

QHA TRAINING CENTRE COURSE POLICY

Course Changes or Cancellations:

- The QHA may change or cancel a class due to insufficient numbers.
- If a training course is cancelled, participants will be contacted and offered a transfer into another course at no extra charge and/or offered a full refund.

Payments

- Course bookings made within 3 working days of course commencement, are subject to payment at time of booking.
- Course bookings made beyond 3 working days of course commencement, are subject to payment in full at least 3 days prior to commencement of course.

Withdrawals and Transfers

- Participants who do not arrive on time for training may be unable to attend the original class.
- Any withdrawal, or transfer by the registrant, is subject to the following:
 - Participant withdrawal, or transfer must notify QHA in writing at least 2 working days prior to commencement of course or will be subject to a \$50 administration fee for Brisbane based courses and \$70 fee for regional locations.

Students who fail to meet a basic standard of dress, personal hygiene and behaviour may be asked to remove themselves from the training venue.

Certificates

- The QHA will not post participant certificates until course fees are paid in full.
- Subject to payment the QHA endeavors to post participant certificates, within 7 to 10 days after course completion.
- Replacement GNT certificates incur a fee of \$20 and replacement RMLV certificates incur a fee of \$50.
- Replacement fees need to be received in full prior to certificate being replaced.
- Notification of certificates not received by participants, up to 2 weeks after course completion, will be replaced free of charge.
- Notification of certificates not received by participants, beyond 2 weeks after course completion, will incur a replacement fee (refer to points 3 & 4).

Access to Training Records

If you would like access to your training records, please make a written request accompanied by a form of I.D to the QHA Training Coordinator via email at training@qha.org.au

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.