

 GE Energy

Smallworld Training

General Information

Australia, New Zealand and Asia Pacific Regions



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General Information - Introduction

Introduction

The GE Energy Smallworld training curriculum is designed to assist clients in applying GE Energy Smallworld applications as efficiently and effectively as possible. Education employees to properly configure operate and maintain a new or upgraded system improves the productivity gains expected from new technology.

The GE Energy Smallworld Training Department offers a unique and comprehensive training program designed to meet the total needs of our customers for the following systems and associated subsystems:

- Smallworld Technology
- Communication Solutions
- Power On Solutions

We offer a complete curriculum for operators, administrators, and designers of GE Energy systems.

For further information, or to reserve a place in any courses please contact us at: apswtraining@ge.com or [click here to register online](#)

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Training Paths

Smallworld training courses can be arranged in a number of training paths, which would typically correspond with the intended functions of your trainees. The following training paths are available for managers, end users, application administrators, system analysts and application developers:

Training path	Recommended courses
Supervisor or manager	Foundation
End user	Using Core Spatial Technology, Spatial Intelligence User
Application Administrator	Foundation, System Administration, Database Administration
System Analyst	Foundation, Data Modelling, Database Administration
Application Developer	Foundation, Data Modelling, Magik Programming, Application Development (Core Spatial Technology Upgrade Courses, Internet Application Server)

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Australia Pricing – Scheduled Courses

- **Schedule courses at GE training Locations**

- GE Training Venue in Melbourne
 - GE Training Room, 572 Swan Street, Richmond
 - Cost AU \$600 + GST per day per student (minimum of 3 attending students)
- GE Training Venue in Sydney
 - Location: Cliftons Training Facility, 200 George Street, Sydney
 - Cost AU \$600 + GST per day per student (minimum of 4 attending students)
- GE Training Venue in Brisbane
 - Location: Cliftons Training Facility, 255 Adelaide Street, Brisbane
 - Cost AU \$600 + GST per day per student (minimum of 4 attending students)
- GE Training Venue in Perth
 - Location: Cliftons Training Facility, 191 St Georges Terrace, Perth
 - Cost AU \$600 + GST per day per student (minimum of 4 attending students)
- GE Training Venue in Adelaide
 - Location: Cliftons Training Facility, 80 King William Street, Adelaide
 - Cost AU \$600 + GST per day per student (minimum of 4 attending students)

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Australia Pricing – One on One, On-site Training

- **One on One, One on Two Training**

We can offer One on One training at GE locations when courses are required outside schedule dates or cancelled due to not meeting attendee criteria.

With up to two attendees depending on the courses it may be shortened.

- One on One training can be provided at AU \$1600 + GST per day
- One on Two training can be provided at AU \$800 + GST per student/per day

- **On Site Training**

On-site training can be provided at AU \$2000 + GST per day (Up to 8 attendees).

Excludes travel & living costs

GE Energy will make all efforts to provide local area instructor. In circumstances where instructor from their area is not available, an out of town instructor will be provided. The client will reimburse all instructor travel, lodging and daily expenses, class materials and freight to the on site facility

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New Zealand Pricing – Scheduled Courses, One on One, On-Site Training

- **Scheduled Courses**

- GE Training Venue in Auckland, New Zealand
 - Location: GE Training Room, 7 City Road, Auckland
 - Cost NZ \$600 + GST per day per student (minimum of 3 attending students)

- **One on One, One on Two Training**

We can offer One on One training at GE locations when courses are required outside schedule dates or cancelled due to not meeting attendee criteria.

With up to two attendees depending on the courses it may be shortened.

- One on One training can be provided at NZ \$1600 + GST per day
- One on Two training can be provided at NZ \$800 + GST per student/per day

- **On Site Training**

On-site training can be provided at NZ \$2000 + GST per day (Up to 8 attendees).

Excludes travel & living costs

GE Energy will make all efforts to provide local area instructor. In circumstances where instructor from their area is not available, an out of town instructor will be provided. The client will reimburse all instructor travel, lodging and daily expenses, class materials and freight to the on site facility

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Other Locations – Scheduled Courses, One on One, On-Site Training

Training at locations outside Australia or New Zealand the venue, dates and pricing to be determined by student request, students location and number of attendees

For further information, or to reserve a place in any courses please contact us at: apswtraining@ge.com or [click here to register online](#)

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On Site Training Requirements

The standard Smallworld training courses are based on the functionality of the standard products Smallworld Core Spatial Technology. Courses are based around the example applications and demonstration databases provided with these products, without the addition of any customer-specific functionality.

For on-site classes, the client is responsible for providing adequate facilities. At a minimum, this should include

- A suitable training room
- An overhead project that displays computer output
- Client workstations with fully installed licences, software and any 3rd party licences for the appropriate solution

GE Energy may provide an equipped classroom or any of the specified class equipment on a per-fee basis with prior arrangements.

GE Energy will make all efforts to provide instructor from the customer's area. In circumstances where instructor from their area is not available, an out of town instructor will be provided. The client will reimburse all instructor travel, lodging and daily expenses, class materials and freight to the onsite facility

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TERMS AND CONDITIONS

1. DEFINITION OF TERMS

1.1 "TRAINING MATERIALS" means the GE ENERGY proprietary training handbooks, exercises, examples, on-line materials, and other materials and information used to provide TRAINING SERVICES, including any CUSTOMER-specific modifications to or derivative works of the aforementioned materials and information.

1.2 "REGISTRATION FORM" means the Training Quote & Registration Form attached to these terms and conditions.

2. STATEMENT OF SERVICES

2.1 The TRAINING SERVICES shall be performed at the location described in the REGISTRATION FORM. At all times during which GE ENERGY personnel are at CUSTOMER'S site, CUSTOMER will take all necessary precautions for the safety of GE ENERGY personnel and shall notify GE ENERGY of any dangerous or hazardous conditions on CUSTOMER'S site. At times when TRAINING SERVICES are to be performed at CUSTOMER'S site, CUSTOMER shall provide a training facility substantially in compliance with ATTACHMENT A – CUSTOMER SITE PREPARATION RESPONSIBILITIES, attached hereto and incorporated herein.

2.2 The REGISTRATION FORM indicates the dates, courses, number of students who will be permitted to attend the training, and the price charged for the TRAINING SERVICES. The syllabus and suggested pre-requisites for each course are outlined in the GE ENERGY Training Course catalog.

2.3 GE ENERGY reserves the right to adjust the syllabus of any course at its sole discretion and without notice. CUSTOMER shall ensure that students have the appropriate pre-requisites or experience for the course. GE ENERGY does not make any representation or warranty regarding, and does not guarantee, the performance of any student after he or she attends the training provided by GE ENERGY.

2.4 CUSTOMER shall, at no charge, provide GE ENERGY with copies of materials in CUSTOMER'S possession that GE ENERGY may reasonably request to assist GE ENERGY in rendering TRAINING SERVICES at CUSTOMER'S site. Further, CUSTOMER shall permit GE ENERGY to access CUSTOMER'S software operating and/or development environment or business premises or equipment as may be reasonably necessary to perform TRAINING SERVICES.

2.5 GE ENERGY is an independent contractor and will at all times act as such in performing TRAINING SERVICES. Nothing in this AGREEMENT shall be deemed to constitute GE ENERGY or any of its employees as the agent, representative, or employee of CUSTOMER, or create a partnership or joint venture between the PARTIES. GE ENERGY alone shall be responsible for any and all of its employees' fringe benefits including, but not limited to, vacation, sick leave and holidays, health or liability insurance, and for any payroll related taxes or contributions required by law.

3. LIMITATION OF LIABILITY

3.1 GE energy's entire liability for any and all claims of any kind, whether in contract, warranty, indemnity, tort (including negligence), strict liability, or otherwise, regardless of the form of action, shall be limited to customer's direct damages and shall not exceed the amount paid to GE energy under this training agreement; all liability under this agreement shall terminate on the 30th day after the completion of the training services.

3.2 In no event shall GE energy, its officers, agents, employees, or subcontractors be liable under or in connection with this agreement under any theory of tort, contract, strict liability, or other legal or equitable theory for

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loss of use, interruption of business, loss of profits, data, goodwill, or any other indirect, special, incidental, punitive, or consequential damages, even if GE energy was advised, knew, or should have known of the possibility of such damages. The provisions of this agreement allocate risk between the customer and GE energy and have been reflected in the pricing by GE energy. Such limitations shall apply notwithstanding any finding that the remedies set forth in this agreement are inadequate or fail their essential purpose.

3.3 If GE energy furnishes customer with advice or assistance concerning any products, services, or work which is not required pursuant to this agreement, the furnishing of such advice or assistance will not subject GE energy to any liability, whether in contract, tort (including negligence), warranty, indemnity, strict liability, or otherwise.

4. CANCELLATION

4.1 GE ENERGY reserves the right to cancel any course by informing CUSTOMER not less than ten (10) business days prior to the scheduled start of the course. If GE ENERGY is not reasonably able to give notice under this clause and is unable to start or continue a course as scheduled due to illness or unavoidable absence of the instructor, or any other reason beyond its reasonable control, GE ENERGY will within a reasonable time find a substitute instructor or reschedule the course. GE Energy will not be liable for any cost or expenses incurred by CUSTOMER due to an action taken by GE Energy under this clause.

4.2 CUSTOMER cancellations must be made in writing and must be received by GE ENERGY no less than ten (10) business days prior to the start of the course. CUSTOMER may substitute a suitably qualified alternative student for any student enrolled at any time up to the commencement of the course. If CUSTOMER does not give notice of cancellation of the class or non-attendance of a student in accordance with this clause, CUSTOMER agrees to pay the full course fee for any and all students who do not attend the class.

5. EXCUSABLE EVENTS

5.1 Neither PARTY shall have any liability or be considered to be in breach or default of its obligations under this AGREEMENT to the extent that performance of such obligation is delayed directly or indirectly, due to causes beyond its reasonable control, including, but not limited to acts of God, act or failure to act of governmental authorities, war whether declared or undeclared, insurrection, riot, civic commotion, shortages, strike, lockout, fire, earthquake, calamity, windstorm, flood, epidemic, material shortages, energy shortages or power outages, including rolling black outs, failure of any suppliers, freight handlers, transportation vendors or like activities.

6. TITLE

6.1 GE ENERGY has developed numerous proven, proprietary products and materials that provide the methodologies used in performing TRAINING SERVICES. CUSTOMER agrees that GE ENERGY owns all such rights in the TRAINING MATERIALS, SOFTWARE PRODUCTS, applications, code, know-how, and methodologies, and CUSTOMER shall make no assertion to the contrary.

6.2 CUSTOMER understands that GE ENERGY proprietary costs analysis and strategic planning models, facilities database models, designs, or certain GE ENERGY SOFTWARE PRODUCTS may be used in providing TRAINING SERVICES hereunder, and CUSTOMER agrees not to exhibit, distribute, or otherwise disclose any such proprietary methods to external or third parties.

6.3 GE ENERGY shall be the owner of copyright and other intellectual property rights in the TRAINING MATERIALS. GE ENERGY grants to CUSTOMER a perpetual, royalty-free, nonexclusive, non-transferable license to use, for CUSTOMER'S internal purposes only, any TRAINING MATERIALS provided hereunder. Other than the limited right of use granted in the previous sentence, no other right to or in the TRAINING MATERIALS is given to

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CUSTOMER. TRAINING MATERIALS provided to CUSTOMER employees are for the sole use of the specific employee and may not be transferred, distributed, sold, exported, or reproduced for any third person.

7. CONFIDENTIALITY

7.1 The PARTIES acknowledge that the TRAINING MATERIALS, the TRAINING SERVICES (including the knowledge imparted by the instructor), and all items prepared for and submitted by GE ENERGY in connection with TRAINING SERVICES are confidential and proprietary information of GE ENERGY. CUSTOMER agrees that it will use the same efforts to protect such confidential information as CUSTOMER uses to protect its own confidential information, but in no case less than a reasonable standard of protection. CUSTOMER shall make the students who receive the GE Energy confidential information aware of its confidential nature and shall ensure that the students do not disclose, provide, or make available to any person other than the CUSTOMER or its own personnel any software, documentation, or copies thereof in whole or in part, acquired during the course, without the prior written permission of GE ENERGY.

7.2 Neither the execution and delivery of this AGREEMENT nor the furnishing of any proprietary or confidential information shall be construed as granting to CUSTOMER either expressly, by implication, estoppel, or otherwise, any license under any invention, patent, trademark, or copyright now or hereinafter owned or controlled by GE ENERGY.

8. PAYMENT TERMS

8.1 CUSTOMER agrees to make all undisputed payments to GE ENERGY under this AGREEMENT upon receipt of an invoice from GE ENERGY. Terms of payment shall be Net 30 Days from receipt of invoice, payable in the currency specified in GE ENERGY's invoice, without any setoff whatsoever (including, without limitation, setoff under other contracts with GE ENERGY or with General Electric Company or its affiliates). Reasonable and necessary expenses incurred by GE ENERGY in connection with providing the TRAINING SERVICES will be invoiced at cost. These expenses may include, without limitation, printing charges for TRAINING MATERIALS, airfare, lodging, car rental, food, parking, copies, postage, faxes, and long-distance telephone charges.

8.2 In the event that any undisputed invoice or portion of an undisputed invoice remains unpaid for 30 days after the due date for payment of such invoice, GE ENERGY may charge CUSTOMER interest at the rate of one and one-half percent (1.5%), or the maximum late charge permitted by applicable law, whichever is less, on the unpaid balance for each calendar month (or fraction thereof) that such payment is overdue.

9. TECHNICAL INFORMATION

9.1 CUSTOMER understands and acknowledges that any CONFIDENTIAL INFORMATION, TRAINING MATERIALS, SOFTWARE PRODUCTS, and other materials or technical information ("TECHNICAL INFORMATION") made available to it hereunder may be subject to the export administration regulations of the United States Department of Commerce and other United States government regulations related to the export of technical data and products produced therefrom. CUSTOMER agrees that it will not export or re-export, directly or indirectly, any TECHNICAL INFORMATION without the prior written consent of GE ENERGY and without complying with all applicable regulations. CUSTOMER hereby agrees to indemnify and hold GE ENERGY harmless from any breach of this Article.

10. MULTIPLE COUNTERPARTS.

10.1 This AGREEMENT may be signed in counterparts, each of which shall be deemed to be an original, but all of which, taken together shall constitute one and the same instrument.

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11. ASSIGNMENT

11.1 Neither PARTY may assign this AGREEMENT without the prior written consent of the other PARTY, such consent not to be unreasonably withheld.

12. GOVERNING LAW; DISPUTE RESOLUTION

12.1 This AGREEMENT shall be governed by and construed in accordance with the law of the jurisdiction in which the training is to be provided (as set out in the REGISTRATION FORM) without regard to its choice of law provisions, and in no event shall this AGREEMENT be governed by the United Nations Convention on Contracts for the International Sale of Goods.

12.2 Any dispute arising out of or in connection with the Contract, including any question regarding its existence, validity or termination, shall be resolved in accordance with this paragraph and will be settled, if possible, by negotiation of the parties. If a dispute is not resolved by negotiations, either party may, by giving written notice, refer the dispute to a meeting of appropriate higher management of each party, to be held within twenty (20) business days after giving notice. If the dispute is not resolved within thirty (30) business days after the date of the meeting of higher management, or any later date to which the parties may agree, either party may submit to arbitration or court depending on CUSTOMER's pertinent place of business, as follows: the dispute shall be referred to and finally resolved by arbitration under the London Court of International Arbitration ("LCIA") Rules, which are incorporated by reference into this clause. The number of arbitrators shall be one. The single arbitrator may not be a national or resident of the countries in which either party is organized or has its principal place of business, unless both parties otherwise agree. The seat, or legal place, of arbitration shall be Melbourne, Victoria. The arbitration shall be conducted in English. In reaching their decision, the arbitrators shall give full force and effect to the intent of the parties as expressed in the Contract, and if a solution is not found in the Contract, shall apply the governing law of the Contract. The decision of the arbitrator shall be final and binding upon both parties, and neither party shall seek recourse to a law court or other authority to appeal for revisions of the decision.

Notwithstanding the terms above, each party has the right at any time, at its option and where legally available, to commence an action or proceeding in a court of competent jurisdiction to apply for interim or conservatory measures, but not monetary damages.

13. TAXES

13.1 CUSTOMER shall be responsible for taxes (other than taxes based upon the net income of GE ENERGY), duties, fees, or other similar charges of any nature imposed by governmental authority of any country on GE ENERGY or its employees or subcontractors due to the execution of any agreement or the performance of or payment for Services hereunder ("CUSTOMER TAXES"), and all payments due and payable by CUSTOMER to GE ENERGY hereunder shall be made in the full amount of the price specified in this AGREEMENT, free and clear of all deductions and withholding for CUSTOMER TAXES.

14. GENERAL

14.1 The provisions of this AGREEMENT, plus its attachments, constitute the entire agreement and supersede all prior agreements, whether oral or written, and take precedence over any pre-printed terms and conditions which may be contained in any CUSTOMER ordering document(s) that may be issued to GE ENERGY from time to time. No amendment or modification of any provision of this AGREEMENT will be effective unless such is in writing and is executed by both PARTIES hereto. Articles 3, 6, 7, 9 and 12 shall survive the termination of this AGREEMENT. GE ENERGY makes no warranties with respect to the TRAINING SERVICES, TRAINING MATERIALS or other goods and services provided hereunder; the TRAINING SERVICES, TRAINING MATERIALS and other goods and services are provided "AS IS" and ALL WARRANTIES, IMPLIED OR EXPRESS, ARE DISCLAIMED.

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ATTACHMENT A ON-SITE TRAINING ENVIROMENT

CUSTOMER shall provide a training environment substantially in accordance with the requirements set forth in this ATTACHMENT A.

A.1 Network Environment

- CUSTOMER is responsible for installing and adequately testing all appropriate software and databases, products, and components needed for the course prior to the training class. Examples include: Smallworld, Oracle and individually licensed Smallworld enhancements and components.
- CUSTOMER is responsible for isolating its training environment from any other internal environments (i.e., configuring an image to connect to the Smallworld training database).
- CUSTOMER is responsible for setting up and testing the training network environment with the following minimum characteristics:
 - A server, where the Smallworld software and the training database can be installed
 - An appropriate number of workstations (generally, no more than two trainees per workstation). The minimum workstation configuration should be:
 - Pentium 4 with 2 GHz processor
 - 512 MB RAM
 - Windows 2000 or Windows XP Professional
 - 19" monitors and adequate graphics cards
 - Internet Access
 - 2 GB of available disk space, in addition to approximately 1 GB for Smallworld and Smallworld Documentation install, for
 - Local databases creation
 - Creation and manipulation of local files with training exercises
 - A writable shared directory, where the instructor can copy training exercises files
 - Access to a read-only shared directory on the server where the Smallworld product and documentation files will be installed
 - An instructor workstation with Internet access (same configuration as training workstations)
 - All workstations (along with appropriate logon IDs) must be able to access software and databases necessary for the course
 - It should be able to accommodate the laptop computer of the instructor

As an alternative to the workstation setup described above, it will be possible to host a Smallworld training session in a Citrix or Terminal server based environment, making sure that the Citrix or Terminal Server has at least 512MB (ideally 1024MB) of RAM per student.

- CUSTOMER is responsible for providing a high-resolution projector (1280 X 1024) for presentations, and a workstation to connect to it (some instructors have laptops that might be used for this purpose).

A.2 Training Environment

The following list describes a training environment conducive to learning and are recommendations by GE ENERGY:

- There should be no more than two people at each training workstation.
- The training facility should be a quiet place where students are able to concentrate.
- Phones and pagers should be turned off during sessions to allow students to stay focused.
- Workstations should be arranged in clear view of the instructor and the projected course slides to encourage as much user interaction with the system concurrently with material presentation.

A.3 Training Session Materials

CUSTOMER may be required to print and assemble Training Materials prior to training. The GE ENERGY Training Manager or Instructor will provide reasonable notice if this is required.

A.4 Midday Meal

CUSTOMER may provide a midday meal for students attending the onsite course, as well as for the instructor(s). If CUSTOMER does not provide the midday meal, students will be responsible for their own lunch.

A.5 General Recommendations

- The network environment, training environment, licensing, logon IDs, etc. should be set up one week prior to training in order to allow adequate time to resolve issues, ensuring that no class time is lost.
- Managers should give advanced permission allowing course attendees to devote 100% of their time to the course while it is in session.

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