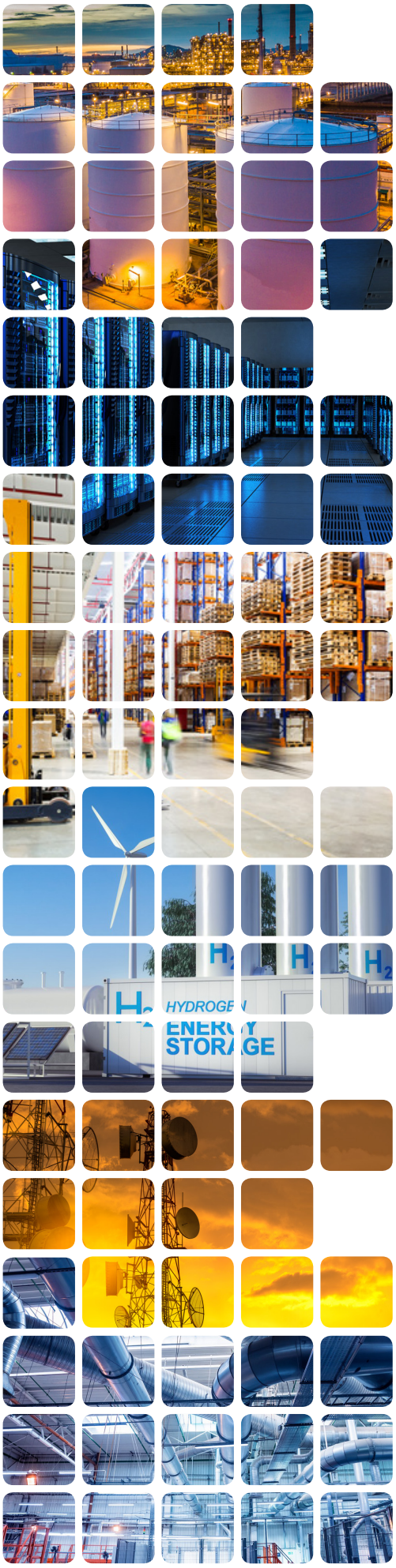
TRAINING GUIDE

HOW TO BOOK TECHNOSWITCH TRAINING COURSES

TECHNOSWITCH
FIRE DETECTION & SUPPRESSION



IMPORTANT INFORMATION

1. Online theory training for all Technoswitch products is free of charge.
2. Practical training, where applicable, is chargeable. Upon completing the online theory, a Letter of Completion will be issued, guiding you on your next steps for practical.
3. Practical requests, together with a copy of the Letter of Completion, must be sent to training@technoswitch.co.za. A quotation for the relevant practical session will then be sent to you.
4. Quotations for practical sessions are quoted per person, per course.
5. Technoswitch Training can accommodate between 2 and 4 people per Practical Session. This is region-dependent (Johannesburg, Durban, Cape Town).
6. NOTE—Practical Sessions are payable upfront by issuing a purchase order (account customers) or direct payment (COD customers) to our account. Please allow 24 to 48 hours for the payment to reflect in our account.
7. Upon confirmation of payment or receipt of a purchase order, Technoswitch Training will communicate the next available practical session dates to you via a booking form. We will do our utmost to accommodate your specific dates, but if your requested dates are not possible, we will offer alternative dates.
8. Once the requested or alternative dates have been agreed upon, Technoswitch Training will email each candidate a Meeting Request for the specific training. The candidate must respond to this meeting request to confirm their practical session.
9. A training booking is only confirmed if you have received a Meeting Request from Technoswitch confirming your training booking. Please ensure each candidate responds to this Meeting Request.
10. It is compulsory that delegates:
    i. Meet the qualifying requirements for the relevant course they wish to attend.
    ii. Have their own laptop, as stipulated under the Essential Tools Required of the course they are attending.
    iii. Technoswitch reserves the right to deny delegates access to the training if the above requirements are not met.
11. To receive a competency certificate for the product, all courses with a practical element must be fully completed (both the theory and practical sessions).
12. Technoswitch training certificates are valid for three years. Recertification training can be booked and conducted within twelve months of the certificate's expiry date.
13. Product information is constantly changing; therefore, we strongly recommend that our clients conduct recertification training (practical only) within the stipulated period. Should a candidate NOT conduct recertification training within the prescribed period, the candidate must reconduct both the theory and practical evaluation for the relevant course.
14. Transportation, accommodation arrangements and costs related to the training are the delegate's responsibility.

TECHNOSWITCH KNOWLEDGE CENTRE

1. Create a Profile on the Technoswitch website

1.1. Open the Technoswitch website www.technoswitch.co.za.
1.2. Click REGISTRATION in the top right-hand corner of the screen to register your profile.
1.3. If you are already registered, select LOGIN.

2. New Registrations

2.1. Complete the required information.
2.2. Once submitted, you will receive an email confirming your registration.
2.3. Please ensure you tick "I AGREE TO Ts & Cs".
2.4. You can now log in.

3. After Login

3.1. Once logged in, you can continue to the training courses by clicking on the TRAINING tab at the top of the screen.
3.2. Select the course you wish to conduct by clicking on VIEW COURSE.
3.3. The selected course's content will be displayed; select TAKE THIS COURSE.

4. After Login (step 3 above)

4.1. Click on ACCOUNT at the top right of the screen to open your profile dashboard.
4.2. On the left, there are options regarding your profile. Click the option you require.
4.3. Click on ENROLLED COURSES, and a list of your selected courses will appear.
4.4. Click the course name and proceed with your online training.
4.5. You can now proceed with your course at your own pace.

5. Booking Practical Sessions

5.1. Practical sessions can only be booked upon successfully completing the theory portion of the course (i.e. the delegate has passed and holds a Letter of Completion for the theory portion of the training).
5.2. Send an email to training@technoswitch.co.za with the details of the required training. You will receive the following documents:
   i. A quotation for the relevant course/s for the number of candidates.
   ii. Booking form (DOC-019) – A completed, signed booking form is required for each candidate.
   iii. Please take note of additional requirements/documents that need to be submitted with the booking form.
5.3. Return the completed documents, any additional documents required, and a copy of your Letter of Completion to training@technoswitch.co.za.
5.4. Technoswitch Training must receive a Purchase Order or Proof of Payment for the required practical session based on the quotation sent to you.
5.5. Once all documentation is received, Technoswitch Training shall send each candidate a meeting request. This meeting request must be accepted to add the relevant trainee to the calendar.
5.6. If your requested practical dates are unavailable, our Training Department will advise you of the next available dates.
5.7. Please note that practical sessions are limited; please email training@technoswitch.co.za to enquire about availability.

6. Practical Requirements

6.1. Basic computer skills are a requirement for the practical sessions.
6.2. A laptop computer is required for most of the practical training sessions.
Specifications are as follows –
   - A minimum of WINDOWS 10.
   - No Apple PCs, as our software does not run on Apple OS.
6.3. All training is presented in the English language.
6.4. NOTE – If you are new to the industry or have not conducted Fire Detection Training previously, it is highly recommended you conduct FIRE DETECTION PRINCIPLES training. Technoswitch reserve the right to request one of the following documents to confirm your training:
   - Certificate for Fire Detection Practical
   - Certificate for Fire Detection Principles
   - A Letter from your Employer confirming you have been present for Installations
6.5. Please read your confirmation email before attending the course.
6.6. Ensure you have the correct starting time for the training. Delegates who arrive late may be denied entry to the class.

TECHNOSWITCH TRAINING

TECHNOSWITCH TRAINING CENTRES

JOHANNESBURG

Cussonia Park, 3 Ridge Road
Laser Park, Johannesburg, 2170
South Africa

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CAPE TOWN

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Park, Bellville, 7530

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DURBAN

2 Rinaldo Industrial Park
50 Moreland Drive
Red Hill, Durban, 4051

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