

# Industrial & Energy Technology

## Gas Technology Customer Training

### Product Sheet

#### Overview

Baker Hughes is pleased to publish this Product Sheet (\*) relating to the design, preparation, materials, and tools for the delivery of training services to Baker Hughes Customers.

**We prepare energy professionals to take the energy industry forward.**

#### Product Description

Customer Training service has the main objective of supporting employees of Baker Hughes Customers in developing or expanding the skills they need to perform their tasks.

Our wide and innovative training portfolio spans from theoretical sessions that include classroom lectures, remote training (live) courses, online (recorded) modules to practical activities like hands-on courses held in approved workshops and on-the-job training sessions delivered directly at Customers' sites/plants.

#### Customized solutions

Our courses can be customized in terms of content, learning objectives, methodology and duration.

- Our training experts assess participants' knowledge to identify the gaps and design a tailor-made path for them.
- Qualified trainers and dedicated project managers ensure a smooth execution of the courses with a continuous focus on the learning outcomes of the participants.
- Knowledge assessments are included to monitor the progress of participants; individual reports can be prepared to identify future areas of development for participants.

#### Continuous innovation

We nurture the passion for developing innovative solutions to enhance the learning experience: control system software simulations, a dedicated learning platform (Learning management System, LMS) and Virtual Reality (VR) training scenarios position us at the forefront of the training methodologies for energy professionals.

(\*) The aim of the Product Sheet is to provide Customers with a generic description about main potential benefits of the solution. The Product Sheet is based on a standard unit configuration and does not take into account any specific technical documentation and site data. According to the Customer interest to proceed with a Customized Solution, a dedicated proposal will be prepared taking into account specific data like equipment model, site/plant data, specific training needs, detailed scope of work, etc..

# Participants get the learning path they need

## Training solutions

Customer Training offers a large variety of solutions to **expand the knowledge** and **develop skills** for our Customers' employees:

### Theoretical Classes

- Technical (*customizable*) courses, conducted in-person or remotely
- Public sessions (*generic*) \*
- Human Skills
- Functional Skills



### Practical Experiences

- Hands-on training
- Control system simulations
- On-the-job training
- Coaching at site



### Digital training

- eLearning modules \*
- Instructor-Led VR Training
- VR Training on-demand \*

\* Supported by the Baker Hughes learning platform:  
[training.bakerhughes.com](https://training.bakerhughes.com)

# Participants get the learning path they need

## Theoretical Classes

Theoretical Classes are training sessions, conducted in person worldwide, either at Customers' premises or at Baker Hughes Training centers.



The training paths are tailor-made, based on participants' roles and experience, desired learning outcomes, and project timelines.

Public (open enrollment) sessions are generic (not customized) courses conducted in person at Baker Hughes Training centers or remotely.

Technical courses deal with a wide variety of information related to the operation and maintenance of Baker Hughes Equipment and Control Systems, performance monitoring and troubleshooting.

Human and Functional skills courses aim at motivating and empowering team members and leaders to perform their tasks at their full potential.

## Remote Training Sessions

Remote Training Sessions are equivalent to Classroom Training courses, which are remotely held via Ms Teams or similar digital communication tools.

## Practical Experiences

Practical experiences maximize the training effectiveness and boost participants' motivation thanks to the learn-by-doing experience.

Hands-on activities mainly concern mechanical maintenance on a selection of rotating equipment available at the Baker Hughes training workshop; during these sessions, participants perform inspections as well as specific assembly and disassembly procedures, which enhance their practical expertise on maintenance tasks.



# Participants get the learning path they need

Practical courses on Control Panels deal with Operation, Maintenance and Troubleshooting topics.

Control system standard (not site-specific) emulators allow participants gain some practical experience on sequences and equipment train control. Additional features like Virtual Emulators, Simulators and Operator Training Simulators (OTS\*) can be included. These can be conducted worldwide, either at Customers' premises or at Baker Hughes Training centers, or even remotely.

Certification paths such as LM2500 Level 1 activities, Borescope Inspections and DLE mapping are also available.

## Certified Operator for Rotating Equipment (CORE) program

The CORE program maximizes the familiarity of the operators with the equipment and reduces the risk of human errors: this learning path includes, among the other courses, a customized and specific software simulation to enable practical experience on site-specific sequences and train process control.

It is conducted worldwide, either at Customers' premises or at Baker Hughes Training centers.

Participants who pass all the exams receive a certificate that proves their ability to operate the specific plant and equipment.

## On-the-Job Training (OJT) & On-the-Job Coaching (OJC) activities at site

These programs, conducted at Customers' site, apply to both operation and maintenance tasks on Baker Hughes equipment and control systems.



**On-the-Job Training (OJT)** enhances the technical skills by applying them in the real plant through the guidance and the support of Baker Hughes field experts.

**On-the-Job Coaching (OJC)** improves technical skills by observing the activities in the real plant through the guidance and the support of Baker Hughes training experts.

In both cases, preliminary assessments and final reports can be prepared (on Customers' request) to monitor the progress of the participants.

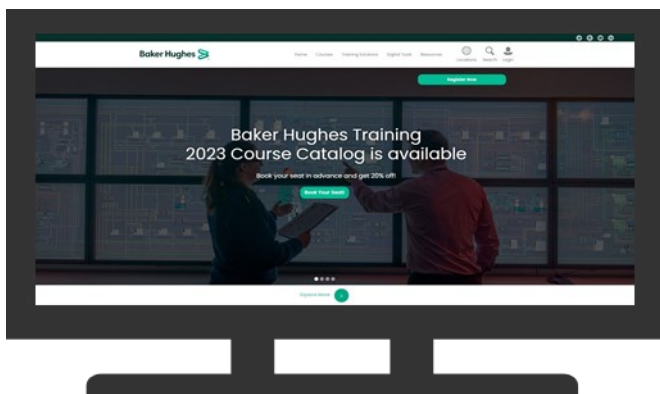
(\*) **Operator Training Simulators (OTS)** are customized services, available as low or high fidelity.

# Participants get the learning path they need

## eLearning

**eLearning** modules consist in high-quality interactive videos, including professional descriptive speech, complex animations, 3D schematics and animated charts.

The e-learning modules are accessible and delivered over the Learning Management System (LMS) available at [training.bakerhughes.com](https://training.bakerhughes.com).



## Instructor-Led Virtual Reality (ILVR)

ILVR Training is an innovative training program designed to be delivered during Classroom Courses and guided by the trainer. Participants are allowed to run the Virtual Reality (VR) sessions as many times as they need, during dedicated time slots of the training course program, to achieve a wider and further comprehension of the topics.

Virtual Reality scenarios are **fully interactive and immersive experiences**, developed to enhance participants' knowledge and expand their skills with a **learn-by-doing approach**.



## Virtual Reality on-demand

Virtual Reality on-demand solution let participants perform Virtual Reality (VR) training sessions even without the assistance of a trainer.

VR scenarios are indeed deployed to participants via a dedicated web application that manages user access policies and launches the experiences.