
ABB University Switzerland

General Information 2019



ABB University Switzerland

ABB University Switzerland Administration

Bruggerstrasse 72, CH-5400 Baden

E-Mail university@ch.abb.com

Web [new.abb.com/service/
abb-university/ch](https://new.abb.com/service/abb-university/ch)

ABB Switzerland Ltd, LC Robotics

Brown Boveri Platz 3, CH-5400 Baden

Phone +41 58 586 00 00

E-Mail robotics@ch.abb.com

Web [new.abb.com/service/
abb-university/ch/lc-robotics](https://new.abb.com/service/abb-university/ch/lc-robotics)

ABB Switzerland Ltd, LC Mining Aluminium and Cement

Segelhofstrasse 1K, CH-5405 Baden-Daettwil

Phone +41 58 586 72 12

Fax +41 58 586 73 20

E-Mail minerals.training@ch.abb.com

Web [new.abb.com/service/
abb-university/ch/lc-cmm](https://new.abb.com/service/abb-university/ch/lc-cmm)

ABB Switzerland Ltd, LC Information Systems Applications

Dept. FS-IS, Segelhofstrasse 1K, CH-5405 Baden-Daettwil

E-Mail is.training@ch.abb.com

Web [new.abb.com/service/
abb-university/ch/lc-isa](https://new.abb.com/service/abb-university/ch/lc-isa)

ABB Switzerland Ltd, LC Printing

Segelhofstrasse 9P, CH-5405 Baden-Daettwil

Phone +41 58 586 88 59

Fax +41 58 586 90 54

E-Mail university@ch.abb.com

Web [new.abb.com/service/
abb-university/ch/lc-printing](https://new.abb.com/service/abb-university/ch/lc-printing)

ABB Switzerland Ltd, LC Power Electronics and MV Drives

CH-5300 Turgi

E-Mail ch-learningcenter-mvdrives@abb.com (MV Drives)
ch-learningcenter-powerelectronics@abb.com (PES)

Web [https://new.abb.com/service/
abb-university/ch/lcmvd](https://new.abb.com/service/abb-university/ch/lcmvd) (MV Drives)
[https://new.abb.com/service/
/abb-university/ch/lc-power-electronics](https://new.abb.com/service/abb-university/ch/lc-power-electronics) (PES)

ABB Switzerland Ltd, LC Turbocharging

Dept. PATU-V13-3 Training & Education

Bruggerstrasse 71a, CH-5401 Baden

Phone +41 58 585 83 43

Fax +41 58 585 53 95

E-Mail CH-PATU_training.education@abb.com

ABB Switzerland Ltd

LC Business Processes and Personal Development

Boveri Strasse 6, CH-5400 Baden

Phone +41 58 585 64 25

E-Mail ch-lc-bppd@abb.com

Web [new.abb.com/service/
abb-university/ch/lc-bppd](https://new.abb.com/service/abb-university/ch/lc-bppd)

ABB Switzerland Ltd, LC Power Generation

Austrasse, CH-5300 Turgi

Phone +41 58 589 38 50

E-Mail ch-lc-pg@abb.com

Web [new.abb.com/service/
abb-university/ch/lc-pg](https://new.abb.com/service/abb-university/ch/lc-pg)

ABB Switzerland Ltd, LC Grid Automation

Bruggerstrasse 72, CH-5400 Baden

Phone +41 58 585 65 53

Fax +41 58 585 28 00

E-Mail ch-lc-ga@abb.com

Web [new.abb.com/service/
abb-university/ch/lc-ga](https://new.abb.com/service/abb-university/ch/lc-ga)
(LC Substation Automation and Protection &
LC Communication Networks)

ABB Switzerland Ltd, LC High Voltage Products

Dept. PGHV-ZN, Brown Boveri-Strasse 5, CH-8050 Zurich

Phone +41 58 588 34 30

E-Mail gis-gcb_training@abb.com

ABB Sécheron SA, LC Transformers

Case postale 2095, CH-1211 Genève 2

Phone +41 58 586 21 19/22 05

Fax +41 58 586 23 05

E-Mail university@ch.abb.com

Web [new.abb.com/service/
abb-university/ch/lc-transformers](https://new.abb.com/service/abb-university/ch/lc-transformers)

Table of contents

4	Introduction
5	Virtual Organization
6 – 7	Training Concept Training Offered, Target Groups, Trainers
8	Course Administration Enquiries, Schedule, Fees, Cancellation, Enrollment, Privacy Location, Language, Certificate
9	Travel Information Visa, Health Insurance, Accident Insurance, Cost of Living, Accommodation
10	Enrollment form

Introduction

ABB University Switzerland (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

—
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.

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.

Virtual Organization

The power of a virtual organization is derived from its focusing and concentrating on its own core competencies. In the case of UCH, this takes the form of education and training, a service which many ABB companies can count among their strengths.

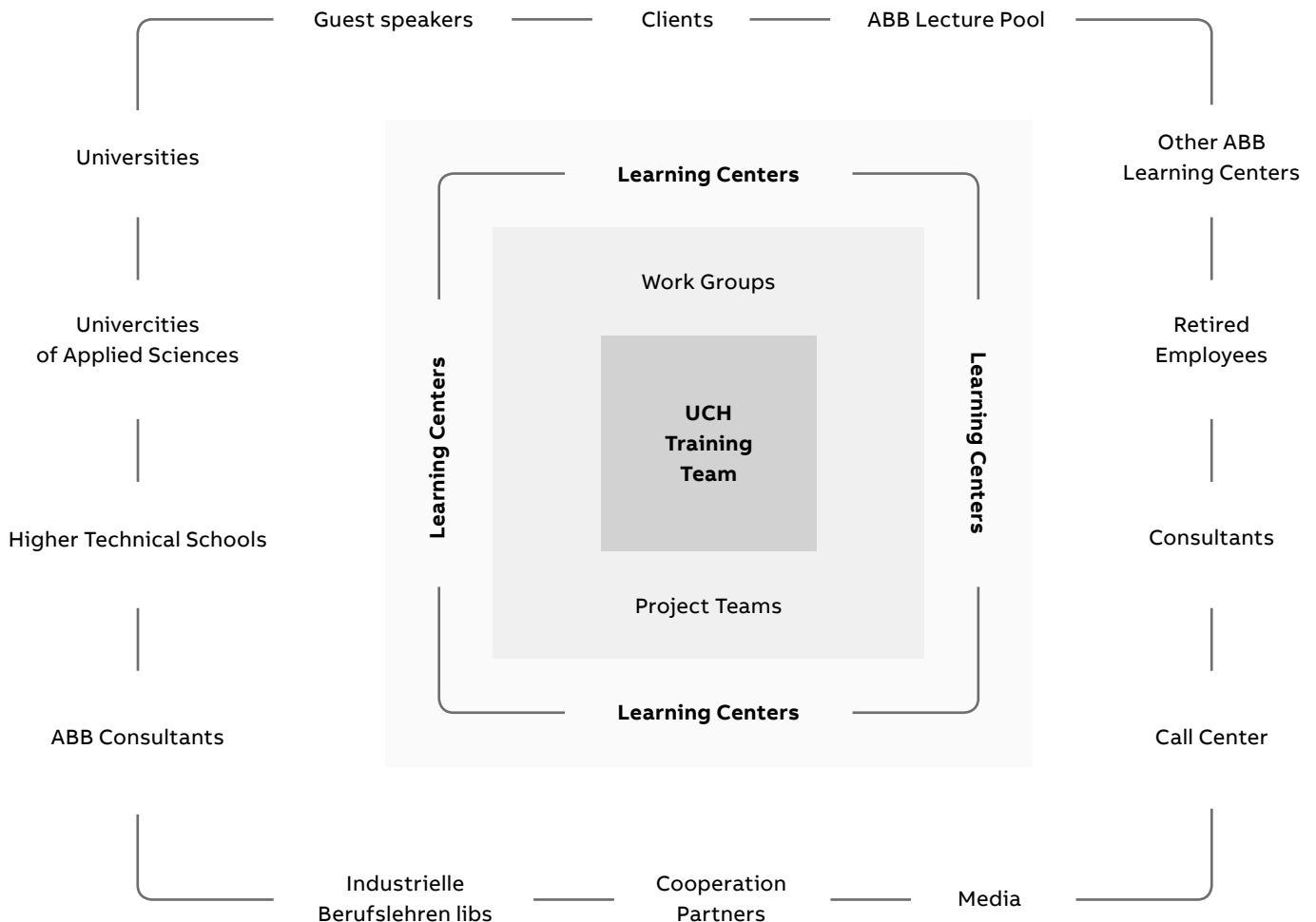
The virtual organization of ABB University Switzerland has the following structure:

The UCH Training Team, comprising the UCH Coordinator and all Learning Center Managers, forms the core of the virtual organization and leads it. In this role, the UCH Training Team focuses on exchanging know-how in relation to the training process and on utilizing synergies by creating common tools and standards.

Across the Learning Centers, Project Teams and Work Groups are formed to address common themes, such as e-learning or the execution of cross-center training projects.

Each of the 13 Learning Centers operates as an independent team in its own training field and is responsible for the customer satisfaction and profitability of their trainings. The only factors affecting the LCs' autonomy are a jointly drawn-up business strategy, a common training concept and commitment to absolute customer satisfaction.

The surrounding square consists of specialists and partners who are deployed as needed. By means of cooperation contracts, service contracts, or other agreements, specialists, guest lecturers, private training institutes, consultants, or ABB internal staff from development, product management, engineering, etc. are engaged on a task-specific basis. Most of them do this directly with one of the training centers. The proximity to the business processes of our internal and external cooperation partners that is achieved in this way is the prerequisite for comprehensive training aligned to the target group or solution, as laid down in the UCH training concept.



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 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 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 University Switzerland Administration

Bruggerstrasse 72
CH-5400 Baden/Switzerland
24h-Service +41 844 845 845
E-Mail university@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 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.

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.

Cost of Living

Depending on the preferred accommodation, daily expenses range from approximately CHF 120 to CHF 360. Please note that lunches during the course days are included in the course fee.

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 University Switzerland

Administration

Bruggerstrasse 72

CH-5400 Baden/Switzerland

E-Mail university@ch.abb.com

24h-Service +41 844 845 845

new.abb.com/service/abb-university/ch

