

TRAINING COURSES

When is the deadline for submitting a training course registration?	As a rule, registration for a seminar is possible up to three (3) days before the start of the training course (by the date stated on the registration form) or until all available places are filled, as the number of participants is limited.
Where should I send the application form?	Completed application forms are accepted by email (seminarji@sist.si) and via the online registration form in the case of an online seminar. Registration is confirmed once you receive confirmation by email.
How do I know that my registration for the training course was successful?	Registration for the training course is considered successful once you receive confirmation by email.
What is the participation fee and what does it include?	The participation fee is stated on the individual training registration form. The fee usually includes seminar materials, refreshments during breaks, and a certificate of participation. Any additional specifics are stated on the registration form of the individual training course.
Do you offer any discounts for training courses?	Any discounts are stated on the individual registration form and are not cumulative.
How do I pay the participation fee?	The invoice for the participation fee is issued after the seminar and must be paid within the deadline stated on the invoice.
When will I receive the invoice for the training course?	The invoice for the training course is issued after the training has been completed.
Where can I find information about training courses?	Training dates are published on the website: https://www.sist.si/izobrazevanja-in-storitve/izobrazevanja/koledar-izobrazevanj
Where are the training courses held?	SIST training courses are generally held at the SIST headquarters in Ljubljana, Ulica gledališča BTC 2, in the lecture room on the 2nd floor. Online training courses are conducted via the GoToWebinar platform.
Is parking provided for training course participants?	Participants are responsible for arranging their own parking. Free parking spaces are available after 9:00 a.m. near all buildings in the BTC shopping centre.
What happens if the organizer cancels a training course I have registered for?	In the event of an insufficient number of participants or other unforeseen circumstances, we reserve the right to cancel the training course. In such cases, all participants will be informed in due time and any advance payments will be refunded in full. We also reserve the right to amend the programme or replace the lecturer. We reserve the right to change the location or reschedule the

	training course. Participants will be informed of any changes in due time.
What if I have registered but cannot attend the training course?	Written cancellations are accepted up to three (3) working days before the training course. In this case, the participation fee will be refunded in full. For cancellations after this deadline or in the event of non-attendance, the full participation fee will be charged.
How and when will I receive the training materials?	Participants generally receive seminar materials in printed form on the day of the training course. In the case of an online seminar, materials are provided electronically no later than one (1) day before the training course.
May I share the training materials with third parties or use them for my own business activities?	The seminar materials are protected by copyright and are intended for the personal use of training participants only. Reproduction or distribution of parts or the entirety of the materials without the consent of SIST is not permitted.
Where can I submit a complaint if the training course did not meet my expectations?	SIST strives to adapt its training courses as closely as possible to the expectations of participants. Participant satisfaction is monitored through questionnaires at each training course. If you are not satisfied with the training, complaints are accepted in writing within five (5) days after the completion of the training. Any dissatisfaction is resolved through cooperation between the participant and SIST. For complaints that cannot be resolved amicably, the competent court in Ljubljana shall have jurisdiction.