

1. How much are the course fees?

Please visit the [fees page](#) for all 2019 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

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 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 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 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