

SFT FREQUENTLY ASKED QUESTIONS (FAQ)

Registration and Courses

How do I register for an SFT course?

Please complete the registration process using the application or registration form for your chosen course. Your place is confirmed only after the SFT has accepted your registration and any required payment conditions have been met.

When will I receive confirmation of my participation?

The SFT will send you written confirmation after your registration has been reviewed and accepted. The confirmation will include relevant information about the course, payment, location, and preparation.

In which language are SFT courses taught?

The teaching language depends on the course. Please refer to the individual course description or contact the SFT before registering if you are unsure whether your language skills are sufficient.

What happens if an SFT course is cancelled?

If the SFT cancels a course before it starts, course fees already paid will either:

- be refunded in full, or
- be credited toward a later edition of the same course or another SFT course.

The preferred option should be agreed upon with the SFT.

Expenses paid directly to third parties—such as flights, visas, insurance, or accommodation—are generally not covered by the course-fee refund. Participants should review the applicable registration and cancellation terms before making non-refundable travel arrangements.

What happens if I cancel my participation?

Participant cancellations are handled according to the cancellation conditions stated in the course registration documents or the SFT's applicable terms and conditions. Please inform the SFT in writing as soon as possible.

Payment

When must I pay the course fee?

The payment deadline and banking details will be stated on your invoice. Please pay by the specified date to avoid delays in confirming your participation or issuing visa-support documents.

What does the course fee include?

Included services vary by course. The course description or confirmation should specify whether the fee includes:

- tuition and training materials;
- practical training sessions;
- examinations or assessments;
- meals or refreshments;
- accommodation;
- local transportation; and
- social or networking activities.

Unless expressly stated, participants should assume that international travel, visa costs, insurance, and personal expenses are not included.

Will I receive a refund if the course is cancelled?

Yes. If the SFT cancels the course before it begins, the course fee already paid will be refunded in full or credited toward another course. Please note that this normally applies only to fees paid directly to the SFT.

Entry into Switzerland

Am I permitted to enter Switzerland?

Entry requirements depend on your nationality, country of residence, reason for travel, and intended length of stay. Requirements can change, so every participant is responsible for checking the rules applicable to their circumstances before travelling.

Official information is available from:

- Swiss State Secretariat for Migration – Entry and stay
- Federal Department of Foreign Affairs – Travel information
- the Swiss embassy or consulate responsible for your country of residence.

The SFT cannot make a binding decision about whether a participant will be admitted to Switzerland. The Swiss authorities make the final decision.

Do I need a visa?

Whether you need a visa depends primarily on your nationality and the duration and purpose of your stay. Use the official Swiss entry-information resources or contact the appropriate Swiss representation before booking your journey.

A short-stay Schengen visa (type C) may be required for stays of up to 90 days. Longer stays may require a different visa or residence authorization.

How do I apply for a short-stay visa?

If a visa is required, you must normally submit your application to the Swiss embassy, consulate, or authorized visa service responsible for your place of residence.

Documents may include:

- a valid passport;
- a completed visa application;
- passport photographs;
- proof of course registration;
- an invitation or confirmation letter from SFT;
- proof of accommodation;
- proof of sufficient financial means;
- travel medical insurance;
- a travel itinerary; and
- evidence that you will leave the Schengen area after your stay.

The authorities may request additional documents. Apply well in advance, as processing times vary.

Can the SFT provide an invitation letter?

SFT can generally provide a course confirmation or invitation letter after:

1. your registration has been accepted;
2. any applicable payment requirement has been met; and
3. SFT has received the necessary personal and passport details.

An invitation letter supports an application but does not guarantee that a visa will be issued.

What information does the SFT need for an invitation letter?

The SFT may request:

- your full name exactly as shown in your passport;
- date of birth;
- nationality;
- passport number;
- passport issue and expiry dates;

- home address;
- course title and dates; and
- a clear copy of the passport information page.

What happens if my visa is refused or delayed?

Contact the SFT immediately and provide written evidence of the refusal or delay. Any refund, transfer, or cancellation charge will be handled under the applicable course terms.

Participants should not assume that a visa refusal automatically results in reimbursement of travel, insurance, accommodation, or other third-party costs.

Is my passport sufficient for travel?

Your passport or travel document must satisfy Swiss and Schengen requirements, including applicable validity and issue-date rules. Confirm these requirements with the Swiss authorities before travelling.

Health and Insurance

Do I need travel and medical insurance?

Participants should have adequate insurance covering:

- medical treatment in Switzerland;
- emergency assistance and repatriation;
- accidents;
- travel interruption or cancellation;
- personal liability; and
- loss or theft of personal property.

Visa applicants may be required to provide proof of travel medical insurance meeting specific Schengen requirements.

Are there any health-related entry requirements?

Health-related entry rules may be introduced or changed when necessary. Before departure, check current guidance from the Swiss authorities and your transport provider.

The SFT will inform registered participants of any special measures that directly affect the course, where reasonably possible.

What should I do if I become ill before or during the course?

If you become ill before travelling, obtain medical advice and inform the SFT as soon as possible. If you become ill during the course, notify the designated SFT contact so that appropriate support and safety measures can be arranged.

In an emergency in Switzerland, call:

144 — ambulance and medical emergencies;

117 — police;

118 — fire service;

112 — European emergency number.

Safety at SFT

Does SFT have a safety concept?

Yes. The SFT and Bühler apply site-specific health, safety, security, and emergency procedures. Participants will receive relevant instructions at the beginning of the course and must follow them at all times.

What safety rules apply during practical training?

Depending on the training area, participants may be required to:

- attend a safety briefing;
- wear specified personal protective equipment;
- use protective footwear and suitable clothing;
- follow hygiene and access-control rules;
- remain within designated areas;
- operate equipment only when authorized; and
- follow all instructions from SFT and Bühler personnel.

Will personal protective equipment be provided?

The course information should identify what SFT provides and what participants must bring. Participants should contact SFT before travelling if they have questions about safety shoes, protective clothing, prescription safety glasses, or other equipment.

Are photographs and recordings permitted?

Photography, video, and audio recording is restricted in classrooms, laboratories, production areas, and Bühler facilities. Participants must obtain permission before recording or publishing any course or site content.

Travel and Accommodation

Is accommodation included?

This depends on the course. Your course confirmation should state whether accommodation is included, arranged by the SFT, or booked and paid for by the participant.

When should I book my travel?

Wait until you've received course confirmation and have checked all visa and entry requirements. Where possible, choose flexible or refundable bookings. The SFT is generally not responsible for losses arising from participant travel arrangements.

Does SFT arrange airport transfers or local transportation?

Transfer and transportation arrangements vary by course. Please review your participant information or contact the SFT for details about arrival points, public transportation, parking, and any organized transfers.

What should I bring?

Participants should bring:

- a valid passport or accepted identity document;
- visa and entry documents, where required;
- proof of insurance;
- course confirmation;
- suitable clothing;
- required protective equipment;
- a laptop or other digital learning equipment; and
- any medication needed during the stay.

Certificates and Attendance

Will I receive a certificate?

Certificate requirements depend on the program. A certificate may require full attendance, successful completion of assignments, practical assessments, or examinations.

What happens if I miss part of the course?

Notify SFT immediately. Absence may affect your eligibility for an examination or certificate. Missed lessons will not be repeated.

Data Protection

How does the SFT use my personal information?

The SFT uses participant information to administer registrations, payments, training, certificates, accommodation, safety, and—where requested—visa-support documentation. Personal data should be handled in accordance with applicable data-protection requirements and the relevant Bühler or SFT privacy notice.

Participants should avoid sending passport copies or other sensitive information through unsecured channels unless specifically instructed.

Contact and Official Information

Who should I contact if I have questions?

Please use the contact details provided in your course invitation, registration confirmation, or on the official SFT website. Include your full name, course title, and course dates when contacting the SFT.

For immigration decisions, contact the competent Swiss embassy, consulate, or immigration authority directly.