ABB Power Grids University Switzerland

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Introduction

ABB Power Grids University Switzerland (PG-UCH) is the umbrella organization that unifies all training activities run by 10 ABB Learning Centers in Switzerland.

UCH has a decentralized organizational structure which aims to deliver target-group-oriented training for customers and ABB employees as close as possible to the business processes, at the same time as presenting a single identity to the outside world, i.e. it is a “Virtual Organization”.

UCH consists of the following Learning Centers (LCs):

- Business Processes and Personal Development
- Substation Automation and Protection
- Communication Networks
- Power Generation
- Power Electronics and Medium Voltage Drives
- Machines
- Cement, Minerals and Mining
- Printing
- Robotics
- High Voltage Products
- Transformers
- Information Systems Applications
- Turbocharging

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Mission: to create, build up, find, select, organize, present and exchange knowledge; to pass on knowledge freely to wherever our customers and employees currently need it and can independently utilize, convert, renew and extend it: Knowledge management… this is the mission of ABB University Switzerland.

What does ABB University Switzerland understand with “good adult education”?

Targeted Learning
To facilitate business performance and motivate people development, we support the identification of individual learning needs based on required competencies and skills.

Commitment and Support
To encourage knowledge-sharing and facilitate learning and development, we foster an open and supportive learning culture.

Learning Access
To allow the appropriate learning experience to be found, we provide quick and easy access with intuitive navigation to learning resources that include formal training, user forums, and knowledge databases.

Learning Methods
To meet the learning objectives of our customers, partners and employees, we create just-in-time learning experiences using attractive state-of-the-art learning methods.

Learning Transfer
To ensure learning transfer into day-to-day practice, we provide hands-on learning experiences and post-training monitoring and support.

Knowledge Management
To ensure continuity in business performance, we actively facilitate the open exchange of knowledge and experience.

Added value for Products and Services
To increase confidence in, and commitment, to ABB products, services, technology and business processes, we provide high-quality learning experiences.

Added value of Learning
To demonstrate the value of learning, we provide metrics for training success and effectiveness.

We celebrate Diversity
ABB University Switzerland welcome all participants regardless of gender, nationality, age or physical ability or any other aspect of diversity. We conduct training activities with co-workers, customers, stakeholders and business partners with respect for all people without regard to differences or similarities.
Training Concept

Training Offered

The training offerings are divided into Standard and Special Trainings. Standard Trainings are training courses that are already completely developed and contained in the current training program of our website or in the course portfolio brochure. Special Trainings are trainings that can be tailored at any time to the concrete training needs of a specific target group.

Trainings are classified into the following three categories:

- **Products, Technology and Solutions**
  These are both non-product- and product-related courses which form the so-called basic and product courses. Basic courses are intended mainly for planning and project personnel in the field of utility, industry, transportation and infrastructure. The training content is design- and application-oriented, i.e. it covers power network design and planning, basic technologies, concepts, operating principles, calculation methods, project planning, etc. Product courses are intended mainly for project planning, operating, and maintenance personnel in the field of utility, industry, transportation and infrastructure. The course content is product-related, e.g. construction, functionality, technical data, configuration, installation, operation, maintenance, troubleshooting, safety regulations, etc.

- **Business Processes, Tools and Personal Development**
  This category offers trainings in a broad spectrum of business processes, ranging from research and development, through project management and finance, to sales and service. It also includes knowledge of the relevant application programs, methods, and techniques.

Target Groups

The training activities are addressed on the one hand to customers, both inside the ABB Group and end-customers. On the other hand, a further important target group are ABB employees who require information and knowledge to fulfill all the functions of their professional lives. These employees can be subdivided into managerial and technical employees:

- **Managerial employees** who wish to acquire competencies that enable them to perform the leadership and managerial tasks of their functional level. They range from junior managers with a need not only for managerial and technical knowledge but also for development of their personality, to members of middle management who wish to acquire additional business, strategic, and leadership competencies, to enable them subsequently to handle complex business tasks in upper management.

- **Technical/specialist employees** who require knowledge and expertise to perform their functions along the entire value-creation chain: company managers and decision-makers who have to evaluate the technologies to be used and specify the functional requirements of the systems and products, through to operators who monitor the equipment when it is in operation and have to respond to its displays and messages.

Since our customers come from all parts of the world, it is important that we give due consideration to their social, religious, and cultural needs.
Trainers

All PG-UCH trainers are members of a trainer pool. They include internal ABB personnel (managers, consultants, sales, engineering, and other technical staff) and non-ABB personnel (guest speakers from universities, customers, and others). Besides teaching, trainers are also responsible for producing and maintaining the teaching content of their subject modules. Train-the-Trainer (TtT) courses in teaching methods and aids are organized for new trainers, and to keep existing trainers up-to-date.

The overall purpose of the above training concept is
• to satisfy the training needs of those taking part, and
• to communicate correct information.

This is achieved by a policy of continuous improvement of our training management processes, accompanied by the use of quality assurance measures such as
• providing complete and correct documentation,
• using correct technical terminology and definitions,
• applying effective didactic methods,
• conducting course evaluations and tests, and
• keeping reliable records of courses attended, and training received, by every trainee.

Trainees are asked to evaluate every seminar and course on its completion. Based on the results, measures are defined and implemented to continuously improve the quality of training.
Course Administration

Enquiries
On our website at new.abb.com/service/abb-university/ch/ga you will find further information about the entire range of offerings of the Learning Centers. You will also find descriptions and dates of all the courses that are offered. Course enquiries and course enrollment applications should be addressed to the corresponding Learning Center or to the address below:

**ABB Power Grids University Switzerland Administration**
Bruggerstrasse 72
CH-5400 Baden/Switzerland
24h-Service +41 844 845 845
E-Mail ch-lc-ga@ch.abb.com

Enrollment
On our learning center webpage you get an overview of the course portfolio in the field of your interest. You can register to courses through our LMS mylearning.abb.com. You can also fill out the enrollment form on page 10 of this brochure and send it to us. Your enrollment will then be confirmed and processed by the respective Learning Center. For administrative and logistic reasons we strongly recommend your enrollment reaches ABB Power Grids at least six weeks before scheduled course start.

Course Confirmation
All applicants will receive a course confirmation approximately one month prior to the scheduled course start. Courses may be canceled due to lack of participants. In such cases, you will be informed approximately one month prior to the scheduled course start.

Tailored Courses
Courses specially tailored to your requirements – so-called Special Trainings – can be presented either in a Learning Center or at your own site. Simply tell us what you need and ask for an offer. We shall be pleased to advise you!

Fees
A fixed fee is charged per trainee for courses held at our Learning Centers. The fee includes one set of documentation as well as lunch and coffee. The fee excludes travel expenses and other living costs.

The charges for Special Trainings are quoted separately. Course fees are invoiced after the course and the corresponding amount must be remitted within 30 days of the date of the invoice. Our prices exclude VAT, withholding and other taxes, customs, fees, and other duties. Should any of these taxes apply, they must be borne by the client.

Cancellation
Except where otherwise stated, no fee is payable if the cancellation is received at least 21 calendar days prior to the start of the course. Thereafter, 50 % of the course fee will be charged, except for cancellations received seven calendar days or less before the start of the course, when the full fee becomes due.

Location
All Learning Centers are centrally located and can be reached by public transport. On the Webpage you will find information about our locations. Courses can also be held at the customer’s premises by special arrangement.

Language
Most courses are held in either English or German. Some can also be arranged in French or Spanish. However, the language of the documentation is normally English or German.

Certificate
Each trainee receives a certificate bearing the dates and the subjects of her/his training. Unless stated otherwise, the necessary attendance required to receive a course certificate is 90 %.

Copyright
All copyrights, including translation, copying, and duplication of training documentation or extracts thereof, are, and shall remain, the property of ABB Power Grids.

Additional services
Tenders for customized courses (Special Trainings) or curricula can be supplemented by training consultancy, assessments, final tests, and certifications.

Privacy notice
For information about how we are using your personal data and your legal rights in relation to personal data, please click on "view full privacy notice".
**Travel Information**

**Visas**
In addition to a valid passport, trainees from certain countries also require a visa for entry to Switzerland. If a visa is required, the trainee is advised to make their application to the Swiss Consulate in their country of residence as soon as they have sent their enrollment form. The purpose of the visit to be entered on the visa application is «Attendance at a training course at ABB, [insert the relevant Learning Center address]».

**Health Insurance**
ABB does not provide health insurance for trainees. You are therefore advised to make the appropriate arrangements in your own country before departure.

**Accident Insurance**
Trainees are only insured against accidents that happen on ABB premises.

**Accommodation**
There is a large number of small hotels in and around Zurich and Baden. If required, a list of hotels in Baden and Zurich will be sent along with the course confirmation. Prices per night are between CHF 110.00 and CHF 440.00. If you like support to find a hotel, please contact us. Should you wish to make your own hotel reservation, you can contact one of the following tourist offices:

**Zurich:**
Tourist Office, Train Main Station
CH-8023 Zurich
Phone +41 44 215 40 00
Fax +41 44 215 40 44
E-Mail hotel@zuerich.com
Web www.zuerich.ch/tourism.html

**Baden:**
Tourist Office, Bahnhofplatz 1
CH-5400 Baden
Phone +41 56 200 87 87
Fax +41 56 200 83 82
E-Mail info@baden.ch
Web www.baden.ch/hotels

For stays beyond one month, there is also the possibility of renting a furnished one-room or two-room apartment.
## ABB Power Grids University Switzerland Enrollment Form

### Personal details
- No/Yes: ABB Power Grids University Administration
- First name:
- Surname:
- Phone / mobile:
- Email:
- Information required:

### Course details
- Course number:
- First name:
- Last name:
- Course name / comments:

### Company details
- Company name:
- Tower / location:
- Mental code / tower:
- Company address:
- Post address:
- City:
- Country:

### Privacy notice
ABB reserves and collects data about your personal data to send you, in accordance with our notice, we are using your personal data for communicating purposes only. We may share your personal data with other internal ABB personnel and third parties inside and outside the EU. We will keep your personal data for 10 years. After this time, we will secure delete it. If you have questions about how we use your personal data and your legal rights in relation to this personal data, please click here: https://new.abb.com/privacy-policy.

By returning this completed form you accept the general terms and conditions in our General Information brochure of ABB University Switzerland, i.e., in case of cancellations or deferrals a cancellation fee may be charged. Completed enrollment forms are treated like an official purchase order and are binding.