

Group Bookings: Please copy this page to submit multiple registrations to be eligible for discount. See page 2

Personal details: (Company address must be supplied in full in order to receive your receipt)

Title: _____ First Name: _____ Surname: _____

Department: _____ Position: _____

Company Name: _____ Address: _____

City: _____ State: _____ Postcode: _____ Country: _____

Tel: _____ Fax: _____

E-mail: _____ @ _____

Would your Manager/Team Leader like to be copied on the Seminar e-mails sent to you? Yes/No
If "Yes", please supply details below:

Your Manager's Name: _____ E-mail: _____ @ _____

Seminar details: **Program Hours:** 8:30 am – 5:00 pm (2 days)

I would like to attend:

In Australia March 2010

To avoid disappointment book by February 23rd, 2010

Essential Skills and Knowledge for Effective Incoming Call Centre Management

Brisbane 9- 10 March Sydney 15-16 March

Monitoring and Coaching for Improved Call Centre Performance

Sydney 11-12 March Melbourne 17-18 March

Venues to be confirmed in "Welcome to..." e-mail. See page 2

Approving Manager / HR / Learning & Development Manager's details:

Signature: _____ **Name:** _____

Position Title: _____ E-mail: _____

Phone: _____ Would you like to be copied on all e-mail correspondence to the seminar delegates'? Yes/No

Investment:

Seminar	In Australia Price includes 10% GST All payments must be in \$AUD	In New Zealand Price includes 12.5% GST All payments must be in \$AUD
Essential Skills and Knowledge:	\$AUD 1,950 per person	\$AUD 2,005 per person
Monitoring and Coaching:	\$AUD 1,950 per person	\$AUD 2,005 per person

Please read the refund policy prior to submitting your registration

Group Booking Discount ¥

10% discount will be applied when registering 3 or more delegates attending the same seminar. Registrations MUST be lodged together in order to be eligible for discount. Not valid with any other offer or early bird discount.

Seminar Size

We aim for a maximum of 20 students per seminar within each series. This ensures an optimum learning environment which allows each student adequate time to participate in each exercise and ask questions. Therefore we strongly advise to book early (especially for group bookings) to avoid disappointment.

How did you hear about this seminar?

- Manager
- E-mail
- Past participant
- Internet
- Other (please specify) _____

Method of payment: (payment must be received for delegate(s) to be registered)

Seminar Investment	\$ _____
Fees (credit card* if applicable)	\$ _____
Less Discounts (if applicable)¥	\$ _____
Total \$AU only	\$ _____

- I enclose a cheque payable to Callscan Australia Pty Ltd
- Please charge my credit card
- Visa Master Card Amex* Diners*

*Please add a **4% fee** to bookings made with Amex and Diners.

Name on Card: _____

Card no:

Expiry date: / digit verification code:

Card holder's signature: _____

Please read the refund policy opposite before sending payment and choose your seminar(s) carefully. Callscan Australia is under no obligation to refund, transfer or issue credit notes for errors made while choosing your seminar.



Callscan Australia Pty Ltd
(Part of the Quality Plus Group)

Australian Tax Invoice
ABN 16 007 335 122

This document will be a Tax Invoice for GST when payment is made.

Refund Policy:

A) Full refund of the registration fee will be given if advised of cancellation in writing 10 working days prior to the seminar start date. An administration fee of \$300 will be applicable if seminar attendance is cancelled more than twice.

B) 60% refund of the registration fee will be given if advised of cancellation in writing less than 10 working days prior to the seminar start date.

C) No refund of the registration fee will be given for cancellation within 2 working days of the seminar or non- attendance. An administration fee of \$300 will be charged in addition to the seminar investment when/if delegates choose to register again.

D) In the event that Callscan Australia must cancel a seminar for any reason, Callscan Australia will be responsible only for refunding seminar registration fees received.

Accommodation and Travel:

Delegates are responsible for the cost of and organising their own hotel accommodation and travel. ⁽¹⁾

How to register for the seminar(s):

Fill out form in full.

Accepted payment methods are:
Credit card or cheque.

Send form with payment to:
Callscan Australia Pty Ltd
Attention Seminar Co-ordinator

E-MAIL: jfunda@qpc-ap.com
FAX +61 3 9239 5699
PHONE: +61 3 9239 5600
POST: 350 Wellington Road,
Mulgrave, VIC 3170
Australia

Your registration will be acknowledged within 3 business days of being received.

After payment is made in full, delegates will be sent a "Welcome to ..." e-mail, 1 -2 weeks prior to the seminar start date. This email includes all relevant information for attendance.

Notes:

⁽¹⁾ Registered delegates are advised NOT to make any travel/accommodation arrangements prior to receiving the "Welcome to..." email.