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News from
**Global
Training**

Your 60-second Summary of February

Hi everyone,

Welcome to the February edition of the Global Training newsletter.

Whoop whoop - Q1 was a busy one! We have had to learn the new organization, connect with new colleagues, and keep the wheels turning while doing so.

As we navigate this difficult time for the company, the management team and I would like to extend a big thank you to all members of Global Training. When we met in August to reveal the new organization, we asked you to stay focused, engaged and connected. You certainly have delivered.

In week 3, Siemens Gamesa CEO Vinod Philips came to visit Global Training and the team in Brande. He took away many positive impressions of an innovative and high-spirited team, always on the lookout for doing more with less.

In this edition of the newsletter, I would like to highlight the NPS & Customer Experience Survey. Your feedback and input are paramount in ensuring we continue to develop our services and products to enable a safe turnaround.

We hope you enjoy it!

With best regards,
René Burholt Svanum

Head of Global Training

Siemens Gamesa Renewable Energy A/S
SE WP ON EXE SR&O GTR



The **GWO Service Lift User** Standard serves as an alternative to brand-specific lift training that is typically required for each model.

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The **Customer Engagement team** can deliver equipment home to our participants allowing them to take training without the need to travel to a training facility throughout 2025 and with the expansion of the **VR portfolio we have purchased an additional 100 sets of VR equipment.**

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As part of the new **Blade Technician Competence Framework**, two new written tests (eLearning modules) have been released.

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Turbine Mounted Safety Equipment (TMSE) E-learning update completed and published to Training Web.

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A brief overview of optimizing our TSWA training frameworks.

At the end of the calendar year, an **NPS & Customer Experience Survey** was sent out to our internal & external

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customers who made 50 or more bookings in 2024.

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The Longer Read

Dive into the detail

Lift models covered by GWO Service Lift User Standard

The GWO Service Lift User Standard serves as an alternative to brand-specific lift training that is typically required for each model. This initiative allows technicians the flexibility to complete either the generic GWO training or the specific training for each brand while ensuring that all essential skills and competencies are adequately covered.

Service Lift Models covered by the GWO Service Lift User training and OR-function implemented in the Group Account are shown below,

Manufacturer	Models	Covered by GWO Service Lift User
Avanti	SWP	x
	Shark L	x
	Shark L02	x
	Stingray	x
	Dolphin	x
Goracon	GWB 300	x
	GWB 450 SWP	x

	GWB 250 SWP	x
Hailo	Module 1 Toplift L+	x
	Module 1 Global lift H2 + FSD	x
Power Climber	Sherpa RD	x
	Sherpa RD4	x
	Sherpa SD 1, 2, 4	x
Skyman	TH250	x
	SWG 2.2.1	x
Tractel	SL4-S	x
3S	-	x

The scope of the analysis will be extended if a new lift is introduced to our technicians' scope of work.

Impact on: Global impact, internal employees, and customers.

Link: [Website GWO](#); [GWO Lift User training standard](#)

Contact: Ulrike Drescher

VR Equipment in Europe

Due to increased training demand and the expansion of the VR portfolio we have purchased an additional 100 sets of VR equipment. This equipment will add to the 300+ we already have in stock in our shipping hub in Budapest, Hungary, ensuring we can deliver equipment home to our participants allowing

them to take training without the need to travel to a training facility throughout 2025.

Contact: Helen Wentworth

New Written Tests for Structural and Advanced Structural Blade Repair Refresher Training Released

As part of the new Blade Technician Competence Framework, two new written tests (eLearning modules) have been released.

These written tests are available for both SGRE blade technicians and those from subcontractor teams. The newly released training modules include:

- SE-P-16720 Structural Blade Repair Refresher - Written Test (this replaces the SE-P-16250 Blade C Refresher Written Test)
- SE-P-16820 Advanced Structural Blade Repair Refresher - Written Test (this replaces the SE-P-17250 Blade D Refresher Written Test)

The new written tests, part of the Blade Technician Competence Framework for both onshore (including service) and offshore (including service), cover both L-Siemens and L-Gamesa technologies.

The written test for Structural Blade Repair is intended for technicians who hold the SE-P-16700 Structural Blade Repair or SE-P-16710 Structural Blade Repair Refresher certificates and require recertification. The written test for Advanced Structural Blade Repair is for technicians who possess the SE-P-16800 Advanced Structural Blade Repair or SE-P-16810 Advanced Structural Blade Repair Refresher certificates and need recertification.

One year after passing either the Structural or Advanced Structural Blade Repair course, technicians must pass the written test to maintain their certificate. After two years, they must complete the refresher training, and after three years, they need to pass the written test again. This process continues indefinitely.

For Booking: Contact Customer Engagement Team

Contact: Mette Buchbjerg

TMSE E-learning update completed and published to Training Web

All technicians working with Turbine Mounted Safety Equipment (TMSE) have completed the E-learning update, which is now published on the Training Web.

This E-learning also covers portable ladders and will qualify technicians to inspect all portable ladders. The course has been developed in-house for easier future updates and features improved navigation throughout the modules. Users can review test questions and answers if they do not pass a test, and they can seek help while taking tests.

Faults identified in previous TMSE E-learning courses have been addressed in this update.

The updated TMSE E-learning courses include:

- SE-P-86110 Ladder Systems and Vertical Fall Arrest Systems (including portable ladders)
- SE-P-86120 Rescue Stretcher Kits

- SE-P-86130 Seal Packed Safety Equipment
- SE-P-86140 Self-Retracting Lifelines

Contact: Stefan Thiel Nielsen

TSWA Training Overview

Task Specific Work Approvals (TSWA) are intended to be used for specific tasks that lie outside the normal scope of work for a competence framework profile in question. However, in some cases, we've identified that TSWAs have been used for training technicians on tasks that fall within their normal scope of work – thus it should be covered by formalized training and covered by the competency frameworks.

Over the next couple of years, we will systematically review all TSWA programs to determine whether they should remain as TSWA's or if the training and qualifications should be included in qualification frameworks with a formalized training solution.

This process will not invalidate any existing TSWA before there is an alternative.

Through close collaboration with all affected parties, we will ensure that no TSWA is inactivated without clear communication, an available alternative, and a sufficient grace period to allow technicians to become compliant with the new requirement.

We look forward to working with you on strengthening and streamlining our training frameworks.

Contact: Sami Walid El-Daoud

NPS & Customer Experience Survey 2024

At the end of the calendar year, the NPS & Customer Experience Survey was sent out to our internal & external customers who made 50 or more bookings in 2024. The Customer Engagement team places a great emphasis on high-quality service and is committed to providing an excellent customer experience, the feedback we have received will help us to better understand our customer's experience and how the service we provide is viewed enabling us to improve if needed. A big thank you to everyone who provided feedback.

Contact: Helen Wentworth

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