



QHA TRAINING CENTRE

'ONLINE COURSE POLICY'

TERMS AND CONDITIONS

1. Course online access is subject to payment in full.
2. Course online access may be given to financial QHA members, subject to invoice payment, at the discretion of QHA.
3. The participant who is enrolled to undertake the course must be the person who completes and submits the assessment.
4. Once a participant has access to the online course, they will have 4 weeks within which to successfully complete and submit the assessment.
5. Any extension to the 4 week course access timeframe will be at the discretion of the QHA.

CERTIFICATES

1. Participant certificates **will not** be posted until course fees have been paid in full
2. Queensland Hotels Association does not keep copies of original participant certificates.
3. Participants, where possible, receive certificates within 7 to 10 days after course completion.
4. Replacement certificates incur a fee of \$20.
5. Replacement fees need to be received in full prior to certificate being replaced.
6. Notification of certificates not received by participants, up to one (1) month after course completion, will be replaced free of charge.
7. Notification of certificates not received by participants, beyond one (1) month after course completion, will incur a replacement fee (refer to point 3 & 4).

PRIVACY

The Queensland Hotels Association collects personal or corporate information in the conduct of its normal business activities. Personal information will be protected, and other information will be handled, in accordance with the requirements of the Privacy Act 1988 and the National Privacy Principles.

Andrea Lyons
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