

## 1. How much are the course fees?

Please visit the [fees page](#) for all 2018 training course fees.

## 2. Where are the courses held?

We offer our training courses in locations worldwide with new course locations regularly being added. We can also provide bespoke in-house training courses at your company.

If interested or require more details on our in-house training, please contact **Jerrior Dayrit**  
Phone: +65 6780 4321 or Email: [Jerricor.Dayrit@icis.com](mailto:Jerricor.Dayrit@icis.com)

## 3. How do I find out who will be teaching my course?

Our training courses are delivered by a team of industry experts with experience of 15 years on average. Please visit each training course for further details on our industry experts.

## 4. What is the process once I have booked onto my chosen course?

A notification message will be sent to the email address you indicated upon registration. Depending on your chosen mode of payment, you may either receive an invoice or a receipt if you paid online. A joining instruction document will also be sent to your email three weeks before the date of the event.

## 5. Is the registration fee inclusive of accommodation?

No. The fee only includes your attendance for the course, training materials, coffee breaks, and lunch. You will be the one in-charge of booking for your accommodation.

## 6. Will I be entitled to a special hotel accommodation rate?

Currently, we don't have special arrangements with any hotels globally.

## 7. What are the timings of my course?

All courses start between **08:30 to 09:00** with registration open 30 minutes before the class starts and ends at **17:00**. You will be receiving the final programme of the course one week before the event.

## 8. What is the dress code?

Dress code is business casual.

## 9. Is there internet access at the venue?

This is dependent on the venue, please contact [Claire.Smith@icis.com](mailto:Claire.Smith@icis.com) if you have any further questions about your specific course venue.

*If you have any generic questions regarding our ICIS Training Courses, please contact [icis.training@rbi.co.uk](mailto:icis.training@rbi.co.uk) and a member of our team will be happy to help.*

## **10. Will I be provided with any course materials before or during the course?**

Yes. You will be receiving a training book on the actual day of the event. Soft copy of the presentations will be available after completion of an online post-event survey.

## **11. Will I get a certificate for attending?**

Yes, there will be a Certificate issued to you after you have completed the course successfully.

## **12. If for some reason I cannot attend my course, can I or my company claim a refund of the course fee?**

All cancellations should be made to **Jill Raine** [Events.Registration@icis.com](mailto:Events.Registration@icis.com) and would be subject to our Terms & Conditions. See [ICIS T&Cs](#)

## **13. Have you got questions that are not covered in the above list?**

Contact our **Claire Smith**, Training and Events Coordinator, [Claire.Smith@icis.com](mailto:Claire.Smith@icis.com)