electrical Distribution Services offering for “**«Get ready to operate and Maintain your Masterpact MTZ»** 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 Distribution: «Get ready to operate and Maintain your Masterpact MTZ» dedicated to Operation & Maintenance employees as well as Facilities Managers.

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 an exact overview of your team's safety competencies thanks to our Learning Management System (LMS) reports.

“«Get ready to operate and Maintain your Masterpact MTZ» e-learning program focuses on enhanced Services capability of Masterpact MTZ thanks to native equipment connectivity, internal analytics for remote condition monitoring, Alarm and Energy Management.

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, official 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"> - For Operation and Maintenance staff, facilities managers: - Optimize training duration, thanks to a pedagogical approach that drives the learners inside the right part of the lecture he/she needs. - Available in French, Chinese and English
LMS with learners and admin accounts	<ul style="list-style-type: none"> - Monitor this safety action through our LMS - Get an exact overview of your team's safety competencies thanks to our Learning Management System reports
e-Learning program «Get ready to operate and Maintain your Masterpact MTZ» for electrical staff	<p>Training objectives:</p> <ul style="list-style-type: none"> - Understand the big crew change with Masterpact MTZ and its digital benefits - Get the keys to install and set up / configure the setting of your Masterpact MTZ with Ecoreach - Get the keys to maintain your Masterpact MTZ <p>Manuals including recommended maintenance procedures are provided at the end of the course.</p>
Training duration	<ul style="list-style-type: none"> - 1,5 hours of training
In option: Practical training in our dedicated training centers or in your site on demand	<ul style="list-style-type: none"> - You can choose to train some of them with hands-on practical training, in our training centers.
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 quote an offer, containing the contractual document, and registration form.
- The buyer reads and agrees general and special conditions of sales. 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 «Get ready to operate and Maintain your Masterpact MTZ», 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: «Get ready to operate and Maintain your Masterpact MTZ»

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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