



SQA

Quality College

21-25 September 2009

Join the SQA Education Committee in Minneapolis, MN for five days of training dedicated to the advancement of the Quality Assurance Professional!

Each course presented will count towards fulfilling the education requirements for RQAP re-registration!

Society of Quality Assurance

154 Hansen Rd., Suite 201 • Charlottesville VA 22911 • USA

Telephone: +1.434.297.4772 • Fax: +1.434.977.1856

Website: www.sqa.org • E-mail: sqa@sqa.org

Crowne Plaza Northstar Minneapolis, Minnesota, USA

**Crowne Plaza Northstar
618 Second Avenue South
Minneapolis, MN 55402**

**Toll Free Reservations:
+1.800.556.STAR**

**Tel: +1.612.338.2288
Fax: +1.612.673.1157**



Check-In and Check-Out

Check-In: 3:00 PM

Check-Out: 12:00 PM

Cancellations

Any cancellations must be made no less than 24 hours in advance of arrival date, or the guest will be charged one night's room and tax.

The hotel has rooms reserved for Quality College participants at a special rate of **\$149.00/night** (\$169.00/night for triple/quadruple occupancy). To receive this special rate, please make your reservation on or before **31 August 2009** and identify yourself as a **Society of Quality Assurance event participant**.

SQA encourages participants to book their overnight accommodations at the event headquarters hotel. SQA makes every effort to secure the best possible rate for overnight accommodations. The rate for overnight accommodations is part of a negotiated overall program package that incorporates meeting room rental, meals and breaks, as well as other services associated with conducting Quality College. If SQA does not achieve the minimum number of overnight accommodations required in the overall event package, the cost of other services associated with conducting the event will be increased significantly.

Registration Policies



Register on or before **28 August 2009** and take advantage of our reduced registration fees, which include course participation, training manual(s) and all scheduled continental breakfasts, lunches and breaks offered during your course time period as outlined in the program.

Payment Policy - The registration form must be accompanied by your credit card information or check in full payment of registration fees. All non-U.S. members will be charged the U.S. dollar equivalent at the time the charge is processed. To qualify for *Early* registration rates, this form with payment must be faxed or postmarked by 28 August 2009.

Refund Policy - Refund requests must be made in writing to SQA Headquarters. A full refund of the Quality College registration fees, minus a \$55.00 processing charge, will be made for cancellations on or before 14 August 2009. A 75% refund will be made for cancellations from 15 August through 28 August 2009. A 50% refund will be given for cancellations from 29 August through 11 September 2009. *No refunds will be made for requests received after 11 September 2009.*

Substitution Policy - If, after you have registered, you find that you are unable to attend Quality College, you may send a substitute in your place. Each substitution registration will be charged a \$55.00 processing fee. If you registered prior to the *Early* registration cut-off date of 28 August 2009, your substitution(s) will not be charged the higher *Regular* rates. However, if you are an SQA member paying member rates and your substitution is a non-member, s/he must pay the difference between Member and Nonmember rates or submit an application for membership in SQA.

Inability to Attend Due to an Emergency - Attendees who are unable to attend Quality College based on a serious emergency may receive a partial refund (total registration fees minus a \$55.00 processing charge) or full credit for a future SQA Quality College event in the following instances:

- Personal illness or death of the attendee;
- Illness or death in the immediate family of the attendee;
- Natural or man-made disaster which personally affects the attendee (at the discretion of the Education Committee [EdCom]); or
- Any other extenuating circumstance (which may be reviewed on an individual basis at the discretion of EdCom).

Requestors shall submit the request in writing to SQA Headquarters along with written documentation. The EdCom Chair shall review the request to ensure it is in accordance with written policy.

Returned Check Policy - Remittance must be made in U.S. dollars. A \$10.00 surcharge may be assessed to cover any collection fees.

Note on Agendas - The agendas advertised for Quality College courses are preliminary and subject to change. Please check the SQA website, www.sqa.org, for updated information.

Registration Desk - Please visit the SQA Registration Desk upon your arrival at the meeting to receive your admission badge and registration materials. The Registration Desk will be open on Sunday, 20 September 2009, 4:00 - 6:00 pm, Monday - Thursday, 21 - 24 September 2009, 7:00 am - 5:00 pm, and Friday, 25 September 2009, 7:00 am - 3:15 pm.

All attendees will receive course materials, meals and breaks on days registered and a Certificate of Attendance.



Please return form and direct questions to:

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If you are not currently a member of SQA, but would like to join and thereby qualify for member rates, please check the box below and submit a completed 2009 SQA Membership Application.
Please note: Your registration will not be processed until a complete membership application is received. To obtain a 2009 SQA Membership Application, visit www.sqa.org.

Visit www.sqa.org to register online with a credit card.

Name: (Circle One) Mr. Ms. Dr.
Badge Name: (First/Nickname)
Title:
Organization:
Street Address:
City and State:
Zip/Postal Code: Country:
Phone: Fax:
E-mail:

- SQA Member Nonmember Quality College Speaker Quality College Session Chair

Course Registration:

Please mark all that apply:
*2009 membership dues must be submitted to SQA to qualify for member rates.

Member Rates*

Early Regular
On or before After
28 Aug 09 28 Aug 09

Nonmember Rates

Early Regular
On or before After
28 Aug 09 28 Aug 09

Table with 3 columns: Course, Member Rates (Early/Regular), Nonmember Rates (Early/Regular). Rows include 1-Basic Training, 2-Lab Controls, 3-Advanced Training, 4-Current Topics, 5-Intro to Computer Validation, 6-Bioanalytical Auditing, 7-Advanced Computer Validation, 8-Continual Quality Improvement.

Please note: Regular registration rates will be applied to your registration fees if your registration and payment are not received or postmarked on or before 28 August 2009.

Total: \$

Special Meals Requested? Vegetarian Vegan Kosher
Emergency Contact: Phone:

Payment Method:

Enclosed is my check made payable to the Society of Quality Assurance. Check number:
Charge total registration fees to the following credit card: Visa MasterCard AmEx
Card Number: Exp. Date: Security Code:
Cardholder Name (as it appears on credit card):
Cardholder E-mail Address: Cardholder Phone Number:
Cardholder Signature:
Credit Card Billing Address:

OFFICE USE ONLY DT: DB: PMT: PRF: