



Education Services

iRise Training

Frequently Asked Questions

1. How is training delivered?

Training is delivered through online, private or public courses. Private courses are delivered at a locations designated by the hosting company. Public courses are delivered at various locations throughout the United States as scheduled by iRise. Public and Private courses are delivered in a classroom setting by a trained and certified iRise instructor. Participants will be provided a study guide to help them follow along with the training as well as the opportunity to practice the training performing hands-on exercises using actual iRise software. Currently, online courses are available only to participants in private or public courses.

2. How do I purchase training?

Public courses can be purchased online by clicking the registration link next to the desired training course on the list of available public courses and following the instructions.

Private courses can be purchased by contacting Education Services at education@irise.com.

3. How do I pay for training?

For public courses, participants can pay by purchase order, Visa or Master Card via PayPal or check.

For private courses, companies can pay by EFT or check, pursuant to the executed agreement by and between iRise and the hosting company.

4. How do I confirm participation?

For public courses, participation is confirmed via e-mail to the participant upon receipt of payment by iRise. If participants do not receive confirmation at least three (3) days prior to the scheduled start date of the course, please contact Education Services at education@irise.com.

For private courses, the course is confirmed upon execution of the agreement by and between the hosting company and iRise. Please check with the hosting company representative for details.

5. Will I receive a receipt?

For public courses, the confirmation e-mail is the receipt. If participants do not receive a confirmation e-mail at least three (3) days prior to the scheduled start date of the course, please contact Education Services at education@irise.com.

For private courses, the invoice submitted by iRise pursuant to the agreement by and between iRise and the hosting company is the receipt.

6. What time do courses start and end?

Public courses start at 8:00 AM and end at 5:00 PM local time. Additional details will be provided with registration confirmation.

Private courses generally start and end at the same time as public courses, but may start or end an hour earlier or later depending on the hosting company. Please check with the hosting company representative for details.

7. Can I arrive late, leave early or miss any portion of the course for business or travel reasons?

iRise strongly discourages participants from missing any portion of the course since course content and exercises are designed to build up throughout the course. Missing any portion of the course may not only impact the participant's ability to keep up with the course content and exercises, but may slow down the course in general.

For more information on iRise products and services, visit:
www.iRise.com



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The hosting company is responsible for enforcing course attendance. Please check with the hosting company representative for details.

8. Can participants be substituted?

For public courses, participants can be substituted only if the company or the individual that paid for the course contacts Education Services at education@irise.com at least three (3) calendar days prior to the scheduled start date of the course.

For private courses, participants can be substituted subject to the discretion and direction of the hosting company and the agreement by and between iRise and the hosting company which may limit such substitutions. Please check with the hosting company representative for details.

9. Can participants be added?

For public courses, participants can be added only if a seat is available and purchased as described herein at least three (3) calendar days prior to the scheduled start date of the course.

For private courses, participants can be added subject to the discretion and direction of the hosting company and the agreement by and between iRise and the hosting company which may limit such additions. Please check with the hosting company representative for details.

10. Can participants be canceled?

For public courses, participants can be canceled only if the company or the individual that paid for the course contacts Education Services at education@irise.com at least fourteen (14) calendar days prior to the scheduled start date of the course. The company or the individual that paid for the course will be given the option to receive a refund or a credit towards a future public course. Refunds will be paid to the company or the individual that paid for the course within thirty (30) calendar days from the scheduled start date of the course. Credits must be applied to a public course scheduled within one (1) calendar year from the scheduled start date of the course. No refunds or credits will be provided if participants do not attend all or part of the course or if an individual attempts to cancel less than fourteen (14) calendar days prior to the scheduled start date of the course.

For private courses, participants can be canceled subject to the discretion and direction of the hosting company and the agreement by and between iRise and the hosting company which can limit such cancellations. Please check with the hosting company representative for details.

11. Can courses be canceled or rescheduled?

If a public course needs to be canceled or rescheduled for any reason, iRise can cancel/reschedule the course by providing written notice to participants via e-mail (usually seven (7) calendar days) prior to the scheduled start date of the course. The company or the individual that paid for the course will be given the option to receive a refund or a credit towards a future public course. Refunds will be paid to the company or the individual that paid for the course within thirty (30) calendar days from the scheduled start date of the course. Credits must be applied to a public course scheduled within one (1) calendar year from the scheduled start date of the course. In no event will iRise reimburse, credit, pay, or otherwise be liable for any special, direct, or indirect loss, cost, damages, claims or expenses, including, without limitation travel and travel related expenses, incurred by the participant, the company or the individual that paid for the course, or any other party for canceling/rescheduling courses at any time and for any reason. For this reason, iRise does not recommend the purchase of non-refundable travel or lodging to participate in public exams.

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If a private course needs to be canceled or rescheduled by either party for any reason, iRise or the hosting company can cancel/reschedule the course subject to the agreement by and between iRise and the hosting company, which may limit such cancellations/rescheduling. Please check with the hosting company representative for details.

12. What do I need to bring?

For public courses, iRise provides all facilities, equipment, hardware, software, the instructor and materials. Participants do not need to bring anything.

For private courses, iRise provides only the instructor and materials. The hosting company is responsible for providing all facilities, equipment (i.e. projector, screen, pens, flip chart or white board), hardware (i.e. desktops or laptops) and software (i.e. iRise) for the course. Participants may be asked by the hosting company to install and configure the software on their laptops prior to the course and bring their laptops to the course. Please check with the hosting company representative for details.

13. Are meals and snacks provided?

iRise provides drinks and snacks for public courses.

iRise does not provide meals (breakfast, lunch, and dinner) for public or private courses. The hosting company is responsible for providing drinks, snacks and/or meals for private courses. Please check with the hosting company representative for details.

14. Are travel and lodging provided?

The hosting company or the individual is responsible for arranging and paying for all travel and lodging to participate in public courses or private courses. iRise does not arrange or pay for travel or lodging for public courses or private courses. Please check with the hosting company representative for details.

15. What should I wear?

iRise does not define or enforce dress codes for public courses or private courses. Participants are encouraged to dress comfortably for public courses. The hosting company is responsible for defining and enforcing dress codes for private courses. Please check with the hosting company representative for details.

16. What will be covered?

Please see training course description for details.

17. What do I prepare?

Please see training course description for prerequisites.

18. Will I be certified after the course?

All participants will receive a certificate for completing public courses or private courses. The certificate of completion, however, is significantly different from the certifications offered by iRise. Please see certification descriptions for details.

19. Can I contact the instructor if I have further questions?

The instructor will answer any questions that you have during the public course or the private course, time permitting.

20. Can I get copies of the participant training materials (e.g. study guides)?

Hard copies of the participant training materials are provided to each participant in the course. Additional hard copies of

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the participant training materials can be purchased separately for a fee. Soft copies of training materials can also be purchased separately for a fee. Please see training material description for details.

21. Can I get copies of the instructor training materials (e.g. presentations)?

Soft copies of instructor training materials are provided only to the instructor. Soft copies of the instructor training materials can be purchased separately for a fee. Please see training material description for details.

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