



Power Services Customer Training

MULTI-YEAR AGREEMENTS

Knowledge is Power

In the ever-changing landscape of the power plant industry, the ongoing professional training of your plant personnel is essential to efficient and reliable equipment operation.

Long-term training agreements simplify budgeting and planning requirements

When you build GE's Power Services Customer Training into your multi-year service agreements (MYAs), you ensure priority access to the high quality knowledge and skill-building options that your workforce needs—now and in the future.

A training MYA helps ease your budgeting and planning efforts down the road. Each year you work with a dedicated training project manager from GE to build a package of training options that encompasses your specific equipment, location, scheduling, and language needs. The MYA offers the flexibility to adjust class types, timing, and frequency as your plant's learning needs change due to factors such as:

- Evolving market dynamics
- Workforce transitions
- Plant performance improvement
- Changing technology

Furthermore, our MYA customers are given exclusive, unlimited access to certain high-value training options.



Course Selections

We deliver approximately **1,800 courses** per year to nearly **7,500 customers** in more than **50 countries**. GE's Power Services Customer Training courses cover a spectrum of power plant equipment:

- Total Plant Solutions
- Digital Solutions (Controls and Software)
- Aeroderivative Gas Turbines
- Heavy Duty Gas Turbines
- Steam Turbines
- Boilers
- Heat Recovery Steam Generators
- Generators

Flexible training solutions for your MYA

Our extensive array of training options means we deliver the flexibility needed to help you design a long-term training package that encompasses the unique needs of your workforce, plant configuration, and equipment at each stage of your plant's lifecycle—from installing, to operating, to modifying and optimizing your system. Your MYA can include a mix of options from our available training solutions.

Training Options	Features and Benefits	Standard MYA Scope	Agreed MYA Structure	Flexibility Throughout Contract Term
<p>Site-Specific Training. Courses may contain a mix of classroom learning, site walkdowns, and hands-on training.</p>	<ul style="list-style-type: none"> • Content based on your site configurations, student experience level, and more • Held at your site (some restrictions apply) or at one of our Power Services learning centers • You set the course start dates (courses range from 1-10 days each) • Instructor-led courses, conducted in the language of your choice • Courses are exclusively for your employees 	Typically 12 students per course, held at your site (some restrictions apply)	<p>Number of training days per year</p> <p>Language of course delivery</p>	Select courses over your plant's lifecycle from our regularly updated catalog ¹ .
<p>Open Enrollment Training. With technology-specific content, our Open Enrollment training offers a comprehensive array of more than 75 English language courses for small staff or new team member training, or to advance the skills of select employees. Courses offer a mix of classroom learning techniques, and may contain walkdowns and/or hands-on training.</p>	<ul style="list-style-type: none"> • Technology-specific content courses offer an easy method to train a few select employees (due to attrition, as a refresher, or for advanced skills learning) • Preset schedule is refreshed annually for each course (courses range from 1-10 days each) • Held at Power Services learning centers • Instructor-led courses presented in English 	One seat per person at a Power Services learning center	Number of student seats per year	Select courses over your plant's lifecycle from our regularly updated catalog ¹ .
<p>Online Training. A quick, cost-effective solution for a broad range of employees, our 25-plus Online English language courses let your personnel learn anytime, anywhere, and at their own pace.</p>	<ul style="list-style-type: none"> • Short, self-paced, online courses are accessible anytime, anywhere (no travel costs) • Technology-specific standard content, in English • Student progress can be monitored by a manager • Printable completion certificate available at the end of each course 	Unlimited access to all online course subjects for contract duration	Number of students at any given time	Select courses over your plant's lifecycle from our regularly updated catalog ¹ .
<p>Remote Simulators. Unlimited remote simulator access from the convenience of your plant is exclusively available to customers who include training in a multi-year agreement (MYA). Our cloud-based turbine operations simulators provide effective learning under realistic operating conditions without the risk of on-the-job errors. We offer several remote simulator control system configurations for GE's B/EA/FA/HA gas turbines and D11 steam turbine.</p>	<ul style="list-style-type: none"> • Virtual HMI in the cloud for hands-on practice anytime, anywhere—in a safe learning environment (no travel costs) • Exclusively available to GE's MYA customers • Hosted geographically for best performance • No specialized hardware to purchase or maintain at site • Limited remote help desk support 	Continuous, unlimited remote access for contract duration	Turbine model and control system configuration (choose from GE's available options)	Select one standard turbine operations simulator per site

¹Visit www.geenergytechnicaltraining.com for additional details and up-to-date course catalog.

Contact your Power Services representative from GE for more information.