

Course Application Form: Introduction to Managing Telemarketing Performance

SmartTeam undertakes to maintain the confidentiality of applicant's personal information and not to divulge the information to any third party without the consensus of the applicant.

Name (Mr/Mrs/Ms): _____
Name as in passport: (Pls underline surname)

Chinese Name (If applicable): _____

NRIC/Passport No: _____ Expiry Date(dd/mm/yy): _____
(Applicable for foreigner)

Nationality: _____ Date of Birth: _____ Gender: Male / Female

Home Address: _____
Postal Code: _____

Home No: _____ Business Telephone No.: _____ Mobile No: _____

Email Address: _____ Qualification: _____

Fees: S\$450 Date: _____ Venue: TBA

Mode of Payment: Cash / Visa /
Cheque (Payable to "Smartteam Pte Ltd")

Bank: _____

Card Number: _____

Expiry Date: _____

For Official Use:

Commencement Date	Please (Tick) ✓	Commencement Date	Please (Tick) ✓
February		August	
April		October	
Jun		December	

REFUND POLICY

All registration and membership entrance fees paid to SmartTeam Pte Ltd are non-refundable. Only the paid course fees are refundable on the following conditions:

In the event that a company-sponsored applicant withdraws, the company is liable to pay any outstanding tuition fees.

Percentage of refund for paid course fees	Provided applicant's written notice of withdrawal is received
100% refund 75% refund 25% refund	More than 60 days before the Commencement Date Between 30 to 60 days before the Commencement Date Less than 30 days to 1 day before the Commencement Date

No refund after the Commencement Date. Applicant is liable to pay any outstanding tuition fees

WITHDRAWAL POLICY

Applicants with genuine financial difficulties and who wish to withdraw from the course should write to SmartTeam Pte Ltd for consideration. All requests must be supported with documentary evidence. Upon its final decision, the Institute shall inform the applicants in writing within a week.

Applicants should submit their withdrawal requests in writing to SmartTeam Pte Ltd

All approved refunds shall be made within fourteen (14) days from the date of a letter of approval sent to the applicant.

TRANSFER POLICY

Applicant who requests for transfer will be required to pay a transfer application fee of S\$100 (subjected to prevailing GST).

The applicant shall be charged for all modules consumed and all discounts/rebates that the applicant was entitled to shall be forfeited.

Note: The company reserve the rights not to accept any applicants (A full amount will be refunded).

I agree to enrol to the above course and certify the above information is correct. I also agrees to the terms and conditions stated above.

SmartTeam Pte Ltd

260 Tanjong Pagar Road, #10-01, Singapore 088542

Main: (65) 6395 3630, Fax: (65) 6224 6695

Signature and date