

Terms of Training

1. Content

Implementation of the course shall be according to the training content as defined in the particular Knorr-Bremse training profile and can be altered by the trainer according to the development of the course.

2. Number of participants

Due to the high level of technical information and practical content involved in Knorr-Bremse training activities, we kindly ask you to respect the maximum number of participants stated in the Knorr-Bremse training profile.

3. Recording of training activities

Video, picture and sound recording of Knorr-Bremse training activities is strictly forbidden.

4. Train-the-trainer

Knorr-Bremse training activities are not train-the-trainer courses. The scope and focus of our training courses are tailored exclusively to the needs of maintenance staff.

5. Documents to be submitted by the customer

The customer shall provide all the necessary documentation required for travelling, visas, entry permits or any other documents that may be needed under immigration legislation, transit regulations or sojourn in the destination country and possible intermediate stopovers. The customer shall also provide recommendations on existing laws, customs and precautions in the destination country.

Moreover the customer shall provide all necessary permits and passes to enable the training to take place at the defined training location(s).

6. Training documentation

The training documentation is compiled exclusively for training on the specific course. It will not be subsequently revised or updated in any way.

The documentation is intended solely for the personal use of the participants. It has been compiled with the utmost care but may exceptionally contain erroneous or misleading details for which Knorr-Bremse cannot accept any liability. Training documentation is not available (and cannot be purchased) separately. It always forms part of the training activity.

The design of the training documentation provided will be in accordance with KB design guidelines.

7. Confidentiality

7.1 The customer and the participants are obliged not to disclose, release or provide in any other way to third parties information, values, calculations or any other information related to the services of Knorr-Bremse.

7.2 The contents of the training documentation are strictly confidential. No part may be reproduced, utilized and/or communicated to others, unless expressly authorized by Knorr-Bremse.

Knorr-Bremse reserves all rights to the acquisition and registration of commercial property rights, particularly those for filing patent, utility model and/or design applications.

The copying, distribution to third parties and publishing (e.g. in public networks) of the training documentation is strictly forbidden.

8. Data Privacy

The customer agrees that companies of the Knorr-Bremse Group may collect process and use the customer's contact information, including names, telephone numbers and e-mail addresses. This information may be processed and used exclusively for the purpose of performance of the booked training course.

9. Training facilities and support to be provided by the customer (depending on the type of training)

If the training has to be provided at the customer's premises, the customer must be responsible for providing adequate training facilities:

Classroom training: (theoretical training)

- Classroom, projector and flipchart

On-site training: (practical training)

- Availability of vehicle(s) during training
- System-relevant documentation, special tools, spare parts and maintenance equipment (filters, gaskets, oil, thermostats, etc.) in accordance with the Knorr-Bremse documentation
- Required workshop infrastructure (depending on product): testing and measuring devices according to Knorr-Bremse documentation, sufficient supply of compressed air, power supply, lifting gear, and their availability for the duration of training

The customer shall provide Knorr-Bremse with staff to manage these requirements before and during training. During training the customer must provide a staff member responsible for dealing with any last-minute issues that may arise (e.g. missing media or media failure, train and workshop coordination, etc.).

10. Personal protective equipment

For training activities on site (in the depot / at the workshop) all participants in the training course must bring their own PPE (appropriate work clothes, including safety shoes, reflective clothing or any other necessary articles according to the business activity and occupational risk involved in the activity).

11. Safety requirements

The customer must provide a safe working environment, as the trainer may not have the relevant safety certification, and shall ensure that all permits are in place for persons working in the designated training area.

12. Cancellation

In case of cancellation of the training course by the customer, the following fees apply:

[in % of the quotation price]

Cancellation more than 10 working days prior to the start of training: 0%

Cancellation less than 10 working days (but more than 5 working days) prior to the start of training: 50%

Cancellation less than 5 working days prior to the start of training: 100%

13. Prices

In case of deviations from specifications, quantities or configurations, Knorr-Bremse reserves the right to adjust the price if necessary.

14. Certificate of attendance

After completion of the course, the participants will receive a certificate of attendance confirming their participation in the training course.

Knorr-Bremse does not provide certification to its customers for working on Knorr-Bremse systems.

On request it is possible to run a test at the end of Knorr-Bremse training activities. If a test is agreed on, and a participant does not pass the test, a certificate of attendance will not be issued for the participant.

15. Contradiction

In case of any contradiction between any provisions of these Terms of Training and the provisions in our offer, the latter shall have precedence.