

1. How much are the course fees?

If you require fees information, please contact us via icis.training@rbi.co.uk

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 Yuliya Lapkovich, Phone: **+44 (0)20 7 911 3121** or Email: yuliya.lapkovich@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.

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

Yes. You will receive a digital training book on the actual day of the event. Please ensure you have either a laptop / tablet with you to view the book during the course. There will be a power supply available should you need to charge your device during the day.

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 must be made by email to: 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 Training and Events Coordinator Claire.smith@icis.com

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.