

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

**Personal details:**

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 Name: \_\_\_\_\_ E-mail: \_\_\_\_\_ @ \_\_\_\_\_

**Seminar details:**

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

I would like to attend:

<p style="text-align: center;"><b>In Australia</b></p> <p style="text-align: center;"><i>To avoid disappointment please book by the 28<sup>th</sup> August, 2009</i></p> <p><b>Essential Skills and Knowledge for Effective Incoming Call Centre Management</b></p> <p><input type="checkbox"/> Brisbane 21 - 22 September      <input type="checkbox"/> Sydney (A) 24 - 25 September</p> <p><input type="checkbox"/> Sydney (B) 1- 2<sup>nd</sup> October      <input type="checkbox"/> Melbourne 5 – 6<sup>th</sup> October</p> <p><b>Monitoring and Coaching for Improved Call Centre Performance</b></p> <p><input type="checkbox"/> Sydney 28 -29 September</p> <p><i>Venues to be confirmed in "Welcome to..." e-mail. See page 2</i></p>	<p style="text-align: center;"><b>In New Zealand</b></p> <p style="text-align: center;"><i>To avoid disappointment please book by the 28<sup>th</sup> August, 2009</i></p> <p><b>Essential Skills and Knowledge for Effective Incoming Call Centre Management</b></p> <p><input type="checkbox"/> Christchurch 12 – 13<sup>th</sup> October</p> <p><b>Monitoring and Coaching for Improved Call Centre Performance</b></p> <p><input type="checkbox"/> Christchurch 15- 16<sup>th</sup> October</p> <p><i>Venues to be confirmed in "Welcome to..." e-mail. See page 2</i></p>
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**Approving Manager / HR / Learning & Development Manager 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:**

<b>Seminar</b>	<b>In Australia</b>	<b>In New Zealand</b>
	Price includes <b>10% GST</b> All payments must be in \$AUD	Price includes <b>12.5% GST</b> 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.

**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)	\$ _____
<b>Total \$AU only</b>	<b>\$ _____</b>

- 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:    3     /      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. <sup>(1)</sup>

**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: [seminars@gpc-ap.com](mailto:seminars@gpc-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:**

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

