



Software Safety On-Site Course

Answers to FAQ

Please read the following carefully and, when you book your course, kindly inform the appropriate people within your organization regarding details pertinent to them. Thank you!

Course Scheduling

Complete the Course Booking Form, showing your preferred date (up to 3 dates may be specified in order of preference), estimated number of attendees, and return the form back to us.

You will receive immediate confirmation and our acceptance of your course booking.

Attendee Registration

Course Attendee Registration Forms should be completed by each attendee and returned to us. Please print legibly as the attendee names will be transferred to course diplomas.

Additional attendees may be registered up to 1 week prior to course commencement.

Course notes are printed at this time to capture all of the latest modifications and additions.

Course Tuition

Course tuition is \$2,495 U.S. per attendee. The minimum number of attendees is as follows:

- *U.S. or Canadian client: 5*
- *International client: 10*

The course fee includes:

- *instructor presentation,*
- *course notes,*
- *hand-outs (approximately 50),*
- *class exercises, and*
- *certificate.*

Travel & Living

Travel and living costs for the instructor include airline travel, hotel charges, rental car or taxis, meals, etc.

Travel and living costs will be estimated in advance and added to the course tuition fee.

Please provide the following information: (i) recommended airport, (ii) recommended hotels, (iii) whether or not a rental car is necessary, and (iv) corporate rates for the above if available.

Please provide a map showing the location of your facility.

Terms of Payment

Full payment is due upon booking.

Please bring this information to the attention of your Purchasing Department.

Payment Method

Payment may be made by corporate check, government check, certified check, or money order drawn on a U.S. bank¹.

Credit cards are also accepted. Please contact us.



Payment by ACH direct deposit is also accepted. Please contact us.

Invoices and receipts will be issued.

Course Cancellations

A cancellation service charge of 15% is applicable for courses cancelled up to 2 weeks prior to course commencement. Courses may not be canceled within 2 weeks of course commencement.

In the case of course cancellation, the customer will also be invoiced for non-refundable expenses that have been incurred such as reduced-fare prepaid airline tickets.

¹ This is necessary since our receiving funds from a non-U.S. bank may take up to 30 days.

Course Hours

Course hours are as follows:

- 1st, 2nd, 3rd days 8:30am - 4:00pm
- 4th day 8:30am - 3:00pm

The instructor will arrive on-site at 8:00am in order to get set up. Please provide the name of the person to contact upon arrival or leave specific instructions with your receptionist.

Facilities Required

Please provide a conference room, preferably with a door that can be locked, a multi-media projector, screen and a white board.

Although not mandatory, experience has shown that it can be beneficial to arrange for a conference room off premises in order to minimize your interruptions.

As a courtesy to the instructor, please provide (i) a pitcher of ice water, and (ii) if cell phone reception is poor in your conference room, the telephone number at which he can be reached in case of an emergency.

Course Customization

Development and presentation of customized course material is available at additional cost.

Additional Copies Of Course Notes

Due to our substantial investment in research, preparation and maintenance of our course notes, they may not be photocopied. Please contact us if you wish additional copies.

Reference Material

In addition to our course notes, the instructor brings with him a wealth of reference material.

If you would like copies of any of this reference material, please make a list of the documents and submit it to the instructor. Copies will be prepared for you by our staff following the course and forwarded to you at a nominal cost for copying and shipping.

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