

# Training catalogue

Gain the skills you need for a more profitable future

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EV/BOX



# Education Service Overview

Your new and improved integrated training experience has arrived! We've combined certification and all other skills-related credential information into this single, easy-to-navigate training catalogue, making it easier for you to find the training that's most relevant for you and your business.

## **Who we are...**

The EVBox Education Services Team includes highly qualified and knowledgeable colleagues that provide learners with training and educational services that prepare them for the future. Our specialized training plan and Learning Management System (LMS) platform help learners gain all the knowledge necessary to perform their roles as quickly as possible.

## **What we provide...**

Our training portfolio consists of engaging eLearning, blended learning, and virtual and classroom instructor-led training sessions. Learners also discover more about e-mobility and our EV charging solutions.

## **Promise...**

We empower our partners by providing knowledge and expertise to support sustainability, growth and profitability.



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## The learner journey

Learners gain access to all of the technical specifications and practical skills involved in the installation, commissioning, maintenance, and troubleshooting of EVBox AC and/or DC charging stations, as well as the software and backends used to connect the stations to electric vehicles. Upon completion of our training offering, learners receive a certification that remains valid for two years.

As our training portfolio continues to expand, we'll develop and introduce additional learner journeys to meet the changing needs and types of our audience.

We're also happy to provide a customized training solution for your unique needs, upon request.





## AC training overview

Our AC training provides the knowledge required to properly perform the installation, commissioning, and maintenance of EVBox AC charging stations in accordance with the conditions of the electrical grid.

### Relevant AC products:

- ✓ EVBox BusinessLine
- ✓ EVBox Iqon
- ✓ EVBox Livo
- ✓ EVBox Livoqo

### Target audience:

Engineers, certified electricians, and technicians in charge of installation, commissioning, maintenance, and troubleshooting of EVBox AC charging stations.

### Learner prerequisites:

- ✓ Certified or licensed electrician under the country's regulations
- ✓ Basic knowledge of network connections
- ✓ Experience with informatic tools

# Training program outline

## PHASE 1

Register at the EVBox TalentLMS (TLMS) learning platform as a verified installer for AC chargers.

### Registration

Onboarding and online access to EVBox AC content. Registration email will be sent to the trainee with login instructions.

## PHASE 2

Complete the assigned eLearning and/or Instructor-led Training (ILT) courses via the TLMS platform. ILT courses are conducted virtually and in-person.

### Digital Learning

Self-paced eLearning composed of several modules covering installation, commissioning, and maintenance of AC charging stations.

## PHASE 3

Pass the AC Certification Exam via the TLMS platform after completing the required courses.

### Certification

Upon successfully passing the Certification Exam, the trainee will receive a Digital Certificate valid for a period of up to two years.

## DC training overview

Our standard DC training sessions provide all the technical specifications of the selected EVBox DC charging station, theoretical knowledge of the installation, commissioning, maintenance, and troubleshooting of the station, as well as practical skills to apply in front of a real charging station. Upon completion of the course, learners will obtain a certificate valid for a period of up to two years.

### Relevant DC products:

- ✓ EVBox Troniq Modular
- ✓ EVBox Troniq Modular Compact
- ✓ EVBox Troniq High Power
- ✓ EVBox Troniq 50

### Target audience:

Engineers, certified electricians, and technicians in charge of installation, commissioning, and maintenance of DC charging stations.

### Learner prerequisites:

- ✓ Certified or licensed electrician under the country's regulations
- ✓ Basic knowledge of network connections
- ✓ Experience with informatic tools



# Training program outline

## PHASE 1

Registration at EVBox Learning Platform TalentLMS (TLMS) as a verified installer for DC charging stations.

## PHASE 2

Virtual instructor-led training with the charging station. This session provides theoretical knowledge of how EV charging works, as well as a technical overview of EV charging stations.

This training is typically ½ day in duration. Alternatively, virtual sessions may be substituted by eLearning courses once they become available.

## PHASE 3

In-person instructor-led training with the charging station. This session provides the practical knowledge needed for the EV charging station.

By default, this training is hosted at one of our Training Centers and is typically one full day in duration.

## PHASE 4

Certification exam accessible via the EVBox TalentLMS platform.

Upon passing the exam, the learner will receive a downloadable Digital Certificate valid for a period of up to two years.





## Software: EVBox Everon

Our EVBox Everon training teaches learners how to access EVBox Everon software and how to access and manage charging assets.

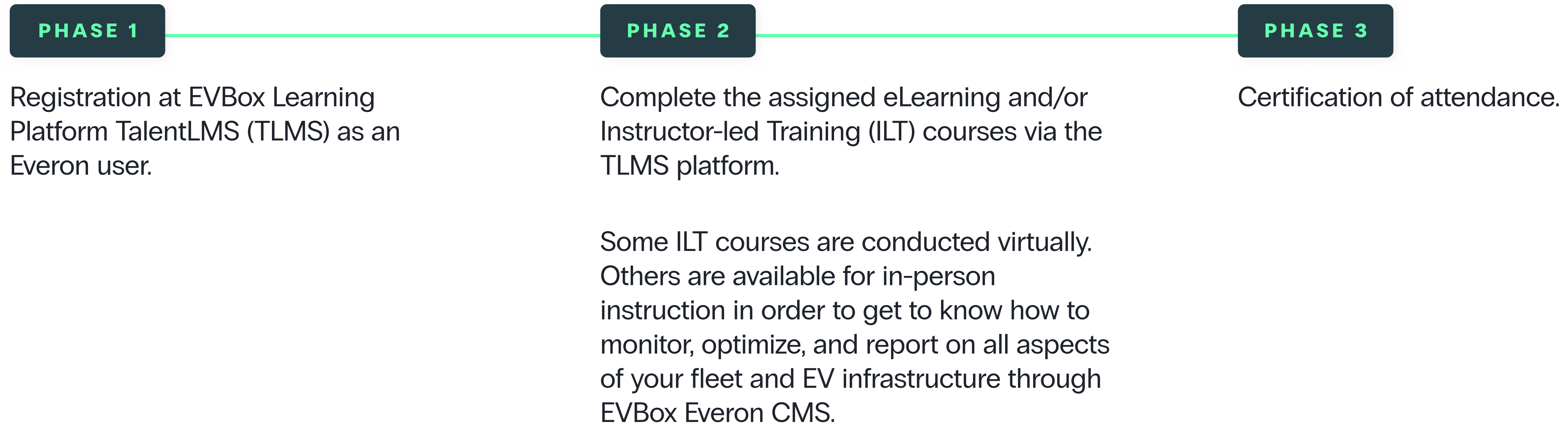
We'll answer some frequently asked questions and explain how to use EVBox Everon to support your customers. We'll also walk you through the escalation process using the EVBox Partner Portal.

**Target audience:**

All users using the EVBox Everon charging management system\*.

*\*We can provide custom training for the 3rd party backend users.*

# Training program outline





## Custom training

We are delighted to dedicate our pool of experienced professionals to create and deliver on any specific training requests you may have.

We can provide custom training development and deliveries, along with a range of professional services such as training engineering, consultancy, training center setup, implementation and management, and various training administration services.

Reach out to us and we will be happy to organize a state-of-the-art solution tailored to your specific needs.

# Training locations and languages

## Languages available:

- ✓ English
- ✓ French
- ✓ German
- ✓ Other languages available as part of a custom training offering

## Number of participants:

In order to provide the best quality, hands-on experience for learners, we limit the number of participants in each training session.

## The following applies:

- ✓(V)ILT for AC charging stations and Everon software: maximum of 12 participants
- ✓(V)ILT for DC charging stations: maximum of 6 participants

## Course formats:

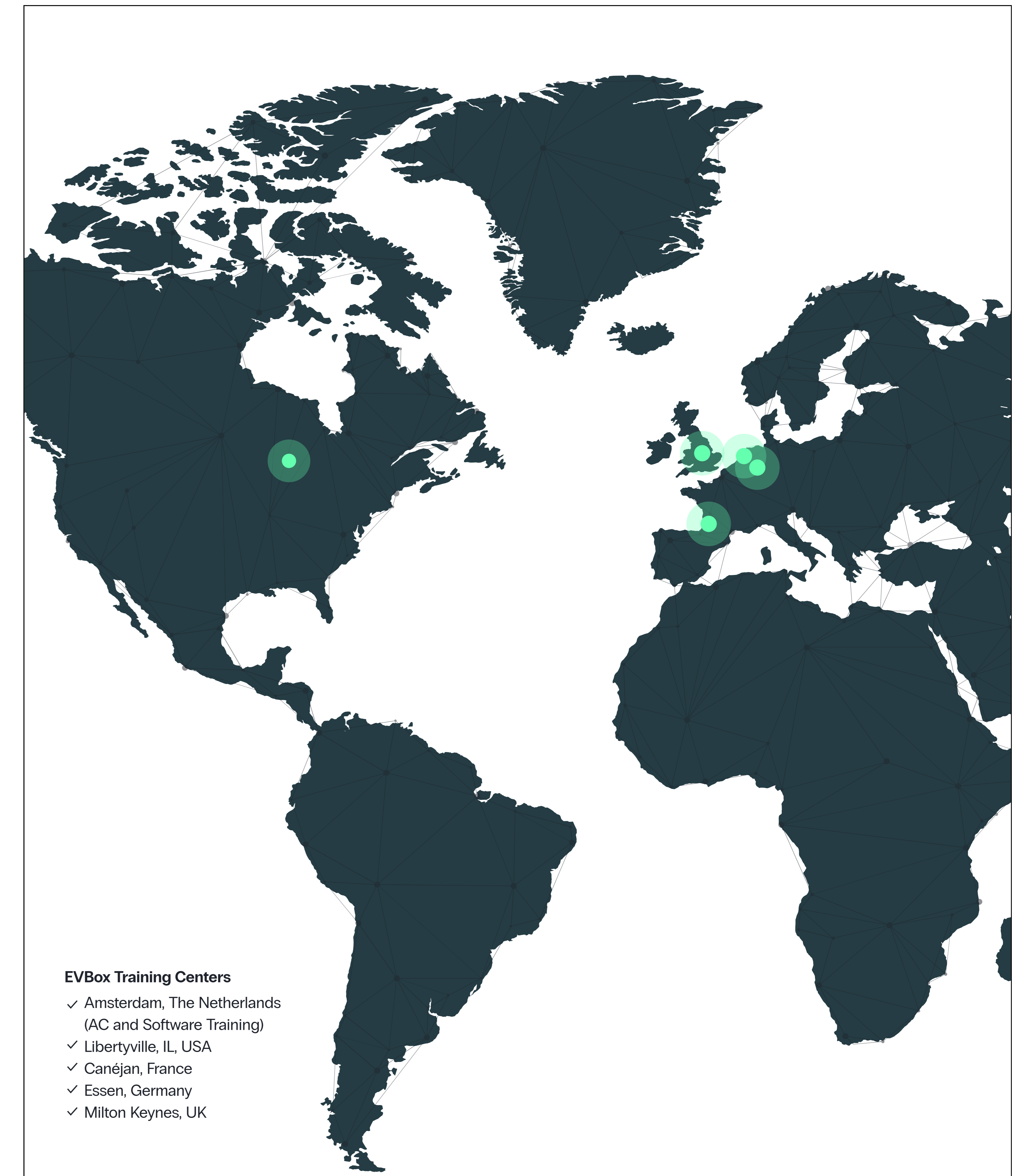
eLearning courses are available and designed for the learner's time and pace, and require only an internet connection.

Virtual Instructor Led Trainings (VILTs) are live online training sessions with the instructor, including direct dialogue and Q&A sessions with the participants.

Instructor Led Trainings (ILTs) are conducted in person at one of the above mentioned Training Center locations. Participants will also receive hands-on experience, including parts replacement and a demonstration of the EV charging process.

External trainings are also available if the location meets safety and technical requirements.

*\* Please ask the Education Services Team for more information on which course offerings are available at which locations.*



## Course offering

We offer courses for the following Learner Profiles:

- ✓ Installer
- ✓ Remote Support
- ✓ Onsite Field Service Support
- ✓ Commercial Solutions (in development)
- ✓ Automotive Manufacturers

We offer Virtual and Classroom Instructor-Led training sessions for all audiences.

You can find the full list of our course offering [here](#)\*

*\*In case you are unable to access the list of courses, please reach out to your EVBox contact.*





## Certification / recertification

Providing customers with outstanding service requires up-to-date working knowledge of our continuously evolving products.

For this reason, we offer a certification exam for each type of charging station to ensure learners successfully acquire concepts and competencies related to our charging solution.

In some cases, these requirements are mandatory for certified technicians to successfully perform actions on our charging stations. In other cases, the certification is offered as confirmation of knowledge acquired.

**This certification typically expires after two years, requiring recertification in some cases.**

## Pricing

Volume discounts and special offers for custom training are always determined on an individual basis. Our pricing is based on full, half, and quarter day options.

Please contact us so we can provide you with personalized quotations that best suit your needs.

## Modification and cancellation

We have the following cancellation policy:

- ✓ **15 calendar days prior to training delivery date:** Full refund
- ✓ **Between 15 to 3 calendar days prior to training delivery date:** 50% of the agreed price of the training
- ✓ **3 calendar days before training delivery date:** 100% of the agreed price of the training

### Requests for modification:

Substituting participants and requests due to medical reasons or 'force majeure' are subject to agreement on a case by case basis.

*Contact your EVBox representative  
for further information on the  
training possibilities*



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