



2010 OPEN COURSE SCHEDULE & BOOKING FORM

AUSTRALIA

DID YOU KNOW?

The typical return on your investment within the first **3 months** is over **10 times** the course fee

48% of participants identified a measurable financial benefit of at least **double** the course fee



'creating measurable benefit'

99% of Scotwork course participants would, or had **recommended** the Scotwork programme

98% of Scotwork course participants felt their negotiating **performance** had improved

90% of participants felt that Scotwork was at least as good as **the best skills course** they had been on

88% of managers achieved **100%** of their **objectives** for the participants attending the Scotwork course

71% of participants were more **confident** when negotiating

Results from our ongoing research are published in the booklet "Measuring Successful Training". Available from the Scotwork office, or downloadable from the Scotwork Australia website.

For course availability please contact the Scotwork office:

Tel: (02) 9211 3999
Email: info.au@scotwork.com

www.scotwork.com.au

All courses start at 5.00pm on Monday evening, and finish at 2.00pm on Thursday afternoon.

18-21 January	Sydney
08-11 February	Melbourne
15-18 February	Sydney
08-11 March	Brisbane
15-18 March	Melbourne
22-25 March	Sydney
12-15 April	Sydney
03-06 May	Melbourne
10-13 May	Sydney
17-20 May	Hobart
07-10 June	Brisbane
07-10 June	Sydney
15-18 June *Tues evening start	Perth
21-24 June	Melbourne
05-08 July	Sydney
26-29 July	Melbourne
02-05 August	Sydney
23-26 August	Brisbane
30 August-02 September	Sydney
06-09 September	Melbourne
27-30 September	Sydney
11-14 October	Melbourne
18-21 October	Sydney
25-28 October	Hobart
08-11 November	Perth
22-25 November	Sydney
29 November -02 December	Brisbane
06-09 December	Melbourne

For information about our in-house programs, one-day refresher programs and consulting services, please contact the Scotwork office on (02) 9211 3999.



"The best course I have been on since I left university – bar none."

Gregor Mackenzie
Portfolio Sales Executive
Unisys Australia

"Excellent course – life changing was the expectation I had and that was met. I'm up to three successful negotiations today and what an amazing feeling that is."

Angela Serhan
Partner Relationship Manager
BT Financial

"Highly recommended. Did negotiations skills in my MBA – this course (Scotwork) was far superior."

Darren McMillan
Practice Development Manager
MLC

"The way I have been negotiating in the last 3 days has already paid for the course fee and opened up so many doors in terms of how I approach the situation in front of me."

Yury Glikin
Business Development Manager
ninemsn

"It has been the best course that I have done during my working career."

Helen Kim
Production Manager
Woolworths

"Excellent course which exceeded expectations – lots of fun."

Brian Symons
Business Manager – Navy Aviation Systems Program Office
Department of Defence

"Scotwork is a big investment, but I can say it's absolutely worth it – the investment we made, we recovered that in the first negotiation we had – our investment turnover has resulted in a return of around 50 times per year."

Greg Ahlberg
Regional Director, ANZ
Abbott Diagnostics

"One of the best personal development courses I have attended".

Beth Stewart
National Sales Manager
Queensland Rail – Passenger

"Highly valuable to me – I should have done this 20 years ago."

Reece Saywell
Principal
Mercer Australia

"My success has only continued to rise since completing the course."

Robert Zakarija
Regional Sales Manager

"Fantastic, able to deliver learning in a fun environment."

Jason Lane
Sales Manager
Fosters Group Ltd



Scotwork Registration Form 2010

PARTICIPANT DETAILS:

Course Date	Course Location	Name	Job Title	Email
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

SEND BOOKING INFORMATION TO:

Name: _____ Job Title: _____

Organisation: _____

Street Address: _____

State: _____ Postcode: _____

Telephone: _____ Email: _____

PAYMENT:

The course fee for 2010 is **\$3,820 plus GST** per person. Fees include course materials, lunch and refreshments for the duration of the program. Cancellation charges apply.

An invoice will be issued on receipt of registration. Payment is due within 14 days of invoice date. Please tick your preferred form of payment below. (NB: Payments made by American Express will incur a 3% surcharge)

Cheque **EFT** **Credit Card** :

Approved by: (Please print) _____ Manager's signature: _____

Bankcard Visa Mastercard Amex Diners Club

Card Number: _____ Expiry Date: _____

3 or 4 digit batch code (Amex cards only): _____ Total amount inc GST: _____
(\$4,202 incl GST pp)

Card Holder's Name: _____ Signature: _____
(Please print)

TERMS & CONDITIONS OF BUSINESS

"Scotwork" means Negotiating Skills Australia Pty Ltd carrying on business as Scotwork Negotiating Skills and its agents, servants and employees.

"Client" means any individual or organisation employing or representing a Participant, or expressing an interest, in any course provided by Scotwork.

"Participant" means an individual who participates or is intended to participate in any course provided by Scotwork.

1. All places are offered on Scotwork Negotiating Skills open courses solely on these Terms and Conditions of Business and these Terms and Conditions supersede any terms and conditions referred to or relied on by the Client at any time. Scotwork will accept no other terms and conditions unless agreed in writing in advance of the booking being made.
2. Scotwork cannot guarantee the availability of places on any course. Scotwork will accept provisional bookings by telephone, but these must be confirmed in writing (letter, fax or email) within 5 days. Any places not confirmed within 5 days may be offered to other Clients.
3. Where a reservation is made by a third party, on behalf of a Client, the name, address and other relevant details of the Client required by Scotwork must be disclosed to Scotwork at the time the reservation is made. The name, address and other relevant details of the Participant must also be disclosed by the third party at the time the reservation is made.
4. Reservations are confirmed in writing by Scotwork and submitted with an invoice to the client.
5. Payment terms (i) net 14 days from the date of invoice (ii) for places confirmed inside 14 days of the course commencing, payment must be received at the Scotwork office not later than the Friday preceding the course. If payment is not made by the due date (i) participation on the course may be refused (ii) the Client remains liable for the course fee.
6. The course fee includes course materials, light refreshments on the first evening, and lunch and refreshments served during the hours that the course is conducted. The Client is responsible for any additional charges made by the hotel in respect to food, accommodation or other items incurred by their Participant(s).
7. **CANCELLATION.** (i) Fifty per cent of the course fee will be charged to the Client for cancellation of a booking within 56 days (8 weeks) of the course start date. (ii) The course fee will be charged to the Client **in full** for cancellation of a booking within 28 days (4 weeks) of the course start date. Participants who have to leave the course part way through (even for reasons of ill health) will not receive a refund. (iii) Cancellation charges required by the venue where we have not been notified at least 2 working days in advance of the course start date must be settled directly by the Client or Participant with the venue.
8. In the event of the Participant being unable to attend the confirmed programme, Scotwork will accept a suitable substitute Participant.
9. An administration charge of five per cent will be charged to the Client for changes made by the Client or Participant to each course booking.
10. Goods and Services Tax (GST) – If GST is imposed on any supply made under or in accordance with these Terms and Conditions, the recipient of the taxable supply must pay to the supplier an additional amount equal to the GST payable on or for that taxable supply. (i) Unless otherwise expressly stated, all prices or other sums payable or consideration to be provided under or in accordance with these Terms and Conditions are exclusive of GST. (ii) If the Client is required to pay for, reimburse or contribute to any expense loss or outgoing ("reimbursable expense") suffered or incurred by Scotwork, the amount required to be paid, reimbursed or contributed by the Client will be the sum of (a) the amount of the reimbursable expense net of input tax credits (if any) to which Scotwork is entitled in respect of the reimbursable expense; and (b) if Scotwork's recovery from the Client is consideration for a taxable supply, any GST payable in respect to that supply.
11. Only three Participants are allowed per organisation on each course. Scotwork may at its sole discretion permit a third person in exceptional circumstances.
12. Scotwork reserves the right to vary the tutors teaching each course without notice to the Client or Participant.
13. Scotwork reserves the right to refuse training to any Participant or Client at any time.
14. Scotwork reserves the right to ask any Participant who is proving to be a disruptive influence on the course to leave the course. No refund of course fees will be made to the Client in these circumstances.
15. Participants may retain course materials which they have been expressly informed by course Tutors that they may keep. They shall return to Scotwork all other course materials of whatever nature.
16. No Participant or Client shall (and each Client shall procure that its Participants shall not) at any time use any information or materials belonging to Scotwork, including without prejudice to the foregoing generality any intellectual property rights, know-how or course materials, in any way that may prejudice Scotwork.
17. To the maximum extent permissible at law Scotwork accepts no responsibility for any loss or damage of whatever nature incurred by any Participant or Client in connection with any course provided by Scotwork.
18. Failure by Scotwork to insist upon the strict performance of any term or condition should not be considered a waiver of any rights which Scotwork has or may have.
19. These Terms and Conditions shall be governed by and construed in accordance with the laws of the state of New South Wales, Australia.