



PERFORMANCE IMPROVEMENT CONFERENCE

ENGAGING MANAGERS IN
PERFORMANCE RESULTS

Focusing on providing performance improvement practices, tools and applications for managers and their business partners

3rd ISPI South Africa Conference
in Association with Knowledge Resources

CONFERENCE
9 - 10 June 2011

PRE-CONFERENCE WORKSHOP
7 - 8 June 2011

*presented by renowned international Performance Improvement expert **Dr Roger Chevalier***

Crowne Plaza, **Johannesburg** – The Rosebank

**KNOWLEDGE
RESOURCES**

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**International Society for
Performance Improvement**

WHERE KNOWLEDGE
BECOMES KNOW-HOW

PERFORMANCE IMPROVEMENT CONFERENCE

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7 - 10 June 2011 Crowne Plaza, Johannesburg – The Rosebank

BENEFITS OF ATTENDING

- Improve application knowledge of performance improvement methodologies and tools
- Learn from actual performance improvement case studies
- Learn to build performance relationships with business and line management
- Learn how to develop joint performance strategies with line and operations management
- Learn how to implement results-driven performance plans and operationalise strategies to add value to the work of HR

WHO SHOULD ATTEND

- Business, line and senior managers and executives
- Operations managers
- Performance Consultants
- HR directors, executives, HR and Training Managers
- OD, Learning and Development Consultants

TRAVELING TO JOHANNESBURG?

Crowne Plaza Johannesburg – The Rosebank is a modern and stylish Johannesburg hotel and is only 30 minutes from O.R. Tambo International Airport. The hotel is ideally located for business travel.

Crowne Plaza Johannesburg – The Rosebank is offering delegates who are attending a Knowledge Resources event discounted accommodation rates. To book your accommodation at a discounted rate, please mention the event's name that you are attending and the date/s.



Tel: 0861 747 7444/ +27 (11) 448 3600
Fax: 0861 447 1261/ +27 (11) 4483735
E-mail: reservations@therosebank.co.za
Web: www.therosebank.co.za

About ISPI

The ISPI was founded in 1962, it is the leading association dedicated to improving productivity and performance in the workplace by:

- Developing and recognising the proficiency of its members and
- Advocating the use of Human Performance Technology (HPT)

The ISPI represents more than 10 000 international chapter members across 42 countries, including human performance technologists, training directors, human resource managers, instructional technologists, performance consultants, and organisational consultants. They work in a variety of settings, from business, academia and government to health services, banking, mining and the IT industry.



**International Society for
Performance Improvement**

Southern Africa Chapter WHERE KNOWLEDGE BECOMES KNOW-HOW

About KNOWLEDGE RESOURCES

Our focus is to bring you high-quality conferences, seminars and skills-building workshops that will add value in terms of knowledge and skills. The aim is to provide extremely good value for the time and money clients have invested.

Our expertise lies in knowledge about the various disciplines within business and management as well as the knowledge needs of the tertiary, public and private sectors. Event topics are carefully selected to cater for South African needs, without discarding international standards.

Our event titles are researched, practical and case study-related, ensuring we bring our clients up-to-the-minute information, at the same time providing first-rate networking opportunities with leading business colleagues and executives. We surpass on providing our clients with a business knowledge experience!

**KNOWLEDGE
RESOURCES**

PRE-CONFERENCE WORKSHOP

7 - 8 June 2011



IMPROVING WORKPLACE PERFORMANCE

Ideas, models, tools and practice

One of the critical roles that managers and supervisors have is that of improving the performance of their divisions, departments, and workgroups. They routinely assess the present level of performance and compare it to a desired or planned level of performance. Unfortunately, most managers and supervisors immediately jump to finding solutions rather than identifying the underlying causes for the performance gap. What is needed is a systematic approach to improving workplace performance.

This highly interactive workshop is based on Roger Chevalier's award winning book, *A Manager's Guide to Improving Workplace Performance*, and will focus on systematic approaches to leading and improving performance.

Programme

07:30 – 08:30
Registration and refreshments

08:30
Workshop commences

10:00 – 10:30
Morning tea break

12:30 – 13:30
Lunch

15:00 – 15:15
Afternoon tea break

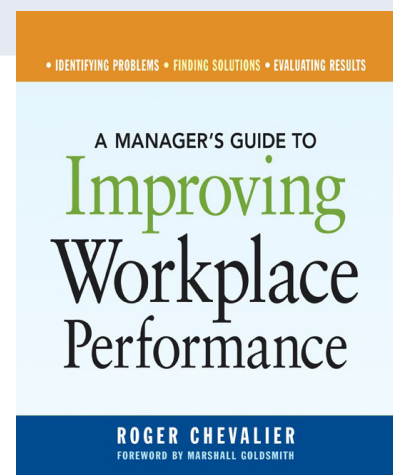
16:30
Wrap-up and closure

OBJECTIVES

As a result of taking this workshop, you will be better able to

- Use coaching and leadership techniques to systematically develop your people.
- Identify performance gaps as the difference between the present and desired level of performance.
- Identify the underlying causes for performance gaps and select appropriate solutions to eliminate them.
- Implement the needed changes and evaluate the results.
- Develop a plan for systematically improving workplace performance.

Attend this workshop and receive
a free copy of
DR CHEVALIER'S
award-winning book



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CONFERENCE PROGRAMME

7 - 10 June 2011 Crowne Plaza, Johannesburg – The Rosebank

DAY ONE | 9 June 2011

8:00 – 8:30 Registration and coffee

KEYNOTE ADDRESS

8:30 – 9:30 **Improving Workplace Performance: Creating an environment where your people can succeed**
Dr Roger Chevalier, CPT, International Performance Improvement Expert **INTERNATIONAL**

KNOWLEDGE SESSIONS these sessions will provide learning opportunities for further development and growth in your jobs

9:35 – 10:30 **Case study presentation by Telkom: Applying the Performance Improvement methodology in a large-scale business project**
Kholisile Khumalo, Manager: Learning & Development, Telkom

10:30 – 10:45 Tea

10:45 – 11:30 **Case study presentation by Absa Financial Services: The importance of building internal Performance consulting leadership capacity with particular reference to international certification with ISPI of the performance consultants in Absa Financial Services**
Dr Marinda van Wyk, Head of Assessments: Absa Group Human Resources, ABSA

11:35 – 12:30 **Case study presentation by Avusa: Apply the Performance Improvement methodology in the design and implementation of a performance assessment**
Mawethu Cawe, Group Executive HR and Transformation, Avusa LTD

12:30 – 13:30 Lunch

APPLICATIONS SESSIONS these sessions will provide tools for your application back at the workplace

13:35 – 15:00 **TRACK 1 How to evaluate managers' investment in performance improvement solutions - how to leverage current measures, how to focus on the critical few**
Dr Judy Hale, CPT, Founder, Hale Associates

TRACK 2 Case study presentation by Parliament SA: How a Performance Improvement System was designed to change the culture about performance management
Vuyisile Mathiti, Performance Improvement Manager, Parliament SA

15:00 – 15:20 Tea and Coffee

15:25 – 17:00 **TRACK 3 Building a high Performance culture based on engagement, inclusion and accountability**
Sharon Govender, Director Performance and Change Enablement, Standard Bank

TRACK 4 Application Session: How to apply Performance Improvement practice to the implementation of SAP in your organisation
Adolf Theron, CPT, Domain Expert: Human Performance Improvement and Talent Management, EPI-USE



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DAY TWO | 10 June 2011

KEYNOTE ADDRESS

8:30 – 9:30 Identifying managerial competencies required for essential but complex work

Dr Judy Hale, CPT, Founder, Hale Associates **INTERNATIONAL**

KNOWLEDGE SESSIONS these sessions will provide learning opportunities for further development and growth in your jobs

9:30 – 10:10 HR Risk Management: Governing people risks as opportunities for performance improvement

Dr Marius Meyer, Chief Executive Officer, South African Board for People Practices (SABPP)

10:10 – 10:30 Tea

10:30 – 11:15 Case Study presentation: Applying the Performance Improvement methodology, principles and practices to design, develop and implement a management development curriculum

Craig Casserley, CPT, Management Development and Performance Specialist, MMI Holdings

Leon Olivier, CPT, Management Development and Performance Specialist, MMI Holdings

Wessel van Reede van Oudtshoorn, CPT, Management Development and Performance Specialist, MMI Holdings

11:15 – 12:30 Panel Discussion by Management thought leaders: Do change and performance initiatives in organisations usually lead to the expected outcomes and results?

Panel Discussion Chairperson:

Khosi Matshitse, Thought leader and Expert in Strategy, OD and Change Management

Panel Members:

Bill Sewell, Certified Performance Technologist, People and Performance

Dr Pat Naves-Shongwe, Thought leader and Expert in Talent Management, Incentives and Rewards

Dr Brian Chinsamy, Head of Learning and Development Retail, ABSA

Dr Mandla Adonisi, Lecturer, OD and Strategy, GIBS

12:30 – 13:30 Lunch

APPLICATIONS SESSIONS these sessions will provide tools for your application back at the workplace

13:30 – 14:45 TRACK 1 Moving from Training to Performance: Making sure what is learned is applied in the workplace to the satisfaction of management

Dr Roger Chevalier, CPT

TRACK 2 Application session Great Basin Gold: Shifting the productivity paradigm in the gold mining industry by aligning and implementing the Performance Improvement methodology and practices

Andri Pieterse, Organisational Development Professional, Great Basin Gold

Cedric Potgieter, Human Resource Manager, Great Basin Gold

14:45 – 15:00 Tea and Coffee

15:15 – 16:00 Closing of Conference

Dr Roger Chevalier, CPT

Dr Judy Hale, CPT

Belia Nel, CPT



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Dr Roger Chevalier, CPT, International Performance Improvement Expert INTERNATIONAL

Roger D. Chevalier, PH.D., CPT, has more than 30 years of experience as an expert in performance improvement and training. An active consultant and speaker, he was also the Director of Certification for the International Society for Performance Improvement (ISPI) until 2006. He lives in Rohnert Park, California.



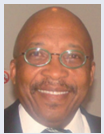
Kholisile Khumalo, Manager: Learning & Development, Telkom

Mr. Kholisile Khumalo is currently the Key Account Manager at Telkom SA. He is responsible for a number of accounts with external clients whom he engages on a consistent basis with the tools he learned in his career as a Training professional within the ICT Industry. Amongst other qualifications, he holds a Bachelor of Education (Hons) Degree.



Dr Marinda van Wyk, Head of Assessments: Absa Group Human Resources, ABSA

Marinda started her career as an Assistant Manager: Training and Development at Spoornet (Western Cape) straight after obtaining her Masters degree (1990). In March 2002 she took up the role of Human Resources Manager for Absa Corporate & Merchant Bank. In order to obtain a broader understanding of the financial services industry, she moved to the Absa Financial Services portfolio in January 2004 as Head of Human Resources and fulfilled this role for 7 years. Marinda is currently the Head of Assessments and also the resident psychologist for Absa.



Mawethu Cawe, Group Executive HR and Transformation, Avusa LTD

Mawethu Cawe is currently the Group Executive for HR and Transformation at Avusa Limited, where he is responsible for the formulation and implementation of human resources, transformation, remuneration and HR development strategies as well as the development and support of Divisional HR managers and a salary bill of over R1 billion. He has various post-graduate qualifications in Human Resources and leadership and coaching, including Masters of Management.



Dr Judy Hale, CPT, Founder, Hale Associates INTERNATIONAL

Judith A. Hale, Ph.D., CPT, and IBSTPI Fellow is a successful HPT consultant to both public and private sectors and has been an active member of ISPI for more than 25 years. Her clients include ABB, Abbott, Allstate Insurance, American Family Insurance, Baxter, Caterpillar, ComEd, Johnson Controls, McDonalds, Metler-Toledo, Taiwan's Research Institute, Walgreens, Washington Airport Authority, and many more. Services include consultation on implementation strategies, certification, evaluation, and strategic planning. She has developed job specific certifications used in over 100 countries. She has dedicated her career to helping management develop effective and practical ways to improve individual and organizational performance. She is known for making sense out of confusion and helping others stay focused on what matters. She is able to explain complex ideas so people understand their relevance and has developed practical tools so people can apply them. She has published six books related to HPT, including the best-selling *The Performance Consultant's Fieldbook, 2nd ed* (2007), *Outsourcing Training and Development* (2006), *Performance-based Management: What every manager should do to get results* (2003), *Performance-Based Evaluation: tools and techniques for measuring the impact of training* (2002), *Performance-Based Certification: How to Design a Valid, Defensible, Cost-effective Program* (2000), *The Training Manager's Competencies* (1989), and co-authored *Achieving a Leadership Role for Training* (1995). She is a contributing author to the *ISPI Handbook of Performance Technology*, 3rd edition (2006) and the *Handbooks on Evaluation and Interventions* (2009). She is a recipient of ISPI's Gilbert and Lifetime Member awards and earned her Ph.D. from Purdue.



Vuyisile Mathiti, Performance Improvement Manager, Parliament SA

Vuyisile Mathiti is currently the Manager for Performance Improvement in Human Resources in Parliament of the Republic of South Africa. He is responsible for developing, implementing and evaluating, in partnership with line management, performance improvement interventions meant to enhance organisational, team and individual performance. He was previously a Lecturer in the Department of Psychology at the University of the Western Cape where he lectured various disciplines such as Psychometric Assessments, Counselling Psychology, Brain and Behaviour, etc. During this period, he also consulted for various companies and public sector organisations such as South African Breweries, Keiretsu Corporations, Department of Education, etc on a range of services such as psychometric assessments, counselling, HIV/AIDS and was involved in research partnerships with the Human Science Research Council, University of Connecticut and Pennsylvania. He has published several Book Chapters and journal articles in accredited international and National Journals.



Sharon Govender, Director Performance and Change Enablement, Standard Bank

Sharon Govender has been responsible for leading internal performance consulting at Standard Bank since 2008. She is concerned with the design and implementation of the critical staff engagement and transformational change program within Personal and Business Banking. Amongst her many qualifications, Sharon's background includes the following: *University of Witwatersrand, Business and Executive Coaching Certificate, 2010 (5 Distinctions)* and *University of Netherlands, Master of Business Administration, 2006*. As a member of the Directors team, Sharon passionately contributes to Standard Bank's Business Performance Solutions and shares her 23 years industry experience in Operations Management, Change Management and Credit and Risk Management within financial services environments and her well-developed expertise in business strategy and re-engineering of processes to realize strategic intent.



Adolf Theron, CPT, Domain Expert: Human Performance Improvement and Talent Management, EPI-USE

Adolf Theron currently Domain Expert: Human Performance Improvement and Talent Management at EPI-USE, a global software and business services provider specialising in SAP Human Capital Management based solutions. Adolf has more than 15 years experience in job, task and competency frameworks, profiling and solution design for business-, human- and system performance improvement facilitating multinational project teams. Adolf is a ISPI Certified Performance Technologist, a member of ISPI International, Member of the Board of ISPI EMEA, Member of the International Board of Standards for Training, Performance and Instruction (IBSTPI).



Craig Casserley, CPT, Management Development and Performance Specialist, MMI Holdings

Craig Casserley has 7 years experience in the area of people development and more recently in the area of management development. Craig is a Certified Performance Technologist and has been actively involved in the application of the HPT methodology in the financial services industry. Craig is part of a team that has designed, developed and in the process of implementing a Management Development Programme that incorporates the HPT methodology. Craig is also a Certified Financial Planner and has experience as a Sales Manager in the Financial Services Industry.

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Dr Marius Meyer, Chief Executive Officer, South African Board for People Practices (SABPP)

Marius Meyer is CEO of the South African Board for People Practices (SABPP), the professional body for HR practitioners and statutory Education and Training Quality Assurance Body for HR in South Africa. He facilitated training and consulting interventions for more than a 100 companies and is a section editor for the South African Journal of Human Resource Management. Previously Marius lectured in HRD at the University of South African and University of Johannesburg. He has been an HRD practitioner, consultant and academic for the last 17 years. Marius is registered as a Master HR Practitioner and Mentor with SABPP. He is an advisory board member and head of research for ASTD Global Network South Africa. Marius is a regular speaker at local and international conferences and author of several articles and books, as well as co-chair of the HR Directors' Forum of Executives Global Network South Africa. He has a passion for leadership, strategy, governance, change management and people development. Marius recently co-authored the first SABPP position paper on HR Risk Management.



Leon Olivier, CPT, Management Development and Performance Specialist, MMI Holdings

Leon Olivier has over 20 years experience in the Human Capital environment. He has gained this experience in different roles and at different operational levels that include Human Resource Administration, Product and Sales Training, being an internal Human Resources consultant and was a Senior Human Resources Manager for five years. In 2006 he left this position to assist in the establishment of the Performance Improvement function. In 2008 he was awarded his Certified Performance Technologist certification by the International Society of Performance Improvement. He is currently one of three Certified Performance Technologists in the Management Development and Performance Consulting function where he is co responsible for the development of training material, facilitating management development workshops, conducting performance assessments and assisting line managers with the implementation of actions to remove performance barriers in the sales environment.



Wessel van Reede van Oudtshoorn, CPT, Management Development and Performance Specialist, MMI Holdings

Wessel van Reede van Oudtshoorn has 21 years experience in the field of Training and Development in the financial services industry. He is a Certified Performance Technologist and has worked at various levels of management in his career. He has been involved in the design and rollout of numerous projects and has attended two international conferences on Performance Improvement where he rubbed shoulders with and learnt from the experts in the field of Human Performance Technology. He is part of the three-man team that designed, developed and implemented an integrated Management Development curriculum at Metropolitan Retail.



Khosi Matshitse, Thought leader and expert in Strategy, OD and Change Management

Khosi Matshitse is the Executive Head: Human Resources at WesBank. Previously she has worked for blue chip companies like Anglo American, S. A. Breweries, Deloitte and Touche, Gemini Consulting and Liberty Life. Her qualifications are: BA and MA, Senior Leadership Development and Human Resource Management Certificates. Khosi has published articles on Customer Service, Gender Equity, Transformation and Change Management. Khosi has Directorship with Tracker.



Bill Sewell, CPT, Managing Memeber, People and Performance

Bill Sewell, Master of Public Administration, Master HR Practitioner and Mentor (SABPP), Certified Performance Technologist (ISPI), has over 30 years of strategic Performance Improvement and Organisation Development experience, gained in his extensive career in operations management and human resource development with leading national companies; and in performance consulting with all three spheres of government, throughout Southern Africa. He is managing member of People and Performance cc, a performance evaluation and organisation development consultancy, linked to several international associates with a wide range of performance improvement tools & expertise.



Dr Pat Naves-Shongwe, Thought leader and Expert in Talent Management, Incentives and Rewards

Dr Pat Naves-Shongwe is an independent Human Resources Consultant. She obtained her PhD, Leadership in performance and change at the now University of Johannesburg. Her background lies in Social work counselling through which she focused on personal social functioning and community building. Dr Naves-Shongwe has also been a leader in the National Human Resources field spearheading the professionalisation of Human Resources in South Africa.



Dr Brian Chinsamy, Head of Learning and Development Retail, ABSA

Head of Learning and Development in Absa Retail Bank (2007 – current). Introduced a new learning strategy (LEAP – Learning to Enhance and Perform) in Absa Retail bank – currently being rolled out. Introduced the Human Performance Improvement (HPI) approach to employee performance improvement and enhancement in Absa Retail Bank, and introduced and helped institutionalise the role of Performance Consultants in the Absa Group. Masters in Educational Leadership and Management (Rhodes University). He hold a PHD in School improvement and Effectiveness (Kwa-Zulu and Nottingham Universities jointly).



Andri Pieterse, Organisational Development Professional, Great Basin Gold

Andri Pieterse is the Organisational Development Professional at Great Basin Gold Corporate Office her Andri joined Great Basin Gold in June 2009 and her main responsibilities were assisting with systems and processes within the People Performance Centre mainly with Recruitment, she was appointed at the Corporate Office in February 2010 in her current position, her main responsibilities from a Group Perspective entails: Performance Management, Talent and Succession Management, Development as well as Recruitment of Senior Management



Cedric Potgieter, Human Resource Manager, Great Basin Gold

Cedric Potgieter is the Group Organisational Performance Manager at Great Basin Gold Limited (International Canadian-based Company). He is currently responsible for employee wellness, employee relations and human capital communication for the group. He is a member of ISPI (International Society for Performance Improvement). He holds a DPLR, BLDP and he is also studying towards BA Social Anthropology.



Belia Nel, CPT

Belia Nel, CPT (Certified Performance Technologist) and member of ISPI (International Society for Performance Improvement) and the spokesperson for South Africa. She is the founder of Leaders of Learners, a performance improvement consulting practice. She is a regular speaker at conferences both internationally and locally. She is a recipient of international leadership and service awards from the ISPI. She has published various articles and made contributions to academic textbooks. She is a graduate from the University of Johannesburg.

Dr Mandla Adonisi, Lecturer, OD and Strategy, GIBS

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REGISTRATION FEE

- A** Two-day conference
09 – 10 June 2011 **R 8 800.00**
- B** Pre-conference workshop
07 – 08 June 2011 **R 7 950.00**
- C** Two-day conference and
pre-conference workshop (save R1700)
07 – 10 June 2011 **R15 050.00**

The above fees include VAT, refreshments, lunch, parking and conference material.

TERMS AND CONDITIONS

Please note: Payment must be received before the event takes place. Knowledge Resources reserves the right to refuse admission where evidence of payment cannot be shown.

CONFIRMATION OF BOOKING

Please note: If you have not received confirmation in writing, of your booking before the event, please contact us on 011 880 8540 to confirm that we have received your registration.

SOMETHING HAS COME UP AND I CANNOT ATTEND
If you cannot make it to the event, you have several options (the below options need to be received in writing):

- You may send a **substitute** delegate in your place, please inform the Customer Care Department of the new name for registration purposes. No additional charges will be applicable for substitutions
- You may **transfer** at no extra charge to another event, provided you do so in writing at least 10 working days before the event. Transfers within the 10 working days will be charged an administration fee of 20%
- You may **cancel** your registration, in writing, up to 10 working days before the event takes place. Cancellations inside of 10 days will be liable for the full fee
- Unfortunately, **no refund or credit** can be given to delegates who do not attend without giving prior notice
- Registrations received during the 10 working days before the event date, will not be excluded from any terms & conditions

In the event of unforeseen circumstances Knowledge Resources reserves the right to change the programme content, the speakers, the venue or the date. You will be notified no less than 5 working days prior to an event. Should the event be postponed, you will have the option to attend the next available date of the relevant event. The registration fee will be credited on delegate accounts, should they opt not to attend the next available date of the relevant event or in the case where an event is cancelled.

PAYMENT

- Cheques should be made payable to Knowledge Resources (Pty)Ltd. Please do not mail any cheques.
- Electronic Transfer or Direct Deposit into our bank account, validated by faxed copy of transaction slip Nedbank Cresta, Account No.: 1913164489 Branch Code: 191305, FAX: 011 880 8700

Please note: Payment must be received by no later than 15:00 the day before the first morning of the event.



Are you a member of the Universal Lifestyle 360° loyalty programme?

If 'yes' complete member no/s. below: YES NO

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|------------|----------------------|
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| DELEGATE 2 | <input type="text"/> |
| DELEGATE 3 | <input type="text"/> |
| DELEGATE 4 | <input type="text"/> |
| DELEGATE 5 | <input type="text"/> |

SPECIAL OFFER

- Register 3 delegates and the 4th delegate attends FREE of charge!
- Special discount for registered NPOs, SMALL BUSINESSES (30 or less employees) full-time lecturers at universities/colleges/schools – contact us for more information!

REGISTRATION METHODS

- Register online GO TO www.kr.co.za
- Phone Magdeline Matlatse on 011 880-8540
- Fax completed registration form to 011 880-8700 / 9829
- Email completed form to Magdeline@knowres.co.za

Once payment has been made please fax through proof of payment with the event's name written in the top right-hand corner

PLEASE NOTE Delegates will not be allowed entry to the event if payment has not been received

Booking made by

Phone Email

Date Signature

By signing this registration form, the delegates agree to the enclosed terms and conditions

DELEGATE 1

Tick option A B C

Name Title

Designation

Phone Fax

Cellular Email

Company

Company VAT Number

Postal Address

Postal Code

Dietary Requirements

DELEGATE 2

Tick option A B C

Name

Title

Designation

Cellular

Fax

Email

Dietary Requirements

DELEGATE 3

Tick option A B C

Name

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Dietary Requirements

DELEGATE 4

Tick option A B C

Name

Title

Designation

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Fax

Email

Dietary Requirements

DELEGATE 5

Tick option A B C

Name

Title

Designation

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Dietary Requirements

CREDIT CARD PAYMENT

Card Holders Visa / Master Amex Diners Mark appropriate box Expiry Date

Card No. CCV No.

Amount (All prices include VAT)

Date Signature