

## **FAQ - Frequently asked questions and answers.**

### **1. How much does a course cost?**

Our prices depend on the number of participants and the location of the course. If you have any question regarding our prices or if you need more information about the courses, please contact us by telephone or email. Telephone number: 08-604 83 04, e-mail: [info@a-spect.se](mailto:info@a-spect.se)

### **2. Do we offer any group discounts?**

Yes we do. We offer discounts for larger groups from the same company. We offer 5% discount for groups between 6-10 participants, and 10% discount for groups between 11-20 participants. If your group is bigger, please contact us.

### **3. What languages are available for the course?**

We deliver our courses in several languages. Our main languages are Polish, Swedish, English and Russian. If your entire group needs a course in a different language, contact us and we will organize it as well. If you have individual requirements, please contact us.

### **4. Where are the courses held?**

The scheduled courses that you can find on our website are held in our facility in Årsta/Stockholm or in Uppsala. We are also arranging courses on request (individual orders) and they are often held at the client's facilities or at construction sites in different locations around Sweden, Poland and other countries.

### **5. Do I need to have a Swedish social security number (*personnummer*) if I want to participate?**

No, you do not need to have a Swedish social security number to participate in our courses.

### **6. What is the minimum amount of participants for an individual course?**

The minimal amount of participants is 7 persons. It provides the best value for our customers, as well as the quality education.

### **7. Can I cancel my application?**

Yes, but if you resign from a course within 10 days before it begins, the organizer is entitled to request 100% of the amount of the course price.

If you do not resign in written form, the organizer has also right to demand the full costs for the course. If a participant doesn't show up at a course, the organizer will request the full price for the course for the non-attending.

### **8. How can I sign up for a course?**

The easiest way to sign up for a course is through our website [www.a-spect.se](http://www.a-spect.se)

You will receive a booking confirmation right away after signing up. When your booking has been processed, you will receive an e-mail confirmation before the course start.

If the course group is not big enough, A-spect has the right to change the date of the course or cancel it. The amount of available places per course is limited so book as early as possible. A-spect will notify on every change before the beginning of the course.

### **9. Will I get a certificate after the course?**

Certified courses are always finished by an exam or test.

In order to receive a certification, the participant has to pass the exam. If the participant receives a positive result at the exam, he or she will receive a certificate or diploma.

The date of expiry of the certificate or diploma depends on the course, regulations and supervision and control guidelines. The participants who want to develop their knowledge of skills and do not need to take an exam may also receive a participation certificate.

**10. Where can I find the course descriptions?**

All information on our courses is available on our website [www.a-spect.se](http://www.a-spect.se)  
If you have any questions, feel free to contact us by phone or email.