



Exportacademy

Part of the Chambers of Commerce and Industry

FAQ

In what language are the seminars conducted?

All seminars are held in English.

When will I receive the invoice for the seminar?

The invoice will be sent after the seminar ends, along with the Confirmation of Participation. Should you wish to pay in advance of your seminar, we can facilitate this. Please contact training@ihk-exportakademie.de

What is the process for obtaining a certificate from the Certificate Course?

To obtain a certificate, you need to participate in the final procedure, which includes:

- A final assignment which will be introduced to you on the last afternoon of the course.
- Approximately 3 weeks to complete the assignment in a written paper (about 5-7 pages).
- After the assignment is marked, an oral online interview will be conducted to further assess your knowledge.

What if I choose not to participate in the final exam for the Certificate Course?

If you decide not to take part in the final procedure, you will receive a Confirmation of Participation instead of a certificate.

How long does the Certificate Course last?

The course runs for 6 days, from 9 am to 5 pm CET each day.

Where do the seminars take place?

All seminars are conducted online via Microsoft Teams, unless explicitly stated otherwise.

What should I do if I can't find a suitable seminar date?

If there are no available dates that suit you, you can register as an interested party to receive updates about future seminar dates.

Will I receive any confirmation of my participation in the seminar?

Yes, you will receive a Confirmation of Participation. If you complete the certificate process, you will also receive a certificate.

How can I withdraw from a seminar or course?

You can withdraw from the contract by notifying IHK-Exportakademie GmbH at training@ihk-exportakademie.de

What is the cancellation policy for seminars?

You can cancel your registration up to 14 days before the event for a cancellation fee of 15.00 euros. The cancellation must be received by IHK-Exportakademie GmbH within the 14-day period for it to be valid.

What happens if I cancel less than 14 days before the event?

If you cancel less than 14 days before the event, do not attend, or attend only part of the event, you are generally required to pay the full fee.

Can I transfer my participation to someone else?

Yes, you can transfer your participation rights to a substitute participant by notifying IHK-Exportakademie GmbH at training@ihk-exportakademie.de. There are no additional costs for this substitution.

Is it possible to rebook for another event date?

Yes, you can rebook for another event date free of charge by e-mail up to 10 days before the event date. If you rebook later than this, the full price will be charged.