

HR Essentials Toolkit for Non-HR Professionals Workshop 2015

Key Strategies and Tools to Help Navigate the Human Resource Components Expected within any Management Role

Liquid Learning is delighted to present the HR Essentials Toolkit for Non-HR Professionals. This is a unique opportunity for Managers to expand their skills and knowledge of HR concepts and processes necessary to manage people effectively in a constantly changing environment. This well-rounded course will provide a thorough grounding in how to navigate compliance and manage risk to keep your organisation out of court, and will also provide proactive tools in how to develop and lead high performing teams.

MODULE ONE:

Implementing, Educating and Measuring Effective Workplace Policy

MODULE TWO:

Acquiring effective Recruitment Techniques to Minimise Bad Hiring Decisions

MODULE THREE:

Human Resource Employment Law: The Fundamentals

MODULE FOUR:

Recognising, Managing and Resolving Conflict in the Workplace

MODULE FIVE:

Performance Management: Implementing Effective Processes to Cultivate a High Performing Team

MODULE SIX:

Developing Leadership and Coaching Skills to Optimise Employee Engagement and Performance

FEATURED FACILITATORS



Nicholas Duggal Partner
TressCox Lawyers



John Wilson Legal Director,
Employment Law
Bradley Allen Love Lawyers



Sue Ellson BBus AIMM MAHRI
Independent LinkedIn Specialist,
Founder and Director
Newcomers Network



Michele de Laine Director
Lightworks!



Angela Godfrey Director
Angela Godfrey and Associates



Judy Scott Director
Judy Scott and Associates



Gabby Skene Human Resources
Consultant
Gabby Skene



Don Lowe Principal
Humanoeuvre



Charma Voller Human Resources,
Performance and Change Consultant
Charma Voller Consultants



21, 22 & 23 July 2015
Melbourne

28, 29 & 30 July 2015
Canberra

WHO WILL ATTEND

Established and emerging leaders, in a variety of different industries and sectors spanning roles including:

- Executives and Managers
- Directors
- General Managers
- Team Leaders
- Branch / Division / Section or Line Managers
- Project Managers

EARLY BIRD & GROUP DISCOUNTS AVAILABLE

Register and Pay by 8 May 2015 to receive additional Value Plus Discounts!

Please note participant numbers will be strictly capped to ensure a quality, interactive experience for attendees

Phone: +61 2 8239 9700

Fax: +61 2 8239 9777

www.liquidlearning.com.au

Booking Code - D



LIQUIDLEARNING

development opportunities for professionals

MODULE ONE:**9.00 - 12.30: Implementing, Educating and Measuring Effective Workplace Policy**

Due to the rapid changes to Human Resource regulations, legislation and business operations, organisations need to implement a systematic and well considered approach to policy development, implementation and management. However, for many organisations policies are only developed when necessary, resulting in out-dated, inconsistent and inaccurate policies. Ensuring processes are managed effectively, it is essential to implement policies that will guide employee behaviour and aid decision making, ultimately decreasing confusion, lack of ownership and an insufficient level of compliance amongst both employees and management alike.

In order to be effective, employees must be consulted throughout the entire workplace policy change. Ultimately achieving a stronger awareness and understanding of the overall changes, employees will be allowed to feel a sense of ownership for the final outcome. Writing clearly defined policies means that organisations are able to begin operating with less confusion and increased efficiencies, generating a decrease in potential lawsuits. Through attending this workshop, delegates will be provided with the following talking points and key takeaways:

- Making a case for policy: Differentiating between the want and need for change
- Incorporating the values of the organisation into the policies
- Establish a step – by –step process for workplace policy development and implementation
- Differentiating between policies, procedures and guidelines and understanding the importance of each
- Educating a diverse workforce on the workplace change and utilising the appropriate communication channels for both updating and introducing new and existing policies
- Gauging the success of new policies
- Developing a lifecycle for managing policies

EXPERT FACILITATOR MELBOURNE:

Angela Godfrey Director
Angela Godfrey and Associates

EXPERT FACILITATOR CANBERRA:

Michele de Laine Director
Lightworks!

MODULE TWO:**1.30 - 5.30: Acquiring Effective Recruitment Techniques to Minimise Bad Hiring Decisions**

The ability to identify a potential employee that possesses aptitude, knowledge, core competencies and natural attributes, is key to sustaining the organic growth of an organisation. Seeking alignment of values between the prospective employee and the organisation is also a pivotal factor that may underpin long term success in a role. However, making a bad recruitment decision will ultimately prove costly and time-consuming, impacting on the businesses day-to-day operation and distract team members from core tasks. Through developing the confidence to conduct extensive and in-depth interviews, management will acquire the natural skills needed to engage with potential candidates optimising the success of new-hires and the ability to justify hiring decisions.

Through practical exercises, this workshop will provide non-HR managers with key engagement strategies that will allow for identification of strong candidates. Building confidence to believe in their decision making ability, delegates will understand the role they play in forging a new employee's career pathway, identifying that they are responsible if a recruitment decision is unsuccessful. Through expert facilitation, delegates can expect the following key outcomes:

- Implement recruitment and retention strategies to ensure sustainability of your team
- Dealing with bad hiring decisions and learning from your mistakes
- Techniques that will enable employees to forge their own career path
- Generating return on investment through having a greater focus on recruitment of high-calibre people
- Building confidence to effectively conduct interviews, enabling for better evaluation of potential candidates

EXPERT FACILITATOR MELBOURNE:

Sue Ellson BBus AAIMM MAHRI Independent
LinkedIn Specialist, Founder and Director
Newcomers Network

EXPERT FACILITATOR CANBERRA:

Michele de Laine Director
Lightworks!

EARLY BIRD DISCOUNT

Receive \$100 off registration if you register and pay by 3 July 2015

SUPER SAVER DISCOUNT

Receive \$200 off registration if you register and pay by 5 June 2015

MODULE THREE:**9.00 - 12.30: Human Resource Employment Law: The Fundamentals**

The expectancy on managers from both senior leaders and the HR department, to understand HR policies and processes is substantial. HR skills, as a function of the non-HR manager, are a standard requirement of the role and the ability to manage people appropriately is often equally as important as the specialist function the manager performs. All managers have an obligation to protect their employees, yet through lack of training; the basics of Human Resource Law are often overlooked leading to poor handling of legal, safety and compliance standards.

Dealing with significant grievances, infringements, bullying and harassment, redundancies, union unrest, and many other organisational issues, are often part of the day to day duties of a non-HR manager. In order to both manage and maintain your team effectively, it is imperative to understand the fundamentals of employment law to ensure internal staffing issues do not escalate. Through interactive discussion and theoretical examples, delegates can expect the following key discussion points and vital takeaways:

- Development of a strategic toolkit that will aid management of sensitive employee issues
- Recognise the power of combining hard skills and soft skills to increase Human Resource leadership capability
- Dealing with issues of contention to prevent unnecessary organisation exposure in the form of tribunals, court cases and negative press
- Understanding the correct administration and record keeping requirements for all legal, safety and compliance issues
- Implementing the correct procedures to reduce exposure to undue risk

EXPERT FACILITATOR MELBOURNE:

Nicholas Duggal Partner
TressCox Lawyers

EXPERT FACILITATOR CANBERRA:

John Wilson Legal Director, Employment Law
Bradley Allen Love Lawyers

MODULE FOUR:**1.30 - 5.30: Recognising, Managing and Resolving Conflict in the Workplace**

Developing effective communication techniques and strategies is pivotal to aid the management of conflict in the workplace. As someone who deals with a wide variety of personalities on a daily basis, it is important for management to understand that conflict is inevitable and unavoidable, yet healthy for the development of both individual and employee skill sets.

Resolving conflict is a task best dealt with from management. The existence of conflict is not the issue but rather the inability to proactively respond, manage and resolve the conflict before developing into an unresolvable issue with far reaching negative consequences, impacting at an individual, team and organisational level. Developing clear procedures in which to administer disciplinary processes will provide executives with the confidence to manage staffing issues appropriately.

Through attending this workshop, participants will develop the soft skills needed to resolve conflict effectively and identify techniques to avoid the difficult process of disciplinary procedures. Delegates can expect the following key outcomes:

- Understanding conflict in the workplace is both expected and unavoidable: Conflict is not the problem, the inability to resolve it is
- Identify potential conflicts and understand common causes to solves staff issues
- Learning to listen with intent, empathy and without assumptions
- How to communicate openly and honestly without further fuelling the conflict through blame, criticism and personal attack
- Effective tools and strategies for resolving conflicts
- Gain an awareness around disciplinary processes for escalating conflicts

EXPERT FACILITATOR MELBOURNE:

Gabby Skene Human Resources Consultant
Gabby Skene

EXPERT FACILITATOR CANBERRA:

Judy Scott Director
Judy Scott and Associates

VALUE PLUS DISCOUNT

Receive \$300 off registration if you
register and pay by 8 May 2015

MODULE FIVE:**9.00 - 12.30: Performance Management: Implementing effective Processes to cultivate a high performing team**

Performance Management (PM) can be defined as an advanced appraisal process that uses a proactive system for managing employee performance. Internal PM strategies derive from HR; however it is important for leaders to reinforce and coach their employees to take ownership for organisational performance management processes. Cultivating a high performing team will ultimately increase the success of any organisation and aligning core competencies with organisational objectives will enable the effective delivery of both employee and business wide, strategic and operational goals.

Dependent on size, structure and nature of business, many organisations will differ in terms of their approach to performance management. Whether using a formal PM approach of documentation or informal approach of mutual agreement – each organisation must fulfil its duty to enable all employees to succeed. Through attending this workshop, delegates will understand the obligations they have to their employees by implementing effective PM processes, whilst developing key approaches to maintain and manage this. Interactive discussion, along with theoretical examples will provide participants with strategic techniques that will optimise performance, ultimately developing a high performing team achieving both individual and organisational wide objectives. Key outcomes:

- Ensuring your performance management strategy meets business requirements
- Working with HR to understand the key benefits of Performance Management and reinforcing this within your team
- Techniques to incentivise and recognise performance to optimise employee success
- Understand the importance of feedback and how to effectively communicate this to both individuals and teams on a whole
- Discuss performance management systems that can heighten employee potential and is proven to increase chances of promotion

EXPERT FACILITATOR MELBOURNE:

Charma Voller Human Resources, Performance and Change Consultant
Charma Voller Consultants

EXPERT FACILITATOR CANBERRA:

Judy Scott Director
Judy Scott and Associates

MODULE SIX:**1.30 - 5.30: Developing Leadership and Coaching Skills to Optimise Employee Engagement and Performance**

In order to succeed as a leader in the dynamic workplace that exists today, it is important to build a genuine relationship with your team and encourage them to make decisions, problem solve, listen and engage; thus demonstrating potential leadership capability that will allow them to grow within their careers. Through effective coaching and mentoring, employees will begin to take more responsibility, gaining the confidence to exhibit an autonomous working nature and enhance their productivity, ultimately leveraging your team's capabilities.

Through attending this workshop delegates can expect to understand the importance of developing and exercising emotional intelligence to enhance individual ability, whilst allowing it to strengthen leadership. This workshop aims to highlight the key benefits of implementing a pivotal mentoring program, that will benefit both employees and the organisation through sustaining retention and allowing for growth and engagement. Delegates can expect interactive discussion and theoretical examples of successful and unsuccessful leadership stories, ultimately gaining the following key outcomes:

- Leading through periods of change: Strategies to prepare employees and maintain momentum
- Understanding the importance of emotional intelligence and how to apply it
- Encourage employees to accrue responsibility and independently problem solve
- Developing sustainable leadership skills
- Encouraging individual engagement through periods of organisational change or transition

EXPERT FACILITATOR MELBOURNE:

Charma Voller Human Resources, Performance and Change Consultant
Charma Voller Consultants

EXPERT FACILITATOR CANBERRA:

Don Lowe Principal
Humanoeuvre



INTRODUCING YOUR MELBOURNE FACILITATORS:



EXPERT FACILITATOR:
Nicholas Duggal
Partner
TressCox Lawyers

Nick has worked in the area of workplace relations for the past 13 years. He provides practical solutions that enable employers to resolve employment issues commercially and expeditiously.

Some of the areas in which Nick provides advice and representation include Common Law employment contracts, advice on all areas of the Fair Work Act 2009, Employee/Contractor distinctions, termination of employment issues (including unfair dismissal, discrimination, adverse action and reasonable notice claims), legal actions against former employees regarding confidential information, representation in Union related matters (including industrial disputes and industrial action), workplace policies, equal opportunity and workplace bullying training for employees, workplace investigations, occupational health and safety issues, advice on internet and social network policies and procedures, modern award coverage and compliance advice and representation in bullying claims.

Nick has experience in all aspects of employment and industrial law. He appears regularly in Fair Work Australia and VCAT, and has been involved in proceedings in the full spectrum of Common Law Courts. He has also practised in the United Kingdom and been involved in advising on New Zealand legal matters.

Nick represents employers of all sizes. His clients include publicly listed and multi-national companies, Government instrumentalities, insurers, Schools, law firms, recruitment, human resources and labour-hire companies, industrial associations and hospitals. He has experience across a range of industries including health, labour hire, information technology, mining and resources, contract cleaning, professional services and recruitment. He regularly provides opinions on employment matters in the mainstream media, and addresses employer groups on developments in the law.



EXPERT FACILITATOR:
Sue Ellson BBus AIMM MAHRI
Independent LinkedIn Specialist, Founder and Director
Newcomers Network

Sue Ellson BBus AIMM MAHRI understands recruitment, HR, business, marketing and technology.

In her first HR role at Westpac, she headed up Recruitment and Development for South Australia and the Northern Territory in Adelaide for both entry level and graduate recruits. She has since worked for individuals, employers and private recruitment, international relocation and outplacement firms in Melbourne working with candidates from entry level through to technical specialists and senior executives.

Sue has been the Convenor of the International Human Resources Management Network of the Australian Human Resources Institute for seven years and was invited and then voted onto the Victorian Council in 2014, the same year she was awarded an AHRI medal for services to the HR profession.

Sue's expertise also includes working with skilled migrants, expatriates and the long term unemployed where she helps them identify their strengths and transferable skills and empower them to take charge of their job search and ultimately their career whilst helping them understand the needs of their potential employer.

She has been a regular speaker on the topics of LinkedIn, careers, recruitment, social media, websites, marketing and business across Australia and very soon, overseas. Her presentations have been conducted at conferences, expos, employers (on site), corporate organisations, international consulting firms, professional associations, community groups, schools, universities, councils, and business groups.

Sue's presentations are always interactive, informative and practical with real life examples and techniques you can take and use immediately. Sue brings energy and vitality to every presentation and is motivated by learning and sharing best practice and new innovations.



EXPERT FACILITATOR:
Angela Godfrey
Director
Angela Godfrey and Associates

Angela Godfrey, Director of Angela Godfrey and Associates, has over 20 years of successful and diversified Human Resource (HR) generalist experience gained in blue chip organisations. Through her consulting business she has consulted to sectors such as education, telecommunications, manufacturing, financial services and professional services.

Angela has also held strategic and operational HR management roles with Victorian Funds Management Corporation, MLC, Motorola, FOXTEL and the State Superannuation Board where she implemented business focused HR solutions.

To request an electronic version
for easy circulation, email
marketing@liquidlearning.com.au

SPONSOR TODAY!

Limited sponsorship and exhibition opportunities
available. For your chance to brand yourself as a
market leader, please call: +61 2 8239 9700 or email:
partnership@liquidlearning.com.au

INTRODUCING YOUR MELBOURNE FACILITATORS:



EXPERT FACILITATOR:

Gabby Skene

Human Resources Consultant

Gabby Skene

As an HR professional, Gabby's experience extends across the many facets of HR including strategy development, change management, talent management, organisation design and performance management.

She has developed a strong understanding of the issues commonly faced by leaders and has coached and mentored executives and senior leaders across the spectrum of people challenges.

Integrating the latest research and best practice in the field of Neuroleadership coaching, Gabby thrives on working with leaders to optimise performance and develop leadership potential to achieve personal, team and business breakthroughs.

Her coaching and consulting style have been described as:
insightful - very quickly understands what is sitting beyond the surface,
inspiring - empowers others to see possibilities and opportunities,
challenging - provides the right amount of provocation for growth and change.



EXPERT FACILITATOR:

Charma Voller

Human Resources, Performance and Change Consultant

Charma Voller Consultants

Charma Voller provides consulting, coaching and business performance improvement programs to clients across Australia and North America. Using her intuition and coaching combined with excellent tools such as the i4 Neuroleader, DISC Behavioural Profiling and PROSCI Change Management methodology, Charma transforms the performance of her clients.

With over 15 years in Human Resources, both internally and as a consultant Charma can share with participants both strategy and practical application on adaptable culture through Leadership Development, Coaching for Performance and Performance Management. With this in mind, Charma has a strong focus on innovative and forward thinking performance development strategies.

INTRODUCING YOUR CANBERRA FACILITATORS:



EXPERT FACILITATOR:

John Wilson

Legal Director, Employment Law

Bradley Allen Love Lawyers

John Wilson is the Managing Legal Director at Bradley Allen Love and has been an Accredited Specialist in Industrial Relations and Employment Law under the NSW Law Society's rigorous accreditation scheme for more than 13 years.

John has handled several major cases affecting the ACT as a whole. His practice includes the preparation of enterprise agreements, common law employment contracts, and independent contractor agreements in virtually every major industry, including businesses that operate throughout Australia. He is an experienced adviser in the area of Workplace Health and Safety (including workplace deaths), and has acted for a number of well-known businesses in this area. John has considerable experience in advising industrial organisations and NGOs, and is an excellent legal craftsman and a strategic thinker in these areas.

John acts for a number of leading local and international firms, as well as government agencies. Such is John's recognition as an 'expert's expert', that many of his clients come from referrals from lawyers in other firms. John's expertise in Labour and Employment Law has been recognised by his regular inclusion in the Australian Financial Review's List of Australia's Best Lawyers, including the most recent 2016 edition.

John is a former course convenor and lecturer of 'Employment, Discrimination and Law' at the University of Canberra School of Law. He is the chair of the ACT Law Society's industrial relations committee, and was for many years a director of the ACT & Region Chamber of Commerce and Industry.

John joined Williams Love & Nicol as a partner on its inception in 2004. Prior to that he was proprietor and the principal lawyer of the Davidson Wilson Group and, before that, a Senior Associate at Barker Gosling, Canberra.

SUPER SAVER DISCOUNT

Receive \$200 off registration if you register and pay by 5 June 2015

VALUE PLUS DISCOUNT

Receive \$300 off registration if you register and pay by 8 May 2015

INTRODUCING YOUR CANBERRA FACILITATORS:



EXPERT FACILITATOR:
Michele de Laine
Director
Lightworks!

Michele de Laine is a highly experienced public sector Human Resource manager who combines subject matter or practitioner expertise with both VET and university teaching in the field. She is an accomplished facilitator, trainer and workplace coach.

In her public sector career, Michele sought roles that enable her to provide program design and consultancy services for a range of clients, across a spread of human resource fields from attraction, recruitment, learning, change management and performance management. She has had the opportunity to provide these services both within single agencies as well as across the Australian Public Service. Michele has designed and presented several national series of workshops. She anchored a performance improvement network, which she used as a learning forum and to enable members to share expertise. Michele has also designed and implemented performance management systems in several government agencies and managed significant change management programs.

Michele has also provided human resource services within the specialised field of IT. This led to the design and implementation of a workplace coaching program in the IT group of Centrelink, and the redesign of a coaching program in the Australian Taxation Office. From a recruitment and learning perspective she designed the pilot APS IT Apprenticeship Program and influenced the design of the initial APS IT Cadetship program.

During time away from the public sector, Michele was a research officer at a university where she was a consultant to the Parliamentary Research Service. This culminated in a publication on international trends in public sector reform. This was later used as part of the public sector senior executive service induction, and was also used academically.

Michele has particular interests in adult learning and maximising individual potential, as well as in continuous system improvement and change management.



EXPERT FACILITATOR:
Judy Scott
Director
Judy Scott and Associates

Judy brings insights and a healthy dose of realism, practicality and humour to understanding and leveraging the human side of business. Judy offers a range of perspectives on management having, herself, worked as a military officer; public servant; dispute resolution practitioner, and coach. Her diverse experience in HR, Learning and development, Emotional Resilience and Business Improvement is informed by qualifications in psychology, HR, adult learning; mental health in the workplace, career development and dispute resolution. Since 1990 Judy has built a portfolio of skills, insights and experiences to support individuals and organizations to achieve during changing times with competing demands and complex expectations.

Having worked with people to manage conflict and to meet the challenges of high stress situations Judy offers insights in to the fundamental human needs that are central to employee engagement and managing performing teams



EXPERT FACILITATOR:
Don Lowe
Principal
Humanoevre

Don possesses a sophisticated array of leadership, management, communications, training and facilitation skills developed through his professional experiences in Defence, the private sector and as a consultant. He established Humanoevre, a leadership and performance consultancy, in 2005.

Don has post-graduate qualifications in leadership, communications and management, and is accredited in the Hogan Personality Inventory and the Team Management Profile. Don has a professional passion for improving organisational performance through the development of leadership and followership



VALUE PLUS DISCOUNT

Receive \$300 off registration if you book and pay by 8 May 2015

SUPER SAVER DISCOUNT

Receive \$200 off registration if you book and pay by 5 June 2015

EARLY BIRD DISCOUNT

Receive \$100 off registration if you book and pay by 3 July 2015

1

Registration Information	Organisation Name																						
	Address						Suburb			State		Postcode											
	Title		Full Name or TBA				Title		Full Name or TBA				Title		Full Name or TBA								
	Position						Position						Position										
	Phone			Fax			Phone			Fax			Phone			Fax							
	Email																						
Please select your city/modules				<input type="checkbox"/> MELBOURNE		<input type="checkbox"/> CANBERRA		Please select your city/modules				<input type="checkbox"/> MELBOURNE		<input type="checkbox"/> CANBERRA		Please select your city/modules				<input type="checkbox"/> MELBOURNE		<input type="checkbox"/> CANBERRA	
<input type="checkbox"/> MODULE ONE				<input type="checkbox"/> MODULE FOUR				<input type="checkbox"/> MODULE ONE				<input type="checkbox"/> MODULE FOUR				<input type="checkbox"/> MODULE ONE				<input type="checkbox"/> MODULE FOUR			
<input type="checkbox"/> MODULE TWO				<input type="checkbox"/> MODULE FIVE				<input type="checkbox"/> MODULE TWO				<input type="checkbox"/> MODULE FIVE				<input type="checkbox"/> MODULE TWO				<input type="checkbox"/> MODULE FIVE			
<input type="checkbox"/> MODULE THREE				<input type="checkbox"/> MODULE SIX				<input type="checkbox"/> MODULE THREE				<input type="checkbox"/> MODULE SIX				<input type="checkbox"/> MODULE THREE				<input type="checkbox"/> MODULE SIX			

* Please photocopy this form if more than three will attend

2

Please confirm my registration for the HR Essentials Toolkit for Non-HR Professionals Workshop 2015

No. #	Options (per person)	Standard Rate	Early Bird Rate*	Super Saver Rate**	Value Plus Rate***
<input type="checkbox"/>	Six Modules	\$2795 + GST = (\$3074.50)	\$2695 + GST = (\$2964.50)	\$2595 + GST = (\$2854.50)	\$2495 + GST = (\$2744.50)
<input type="checkbox"/>	Five Modules	\$2395 + GST = (\$2634.50)	\$2295 + GST = (\$2524.50)	\$2195 + GST = (\$2414.50)	\$2095 + GST = (\$2304.50)
<input type="checkbox"/>	Four Modules	\$1995 + GST = (\$2194.50)	\$1895 + GST = (\$2084.50)	\$1795 + GST = (\$1974.50)	\$1695 + GST = (\$1864.50)
<input type="checkbox"/>	Three Modules	\$1595 + GST = (\$1754.50)	\$1495 + GST = (\$1644.50)	\$1395 + GST = (\$1534.50)	\$1295 + GST = (\$1424.50)
<input type="checkbox"/>	Two Modules	\$1195 + GST = (\$1314.50)	\$1095 + GST = (\$1204.50)	\$1045 + GST = (\$1149.50)	\$995 + GST = (\$1094.50)
<input type="checkbox"/>	One Module	\$695 + GST = (\$764.50)	\$595 + GST = (\$654.50)	N/A	N/A

* Receive \$100 off registration if you register and pay by 3 July 2015
 ** Receive \$200 off registration if you register and pay by 5 June 2015
 *** Receive \$300 off registration if you register and pay by 8 May 2015

Note: Course materials, refreshments & lunches are included. Travel and accommodation are NOT included.

Group Discounts Available:
3 + people: 10% off Standard Rate

Conditions:
Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to the Value Plus, Super Saver and Early Bird rates. Value Plus and Super Saver discounts do not apply to ONE MODULE only. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts.

TOTAL incl GST

All Prices listed in Australian Dollars

HRH0715 - D

Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9700

3

Please Note: Payment is required prior to attending this event.

Payment Details	<input type="checkbox"/> Credit Card	Credit Card Details - Please charge my credit card for this registration: Card Type <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Diners Club <input type="checkbox"/> American Express	Electronic Funds Transfer (EFT) Please transfer funds directly to: Westpac Account Name: Liquid Learning Group Pty Ltd BSB: 032 002 Account No: 407 273 SWIFT Code: WPCAUS2S
	<input type="checkbox"/> Cheque (payable to Liquid Learning Group Pty Ltd)		
	<input type="checkbox"/> Electronic Funds Transfer		
	<input type="checkbox"/> Please invoice me: Purchase Order No. # <input type="text"/>		
	Card Number	Expiry	Amount <input type="text"/>
	Full Name as on card		Please quote ref HRH0715 and registrant name
	Cardholder's Contact Number	Signature <input checked="" type="checkbox"/>	

4

Authorising Manager's Details: This registration is invalid without a signature.

Name	Position	Signature <input checked="" type="checkbox"/>	Date
------	----------	---	------

5

Send To	Fax +61 2 8239 9777	Mail Liquid Learning Group Pty Ltd GPO Box 1542 Sydney NSW 2001	Email registration@liquidlearning.com.au	Phone +61 2 8239 9700
---------	------------------------	--	---	--------------------------

Registration Policy

If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty Ltd in the twelve months following date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$400 plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellation. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, i.e. a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.

Liquid Learning Group Pty Ltd takes all care to produce high quality events that deliver as promised. All advertised details are correct at time of publishing. However, when circumstances beyond our control prevail, we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel or reschedule events if circumstances arise whereby performance of the event is no longer feasible, possible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to or cancelling or rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate; if an event is cancelled or you are unable to attend the rescheduled event you will be issued with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following date of issuance.

Disclaimer

Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd accepts no responsibility for reliance on such information and recommends that its clients seek further professional advice.

Privacy Statement

Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1986. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily to contact you for ongoing research, product development and notice of future events and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please tick this box:

To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd, Level 9, 80 Clarence Street, Sydney NSW 2000, PH: +61 2 8239 9755, FX: +61 2 8239 9766, email: database@liquidlearning.com.au