

International Student Policy



Trane University[™] is here to deliver Learning and Development solutions by being the industry leader in providing innovative and dynamic education and skill improvement.

The technical seminars offered by Trane University are fast paced and conducted in English. Therefore, to receive the full benefit from the training, it is essential that the student speak, read, and understand spoken English competently, including technical terms.

Customers located outside the U.S. must enroll through the Trane office in their region. Approval is required by the local Trane Office in writing before registration can be completed. Any registration that has been approved must be purchased with a credit card only. Trane also requires all international students to complete a Student Visit Form, to be submitted to the Trane Global Immigration Services team.

To find your local Trane Office, [click here](#).

Download and complete your Student Visit Form [here](#).

Contact Trane University
866-803-3563
traneuniversity@trane.com

www.trane.com/traneuniversity



FAQ's for International Students

Do you have a schedule of upcoming courses? Yes.

Customers/Partners: Visit the [Class Finder](#) website

I want to register myself for a course; where do I begin?

1. Contact your local Trane office, [click here](#) to find yours.
2. Do you have a profile in Trane Education Center?
www.trane.com/tec
 - a. If yes...login to your account
 - b. If no... email TraneEducationCenter@irco.com

What do I do if I have forgotten my username or password?

- If you need your password reset click on the Forgotten Username/Password button on the TEC login page.
- If you have forgotten your username, email TraneEducationCenter@irco.com.

How do I search for a course?

From your TEC home page, enter the course name or keyword in the catalog search field on the right side and click Search. (If it's difficult to find the course you're looking for, refer to the course catalog for recommended keywords via www.trane.com/traneuniversity)

Note: This may take a few seconds.

How do I find online courses?

- Login to your account
- From the gray bar near the top of the window, select Catalog > Browse > Select: [Controls and Automation OR Technical Service Training]

Where do I find the course cost?

This can be found via the [Class Finder](#) website or by searching for the course in your account.

What is all included in the course cost?

Lunch for every full day of class and the student materials.

Can I get a copy of my receipt or proof of the transaction?

If you purchased training in your account...log into your account. Go to the Ecommerce tab and select My Orders from the drop down. Click on the Order Number to view or print the details.

How do I know that I've been enrolled in a course?

Login to your account, and on your home page all courses you are registered for will be listed under My Scheduled Learnings.

Do you have hotel and travel recommendations? Yes.

Once the course reaches the minimum number of students, the learner and anyone's email listed as an alternative contact on their profile will be sent a confirmation email that will include a link to a website with BCD Travel's contact information, and our hotel recommendations. Please contact BCD Travel directly (1.866.598.3938) with all questions regarding hotel and travel reservations.

Note: We strongly recommend that you don't book travel until you receive this confirmation email.

For St. Paul, MN and La Crosse, WI training ONLY: If you stay at our preferred hotel, you'll receive transportation to and from class, evenings out and back to the airport.

10%
DISCOUNT

Register more than 60 days before the course and receive a 10 percent "early bird" discount!

TRANE UNIVERSITY™



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Ingersoll Rand (NYSE:IR) advances the quality of life by creating comfortable, sustainable and efficient environments. Our people and our family of brands—including Club Car®, Ingersoll Rand®, Thermo King® and Trane®—work together to enhance the quality and comfort of air in homes and buildings; transport and protect food and perishables; and increase industrial productivity and efficiency. We are a global business committed to a world of sustainable progress and enduring results.