

GE Aerospace

Customer Technical Education Center

Student and Visitor Handbook



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Welcome to GE Aerospace

Customer Technical Education Center (CTEC)



The Customer Technical Education Center (CTEC) is located in Springdale, Ohio, five miles (8.1 km) west of GE's Evendale location. A state-of-the-art training facility, CTEC provides quality engine maintenance training services and facilities for GE and CFMI customers.

CTEC has a staff of instructors and administrative support personnel who design, develop, and deliver training to meet customer needs. Instructors train students representing customers from around the world.

Our mission is to enhance product support by providing world-class engine maintenance training for you, our GE, CFMI, and military customers. We will do all we can to ensure that the time you spend with us is worthwhile.

CTEC includes more than 80,000 square feet (7432 sq. meters) of space and houses 14 classrooms, a minitorium, a cafeteria, office space, and 27 bays equipped with lifts, hoists, and major engine handling tooling. Dedicated engines and thrust reversers are available for hands-on training.

General Information

Contact Info

123 Merchant Street, Springdale, Ohio 45246
E-mail: CTEC.U@ge.com
Telephone: 1-513-552-6692

Class Hours at CTEC

General class hours are 8:30 a.m. to 3:30 p.m., Monday through Friday. However, your class confirmation email will have the specific hours for your class.

First Day of Class

Please do not arrive prior to 8:00 a.m.
On the first day of class your instructor will meet you in the Café at 8:30 am.

Student Badges

Upon arrival to CTEC you will need to present a form of identification (passport or driver's license) to the GE security guard in order to receive your student badge. It is required that you sign in with the GE Security Guard each day prior to class and wear your badge at all times. The badge allows you to travel unescorted to your classroom, the café, restrooms, and your bay on the shop floor. You must have a GE escort if you wish to travel to other areas of the building. Return your badge to the security guard (in the front lobby) upon completion of class.



General Information

(Continued)

Parking

Free parking is available at CTEC.

Daily Transportation

CTEC will provide student transportation from select hotels to the CTEC facility (including return trip) each day at no charge. In order to be eligible for the student transportation the student must be staying at one of the hotel accommodations listed on page 14 of this Student Handbook and provide CTEC with a cell phone number to coordinate the ride with Uber. Transportation from airport-to-hotel and all other transportation is at student's own expense and responsibility. It is required that students contact CTEC at CTEC.U@geaerospace.com no later than one week prior to class if the hotel-to-CTEC transportation is desired.

Hotel Reservations / Car Rental

Reservations and payment for both hotel accommodations and car rental are the responsibility of the student. The distance from the Cincinnati airport and CTEC is approximately 30 miles, so it may be preferable to rent a car; however, Uber and other transportation options are also available.

Attendance Policy

Eighty percent (80%) attendance of each class is required. If the minimum attendance requirement is not met, a completion certificate will not be issued.

CTEC Classes Taught in English

All CTEC courses are conducted in English and any interpreter services are the responsibility of the student and must be coordinated with CTEC prior to arrival.



General Information

(Continued)

Cameras / Cell Phones / Mobile Devices

Cell phones are allowed at CTEC, but cell phone photos and/or videos are strictly prohibited while inside CTEC. Personal laptops are permitted for use, but not required for classroom purposes.

Dress / Safety Shoes / Safety Glasses

Appropriate attire for hands-on maintenance activities should be worn. Both safety shoes and safety glasses are required on the CTEC shop floor. While CTEC can provide modified slip-on safety shoes and safety glasses, you may be more comfortable bringing your own.

Currency Exchange

All currency exchange should be completed prior to your arrival at CTEC. Airports and banks will be able to accommodate any currency exchanges.

Medical Services

Inform your instructor if you need medical attention during class, or if you are ill and cannot attend a class. Medical care will be at your own expense.

GE Store

There is a GE Store that is located at CTEC that is open Tuesday and Thursday from 11:00 a.m. to 12:30 pm. The store contains t-shirts, pullovers, pens, lanyards, and other GE monogrammed items. The store only takes credit – no cash sales are allowed.



General Information

(Continued)

Food Services

The CTEC Marketplace Café is an on-site option for lunch offering microwave-ready food selections. A large variety of snack items and pop are also available. The café accepts credit card only and all options are available for your purchase during your entire stay at CTEC.

In addition to the Café, there are numerous off-site restaurants nearby; however, a car would be required as none are within walking distance. DoorDash or other food delivery from many of the area food establishments is also available. Each classroom has a listing of choices to consider for both off-site dining and DoorDash delivery. Let your instructor know if you would like additional dining options.

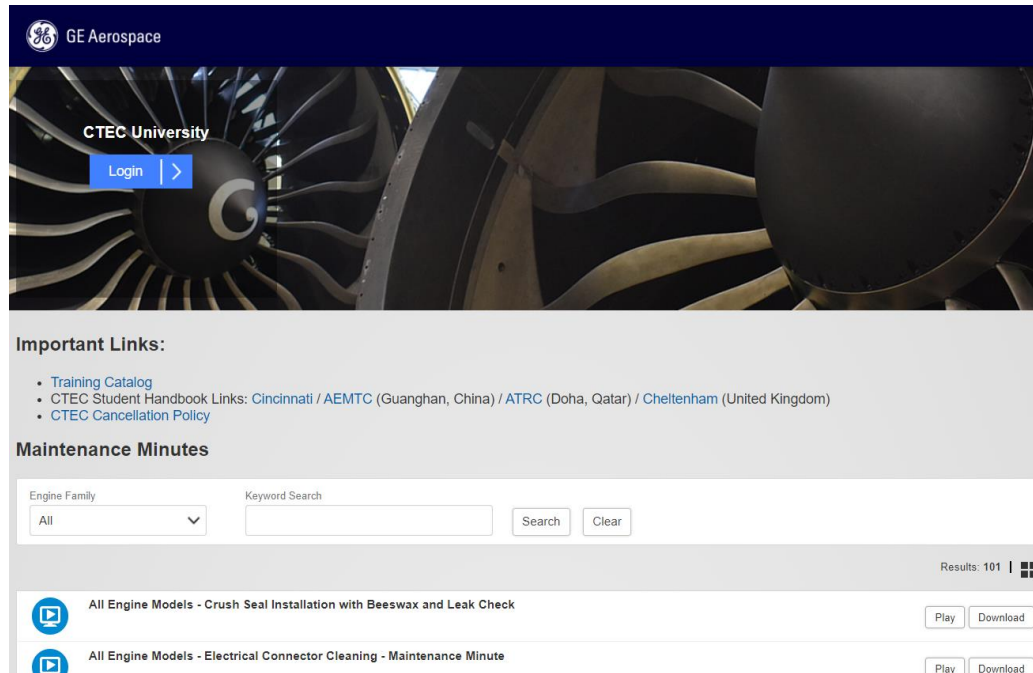
Alcoholic beverages are not allowed on the premises of any GE Aerospace facility.



NO LUNCH PLANS??	
Order In: Door Dash, UberEATS, or GrubHub. Choose from a variety of restaurants and have it delivered to CTEC. 123 Merchant St. Cincinnati, Ohio 45244	
	
Friendly Stop (985 Congress Ave. Cincinnati, Ohio 45244) .4 mi Enjoy comfort food done right: meatloaf, burgers, pulled pork BBQ, huge cold cut sandwiches, crisp salads, and homemade fatter tots.	
Jimmy John's (11473 Princeton Pike, Cincinnati, Ohio 45244) .5 mi Fresh made sandwiches and wraps. Present your student badge and receive a free drink.	
Dos Amigos (11308 Princeton Pike, Cincinnati, Ohio 45244) .3 mi Authentic Mexican food.	
First Watch (80 West Kemper Rd. Cincinnati, Ohio 45244) .7 mi Breakfast or lunch specialties. Healthy and indulgent options, freshly made to order.	
Skyline Chili (80 E Kemper, Cincinnati, Ohio 45244) .7 mi Cincinnati style chili. Skyline is famous for their incredibly delicious Cheese Conneys and 3-Ways. Their unique chili is still made with the original secret family recipe.	
Chic-B-A (801 E Kemper Rd. Springdale, Ohio 45244) .9 mi Hand breaded chicken sandwiches, waffle fries, mac-n-cheese, freshly made salads.	
Aladdin's Eatery (7344 Union Centre Blvd. West Chester, Ohio 45381) 4.0 mi Specializes in Lebanese cuisine and Halal offerings.	
Culver's (11530 Princeton Pike, Springdale, Ohio 45244) .7 mi Butter Burgers, Cheese Curds, and Frozen Custard. Culver's also provides Halal offerings.	
CTEC's Café also offers Vending machine options with breakfast sandwiches, salads and microwavable meals.	



CTEC University – Common Questions



CTEC University (CTEC U) is the learning management system that GE Aerospace uses for all CTEC-related training.

Logging in to CTEC U

If you are a GE portal user, you can log in directly through either the GE or CFMI portal using your GE SSO. If not, there is a direct link that will also access CTEC U:

<https://training.geaerospace.com/>

Upon enrollment an email will be sent that will provide your CTEC U username and password.

CTEC U Profile

Your profile remains active as long as you log in to CTEC U at least once every 90 days.

If your profile is no longer valid or end-dated, email CTEC.U@geaerospace.com and ask for the end date to be removed. Also use this email for any assistance with resetting your password.

Pre-Class Expectations

These items will appear on your Home Page as To-Do items that should be completed prior to your class start date.

1. Update your CTEC U Profile personal information.
2. **Complete the Mandatory Student Acknowledgement Form prior to your class date.** Class certificate will not be available until this is completed.
3. Complete any assigned prerequisites such as the General Familiarization course that will be made available on your Home Page (assigned to students attending a Line Maintenance class).

Training Material

As long as your CTEC U profile is valid you will have access to all published Maintenance Minutes, DTAs, and class Downloads.

Course Certificates

Upon completion of class your Certificate of Attendance will be made available provided that the Student Acknowledgement Survey has been completed. Certificates can be found in My Learning / My Learning History.

Engine Maintenance Practices

- ☐ Follow all environmental health and safety directions and rules that will be presented on the first day of class.
- ☐ Return tools and fixtures to the designated storage place immediately after use.
- ☐ Do not stand on the top handrails of work stands.
- ☐ Do not leave loose tools on the engine, floor, or work stands.
- ☐ Give ample warning before moving suspended loads.
- ☐ Do not use force to remove or install engine parts.
- ☐ Only one person will give hoist-operator instructions.
- ☐ Perform maintenance work on the shop floor only when an instructor is present.
- ☐ Last 15 minutes of the class day:
 - Place hand tools in proper boxes
 - Return hand tool cabinets to designated storage area.
 - Return fixtures to designated area and align in an orderly manner.
 - Clean area around engine/module



Safety Introduction

CTEC is a VPP-approved site since 2007 and committed to protecting all employees, students, contractors, visitors, the environment, and property from accidental loss.

In fulfilling this commitment, we will work to provide and maintain a safe work environment. We will strive to eliminate all foreseeable hazards which could result in fires, security losses, and damage to property or personal injuries/illnesses.

With active employee involvement and support from the EHS professionals, loss prevention can be controlled with proper preparation and management. Loss prevention is the responsibility of all managers and employees.

CTEC's management will comply with the GE Aerospace's loss prevention requirements as they apply to the design, operation, and maintenance of facilities and equipment. All employees will perform their jobs properly in accordance with the established procedures and operating philosophy. We trust that all of you will join us in a personal commitment to loss prevention as a way of life.



Listen carefully to your instructor when safety and environmental health information are presented during your orientation, and throughout the duration of the training course at CTEC

CTEC Safety Rules

The following is a list of general and specific rules that everyone must follow. Remember everyone is expected to know the rules. Please refer to your instructor for further safety procedure explanation.



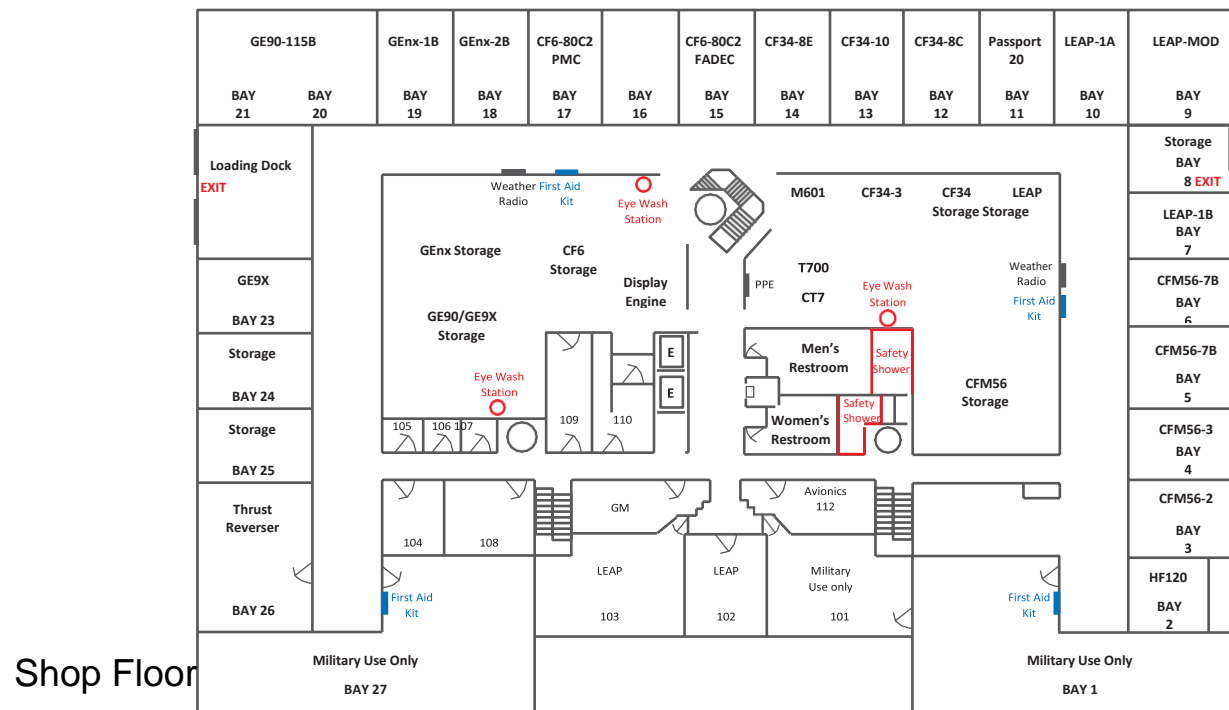
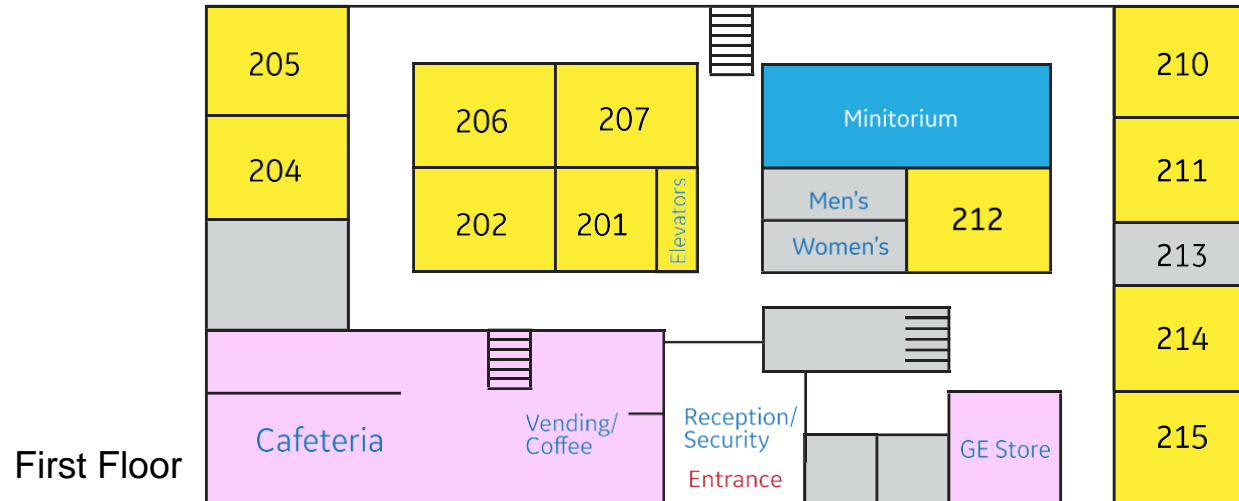
- ✓ Listen carefully to your instructor when safety and environmental health information are presented during your orientation and throughout the duration of the training course at CTEC.
- ✓ Your instructor will review all safety procedures you are required to know and follow at the beginning of class.
- ✓ Ask any environmental and safety health questions you may have to your training course instructor. Be aware of safety instructions before:
 - Performing equipment maintenance
 - Operating equipment or machinery
 - Using material or equipment which you have not previously used
- ✓ Report any unsafe conditions to your instructor and CTEC staff immediately.
- ✓ Comply with posted safety rules in all specific areas, whether working in or passing through an area of CTEC.
- ✓ Know the evacuation plan for your work area on the shop floor and the classrooms at the CTEC facility.
- ✓ Identify locations of eye wash stations, showers, tornado safe spots, and the MSDS book.
- ✓ Immediately call for aid with any fire - no matter how small (dial 911).

CTEC Safety Rules

(Continued)

- ✓ Safety glasses and shoes must be worn any time CTEC employees or visitors are performing shop work. CTEC employees and visitors, who are not performing shop work are not required to wear safety glasses and shoes, but are required to stay in the designated “blue zone” of the shop floor.
- ✓ Substantial footwear is required by all individuals that enter the shop. Substantial footwear is defined as a shoe that completely encloses the student’s foot. Clogs, sandals, and similar footwear are not allowed on the shop floor. All employees, contractors, students, and visitors that are performing work must wear safety shoes meeting ASTM International standards: ASTM F2412 for test methods and ASTM F2413 for performance. Failure to comply with this requirement will result in removal from the shop area. Steel-toe coverings for shoes are provided on the shop floor.
- ✓ Do not eat or drink on the shop floor.
- ✓ Do not remove or make ineffective, guards or safety interlocks except during maintenance. Such guards or interlocks must be in place before any machine or equipment is placed in service.
- ✓ Report any electrical equipment and machinery that is not grounded.
- ✓ DO NOT operate motorized material handling equipment.
- ✓ Notify your instructor upon the event of a hazardous material spill, no matter how small.
- ✓ Please report all injuries and illnesses immediately to your instructor prior to going to First Aid station for treatment.

CTEC Map



Hotel Accommodations

Hotel	Location	Phone	Discount Link
Courtyard by Marriott - Cincinnati North at Union Centre	6250 Muhlhauser Road, West Chester, OH 45069	513-341-4140	Courtyard Union Centre Link
Home Towne Studios	11457 Chester Road Sharonville, OH 45246	513-771-7829	
Drury Inn	2265 East Sharon Sharonville, OH 45241	513-771-5601	Drury Inn Link
Motel 6	11620 Chester Road Sharonville, OH 45246	513-771-0370	
Fairfield Inn and Suites	11440 Chester Road Cincinnati, OH 45246	248-508-5716	Fairfield Inn and Suites Link
Hilton Garden Inn	11149 Dowlin Drive Sharonville, OH 45241	513-772-2837	
Holiday Inn Express	1160 Dowlin Drive Sharonville, OH 45241	513-771-9080	
Homewood Suites – Union Center	9226 Schulze Drive, West Chester, OH	513-805-4400	Homewood Suites Link
LaQuinta Suites	11029 Dowlin Drive Sharonville, OH 45241	513-771-0300	
Liv Inn	11385 Chester Road Sharonville, OH 45246	513-772-7877	
Marriott Cincinnati North	6189 Muhlhauser Road, West Chester, OH, 45069	513-874-7335	Marriott Cincinnati North Link
Residence Inn Cincinnati North/West Chester	6240 Muhlhauser Road West Chester, OH 45069	513-341-4040	Residence Inn Cincinnati North/West Chester Link
Springhill Suites Cincinnati North	12001 Chase Plaza Drive, Cincinnati, OH 45240	513-825-9035	Springhill Suites Cincinnati North Link
Sonesta ES Suites Cincinnati Sharonville West	11689 Chester Road Sharonville, OH 45246	513-771-2525	Sonesta ES Suites Cincinnati Sharonville West Link
Staybridge Suites Cincinnati North	8955 Lakota Drive West West Chester, Ohio 45069	513-874-1900	Staybridge Suites Cincinnati North Link
Holiday Inn Cincinnati North	5800 Muhlhauser Road West Chester, OH 45069	513-874-2744	

*We hope that you enjoy your training experience at
GE Aerospace CTEC*

