



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 \$2,575 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 (tremendous amount),*
- *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.

Please submit by FedEx to the address shown below (HCRQ will provide you with its FedEx account number).

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

Invoices and receipts will be issued.

Course payments are non-refundable.

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.

Course Hours

Course hours are as follows:

- 1st day 8:30am - 4:00pm
- 2nd, 3rd days 9:00am - 4:00pm
- 4th day 9:00am - 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.

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¹ This is necessary since our receiving funds from a non-U.S. bank may take 30-60 days and a fee is charged.