

RESPONSIBLE MANAGEMENT OF A LICENSED VENUE (RMLV)

Confirmation of Booking

- Course payment must be received at the time of booking.
- Participants that do not attend their scheduled course without prior notice will forfeit all payments.

Withdrawals & Refunds

- You may withdraw from a course provided you send a written request for refund at least seven (7) days prior to course commencement accompanied with your receipt or another proof of identity.
- Refunds will be issued by electronic funds transfer into the nominated bank account payment was made from.
- Refunds will be made within 5 working days of receiving the written request.

Course Cancellation Policy

- Club Training Australia may cancel a class due to insufficient numbers.
- If a training course is cancelled, the enrolled participants will be offered a transfer into another course at no extra charge.
- If there are no suitable courses available, enrolled participants will be offered a full refund.

Video Conference Policy

- Our video conference training for RMLV is conducted via Zoom (<https://zoom.us>). In order to access the training course, all participants completing an RMLV course via this method are required to set up a Zoom account.
- For the video conference training, participants will be required to have a computer, tablet or iPad with a webcam in conjunction with a strong, reliable internet connection and a microphone and speakers (preferably a headset and directional microphone for sound quality purposes).
- Delivery via this method is the same as the face-to-face delivery whereby training takes place over a minimum of ten (10) hours [one day] by an approved trainer.
- Participants are required to attend the course for the full duration of the training (breaks will be provided) and participate in group discussions via their webcam.
- Assessment for training provided via this method will be required to be completed and approved by the trainer within seven (7) consecutive days from the date of the RMLV course.

Terms & Conditions

- If a participant is not present for the full duration of the course, they will not be deemed competent and will not be issued with their Queensland OLGR approved RMLV course certificate.

Access to Training Records

If you would like access to your training records, please make a written request to the Administration Team at Club Training Australia via email at admin@clubtraining.com.au.

Club Training Australia may provide a reprint of your certificate at a cost of \$50.00 per copy.

Incompletion of training course

If you are unable to attend due to illness or emergency, a transfer will be offered to the student. If you are unable to attend due to illness or emergency, a transfer will be offered to the student. The transfer is valid for two (2) months from the date of the original course booked. No refunds will be issued.

Copyright Notice

All materials, study aid, forms and associated information that course participants encounter in their dealings with Club Training Australia remain the property of Club Training Australia.