

# We believe in delivering the training you want, right to your doorstep.

## In-house Training Frequently Asked Questions

We understand you may have some questions for us. With this in mind, we have compiled a list of those we are asked most frequently to assist with:

### Frequently Asked Questions

**Q Who can I contact with questions or concerns between now and when my training course is delivered?**

A Please feel free to contact Sarah Thurgate on **02 8877 7100**, or alternatively by email at [sarah.thurgate@bsigroup.com](mailto:sarah.thurgate@bsigroup.com). Sarah will also be in contact with you two weeks before your BSI Training Academy Course begins to address any questions or concerns which you may have.

**Q When can I expect the training materials to be delivered?**

A Once we've verified the address of the venue you've chosen, your materials will be shipped so that they arrive a week prior to the start date.

**Q What time will my training course begin?**

A A BSI Training Academy Course typically runs between 9am and 5pm, but we'll do our best to accommodate any special requirements you may have. We're happy to discuss this in more detail when we contact you a couple of weeks before your course, but please feel free to send through this request beforehand.

**Q Can I speak with my trainer prior to the course start day?**

A Our Trainers call their clients before the beginning of every BSI Training Academy course. You can expect this call to take place following your conversation with Sarah.

**Q Am I able to add more people to the training course?**

A Absolutely! Be sure to speak to your original Salesperson to work out the details, and we'll ensure that enough Training materials are supplied for everybody. In some cases, an extra charge may apply.

**Q Can you provide me with a profile or CV of my trainer?**

A Upon your request, we can arrange for a Trainer profile to be sent to you.

**Q Where can I provide BSI with feedback about my training course?**

A You'll have the opportunity to opt into an electronic survey, which is sent to the email address you've provided following the completion of your course. You can specify that the survey is sent to just the organizer of the course, or to all of the delegates who've attended. Please answer honestly, as we do value your feedback and use it to make further improvements to the overall BSI Training Academy experience.

**Q I really like the Client Manager who audits me. Can they deliver our In-House Training Course?**

A Unfortunately no, as this would be seen as a conflict of interest. It would be very difficult for your Client Manager to remain impartial when auditing you in the future, which could affect the credibility of your certification.

**Q When can I expect my certificate to arrive?**

A Within two weeks of receiving a passing grade on your exam, you can expect to receive a soft copy of your certificate. You can request a hard copy certificate to be sent to you, by contacting us on [training.aus@bsigroup.com](mailto:training.aus@bsigroup.com). Hard copy certificates are posted on a weekly basis.