

Construction Project Cost Planning and Control Week

Earn 16 PDUs
for each session!



2 Separately Bookable Seminars in 1 Location

Session A: Construction Project Cost Planning, Estimation and Modeling Masterclass

Deliver your important construction projects within budget successfully by improving your cost planning, estimation and modeling today.

26 - 27 November 2015 (Thursday & Friday)

Alan Schwartz

Director

AGS Consulting & Training, Australia

- Committee Member of Australian Institute of Project Management (AIPM)
- NSW Government Pre-qualified Consultant involved in construction projects like the Sydney Showground and Powerhouse Museum
- Designed and delivered project management courses to more than 10,000 participants of all levels, in over 50 techniques
- Consulted with and trained multinational companies like Rio Tinto, Shell, Worley Parsons and more

Session B: Construction Project Cost Control, Variance Analysis and Cost Management

Utilising advanced cost control and management approaches throughout your project's lifecycle to achieve maximum productivity and profitability

30 November - 1 December 2015 (Monday & Tuesday)

Dr. Nghi M. Nguyen

President & CEO

NDV Project Management Services Inc., Canada

- Internationally recognized project management consultant, undertaken multi-billion US\$ projects like:
 - Hibernia Oil Production Platform
 - Canadian Patrol Frigate (CFP) project
 - China's Three Gorges hydro-electric development project
 - NASA's International Space Station (ISS) program
- Final draft reviewer and contributor to the latest PMBOK® Fifth Edition.
- Member of the Canadian Advisory Council (CAC) for ISO-21500 in project management

Construction Project Cost Control, Variance Analysis and Cost Management

Session B: 30 November - 1 December 2015, Shangri-La Hotel, Singapore

Dr. Nghi M. Nguyen

President & CEO

NDV Project Management Services Inc., Canada

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Dr. Nghi M. Nguyen, PhD, PE, PMP, M.ASCE, is the President and CEO of NDV Project Management Services Inc, one of the first members of the Project Management Institute (PMI)'s Registered Consultant Program. A registered civil engineer and certified Project Management Professional (PMP), Dr. Nguyen has more than 30 years of experience in construction, project cost management, planning and control, having worked as project manager, project control manager, project cost engineer/estimator, project cost controller for projects in various industries.

Dr. Nguyen was the Program Control Manager for the multi-billion dollar Canadian Patrol Frigate (CPF) program for Lockheed Martin Canada (formerly Unisys Systems Canada), the largest and most complex shipbuilding construction program in Canadian history. He was also the project management consultant for the Canadian Space Agency (CSA) on projects associated with the International Space Station (ISS) program, a 16-nation effort led by NASA, to build the permanently orbiting laboratory in space, the largest and most sophisticated international engineering project ever undertaken in the history of the world. Besides that, he also assisted SNC-Lavalin International on China's Three Gorges hydro-electric development project, the largest construction project in the world to date and the construction of the US\$5 billion Hibernia Oil Production Platform in St John, Newfoundland, Canada.

An internationally recognized consultant, author and presenter, Dr. Nguyen has assisted numerous clients with his unique and proven project management approaches in completing their projects effectively and efficiently. He currently delivers project management seminars to project managers all over the world. He is also a part-time professor at the Faculty of Engineering and Computer Science at Concordia University and lectured under the United Nations Development Programme (UNDP), the Maastricht MBA and the McGill University Executive Institute Management Development Program in Canada.

Dr. Nguyen has written and presented numerous technical papers on project/program management related topics in international conventions and congresses in Canada, the U.S., Europe, Asia and the Caribbean, sponsored by professional associations such as the Project Management Institute (PMI), the American Consulting Engineering Council (ACEC), The Association for the Advancement of Cost Engineering (AACE) International, American/Canadian Society of Civil Engineers (ASCE/CSCE), the Pan-Pacific Business Association (PPBA) and more. As a member of the Canadian Advisory Council (CAC), he participated in the development of the International Organization for Standardization (ISO)'s project management standard, which has been released in September 2012 as ISO 21500. He also served as the final draft reviewer and contributor to the latest PMBOK® Fifth Edition.

Construction Project Cost Control, Variance Analysis and Cost Management

Session B: 30 November - 1 December 2015, Shangri-La Hotel, Singapore

EXECUTIVE SUMMARY

Program:	Construction Project Cost Control, Variance Analysis and Cost Management	Early Bird 1 (Register & pay by 6 October 2015):	S\$1,995
		Early Bird 2 (Register & pay by 3 November 2015):	S\$2,395
		Regular Tuition Fee:	S\$2,695
Dates & Locations:	30 November - 1 December 2015 Shangri-La Hotel, Singapore	Group discount of 10% for 2nd participant from the same organization. For limited time only by 3 November 2015 register 3 participants and the 4th participant will receive a complimentary seat (One discount scheme applies).	

Note: GST is applicable only to participants from Singapore registered companies. Check your eligibility for 60% Cash Back at IRAS website.

Program Essence: Poor cost performance is a severe problem for construction projects worldwide. Based on a recent KPMG study, 50% of major construction projects worldwide are prone to cost overrun. Poor project cost control, scope changes and ineffective cost management contributes significantly to cost overruns.

Clariden is pleased to invite you to **Construction Project Cost Control, Variance Analysis and Cost Management** executive program. Held in conjunction with Construction Cost Planning, Estimation and Modeling, these 2 comprehensive programs are designed to help you achieve **successful project delivery well within budget and help you mitigate any cost overrun issues before they escalate**.

In this 2-day executive program, you will learn how to **implement an integrated cost control and management framework** that integrates **project work scope, project schedule and cost**. You will be guided step-by-step on how to analyze, control and manage project cost performance by **establishing cost baselines with a contingency reserve**, and utilizing proven techniques like **Earned-Value Management (EVM), Control Account Plans (CAPs) Variance Analysis, Cost Performance Index (CPI), To-Complete Performance Index (TCPI)** and more. Aligned with **PMBOK® Guide**, you will gain the knowledge on how to establish cost baselines and analyze and control project cost performance, in order to ensure a successful project delivery on budget. In addition, you will also discover comprehensive **cost reporting and forecasting tools** that will ensure cost vigilance and monitoring.

Led by a faculty director with an immaculate track record, Dr. Nghi M. Nguyen has advised on some of the largest construction projects in the world. He is also one of the final draft reviewers and contributors to the latest PMBOK® Fifth Edition, as well as member of the Canadian Advisory Council (CAC) for ISO-21500 in project management. An internationally recognized consultant, author and presenter, Dr. Nguyen is also a part-time professor at Concordia University, Canada.

Construction Project Cost Control, Variance Analysis and Cost Management

Session B: 30 November - 1 December 2015, Shangri-La Hotel, Singapore

PROGRAM INTRODUCTION

“Runaway budget costs are behind one-quarter of project failures for projects with budgets greater than US\$350,000.”

Controlling and managing costs throughout a project's lifecycle has always been a challenge for all project managers and leaders, as slight changes in project scope and schedule can potential lead to inordinate cost increases and influence the profits and losses of one's organisation. An integrated and strategic approach in project cost control, variance analysis and cost management is therefore indispensable to effectively detect any cost deviations and efficiently manage them to keep within budget.

Taking into account the **“triple constraints”** for every project, this 2-day executive program will cover an **integrated cost control and management framework** that integrates **project work scope, project schedule and cost**. You will be guided step-by-step on how to analyze, control and manage project cost performance by establishing cost baselines with a contingency reserve, and utilizing proven techniques like Earned-Value Management (EVM), Control Account Plans (CAPs) Variance Analysis, Cost Performance Index (CPI), To-Complete Performance Index (TCPI) and more. Drawn from a range of sources including **PMBOK® Guide**, industry standards and the course leader's 20 over years' of experience with multi-million mega projects, the best practice methodologies covered within the 2 days will ensure your project's success with minimal cost overruns.

Working through **practical and real-work exercises**, you will interact with other practitioners like yourself to share and learn the best practices of effective cost control, variance analysis and cost management for your projects.

WHO WILL BENEFIT THE MOST

MDs, VPs, Directors, GMs, CFOs, COOs, Heads, Senior Managers, Managers, Consultants, Controllers and Engineers responsible for:

- Project Management / Project Development / Project Execution
- Project Portfolio Management
- Project Management Office (PMO)
- Project Finance
- Project Cost Estimating / Cost Planning
- Project Cost Control / Cost Engineering
- Project Control
- Project Audit
- Scheduling and Planning
- Integrated Scope Change
- Supply Chain / Purchasing / Procurement
- Risk Management
- Civil Engineering / Structural Engineering
- Quantity Surveying

This course is relevant to all construction projects including civil infrastructure, building, earthwork, oil & gas plant, port, marine structure and so on.

LEARNING OBJECTIVES

- Establish a project cost performance baseline for effective cost control
- Justify cost commitments with associated project work scope
- Enable timely and appropriate corrective actions by spotting early warning signs on cost variances using Earned Value Management (EVM)
- Deal with changes in your project lifecycle / ensure that costs are expended in accordance with the project plan
- Control cost from project initiation to close-out phase
- Plan for cost contingency while maintaining risk management controls to ensure the safety of your project
- Improve cost accuracy control to maintain cost performance and maximise your project's bottom line

Construction Project Cost Control, Variance Analysis and Cost Management

Session B: 30 November - 1 December 2015, Shangri-La Hotel, Singapore

PROGRAM AGENDA

DAY ONE

Project Construction Cost Management Overview

- What is Project Cost Management in Construction?
- Cost Management: A Project Management Function
- The Project Cost Management Phases
- The Project Management Team
- Project Cost Management Objectives
- The Three Critical Parameter Cost Management Approach
- Cost Management versus Cost Planning

Practical Exercises, Video Presentations and Case Study

Plan, Organize and Scope the Construction Project

- Project Cost Management Process
- The Project Charter
- Understanding the Project Objectives
- Develop the Project Requirements
- Establish the Project Work Scope
- The Project Scope Statement
- The Work Breakdown Structure (WBS)
- "Make or Buy" Analysis
- The Organization Breakdown Structure (OBS)
- The Responsibility Assignment Matrix (RAM)
- The Scope Baseline

Practical Exercises, Video Presentations and Case Study

Plan and Develop the Schedule

- Identifying Project Activities
- Sequencing Identified Activities
- Estimating Activity Resources and Durations
- Planning the Project
- Scheduling the Project
- The Schedule Baseline

Practical Exercises, Video Presentations and Case Study

Estimate Costs & Determine Budgets

- Types of Estimate
- Order-of-Magnitude (Feasibility Study) Estimate
- Preliminary Estimate
- Definitive Estimate (Budget Estimate)
- Control Estimate
- Tender-Check Estimate
- Cost Estimating Methodologies
- Analogous Estimating
- Parametric Estimating
- Bottom-Up Estimating
- Three-Point Estimating
- Cost Estimating Accuracy
- Contingency & Escalation Allowances in Cost Estimates
- Cost Estimates and Budgets

Practical Exercises, Video Presentations and Case Study

Construction Project Cost Control, Variance Analysis and Cost Management

Session B: 30 November - 1 December 2015, Shangri-La Hotel, Singapore

DAY TWO

Establish the Cost Baseline

- Integrating Work Scope with Cost and Schedule
- Earned Value Management (EVM) for Effective Cost Control
- Earned Value Control Account Plans (CAPs)
- Management Reserve and Contingency Reserve
- Undistributed Budget
- Determine Measurement Methods for CAPs
- Establish the Project Performance Measurement Baseline (PMB)
- The Cost Baseline, Expenditures and Funding Requirements
- Maintaining the Cost Baseline: Managing Changes in Scope
- Integrated Change Control System

Practical Exercises, Video Presentations and Case Study

Monitor, Analyze and Control the Project Cost Performance

- CAPs Performance Measurement
- CAPs Variance Analysis
- Cost and Schedule Variances
- Cost/Schedule Tolerance
- Cost Performance Index (CPI)
- « To-Go » & « To-Complete » CPI
- Schedule Performance Index (SPI)
- Data Elements Interpretation
- Materials and Subcontract in Project Cost Control

Practical Exercises, Video Presentations and Case Study

Final Cost Forecasting & Reporting

- Determining Factors
- Cost Results Methodology
- Estimate At Completion (EAC)
- Reporting Requirements
- Reporting Objectives
- Preparing & Interpreting the Integrated Cost/Schedule Report
- Cost/Schedule Reporting Formats

Practical Exercises, Video Presentations and Case Study

Construction Project Cost Planning, Estimation and Modeling Masterclass

Session A: 26 - 27 November 2015, Shangri-La Hotel, Singapore

Alan Schwartz

Director

AGS Consulting & Training

- Committee Member of Australian Institute of Project Management (AIPM)
- NSW Government Pre-qualified Consultant involved in construction projects like the Sydney Showground and Powerhouse Museum
- Designed and delivered project management courses to more than 10,000 participants of all levels, in over 50 techniques
- Consulted with and trained multinational companies like Rio Tinto, Shell, Worley Parsons and more

Alan Schwartz, CPPD FAIPM, IPMA Level A, MPM, CMC, has over 30 years diverse work experience. He has a track record in architecture, project management, strategic management and planning, consulting, training, competency standards and assessment.

Alan is the Director of AGS Consulting & Training, an Australian Institute of Project Management (AIPM) endorsed course provider, since its establishment in 1997. He has managed numerous small, medium and large projects and worked with over 150 organisations in the construction, engineering, transportation, housing, utilities, infrastructure, mining and so on. As the NSW Government Prequalified Consultant, he was involved in many construction projects including the Powerhouse Museum, Sydney Showground relocation, residential construction projects, and post completion reviews of various bridges, roads and buildings.

For the past 20 years, Alan has designed and delivered numerous management, portfolio, program and project management courses to more than 10,000 participants of all levels, in over 50 techniques. He has also led several units in the Project Management Graduate (Masters) Program at the University of Sydney from 2000 to 2013 and has been the Unit Coordinator of the University of New England MBA Project Management Unit.

Alan is a Fellow of the Australian Institute of Project Management (AIPM) and Committee Member of AIPM Project Managed Organisation Accreditation and AIPM Assessor Panel (RegPM Certification program). He was also the Chief Assessor for the internationally recognised 'Certified Management Consultant' by Institute of Management Consultants (IMC). Articles by Alan have been published in AIPM and State Chamber of Commerce. He has also delivered papers at numerous conferences.

- Partial list of companies Alan has consulted with and trained:**
- AMEC Engineering
 - Construction Industry Development Agency
 - Department of Transport (SA)
 - Fortescue Metals Group
 - Infigen Energy
 - Ledonne Constructions
 - OneSteel
 - Pacific Power
 - Rail Infrastructure Corporation
 - Rio Tinto
 - Shell
 - Siemens
 - Sydney Water

EXECUTIVE SUMMARY

Program:	Construction Project Cost Planning, Estimation and Modeling Masterclass	Early Bird 1 (Register & pay by 6 October 2015):	S\$1,995
Dates &	26 - 27 November 2015	Early Bird 2 (Register & pay by 3 November 2015):	S\$2,395
Locations:	Shangri-La Hotel, Singapore	Regular Tuition Fee:	S\$2,695
		Group discount of 10% for 2nd participant from the same organization. For limited time only by 3 November 2015 register 3 participants and the 4th participant will receive a complimentary seat (One discount scheme applies).	

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Construction Project Cost Planning, Estimation and Modeling Masterclass

Session A: 26 - 27 November 2015, Shangri-La Hotel, Singapore

Program Essence: 50% of construction projects are prone to cost overrun, based on a recent study from KPMG. This can lead to conflict and litigation, or in extreme cases, project abandonment. The ability to perform accurate cost planning and estimation is so critical to successful project delivery that it accounts for 75% of projects that have been successfully delivered, and on budget.

Clariden is pleased to host **Construction Project Cost Planning, Estimation and Modeling** to help you improve your overall cost planning, estimation and modeling, to ensure that your projects are delivered **on budget with minimal cost overruns**.

Aligned with the Project Management Institute (PMI®) Guide to the Project Management Body of Knowledge (**PMBOK® Guide**) and **industry standards**, this two-day executive program covers the important elements of construction project cost planning, estimation and modeling during the **pre-project phase** to allow you to **forecast accurately the anticipated project lifecycle costs, budget estimates and return-on-investment (ROI)**.

You will have the opportunity to apply proven cost planning, estimation and modeling tools and techniques (i.e. **parametric, analogous, three-point, and wide-band Delphi estimating**) and calculate cost contingency by **examining your own projects** with the faculty director. Drawing experience from the faculty director's diverse background in project management and architecture, you will also be introduced to even more **advanced estimating models like the Building Information Modeling (BIM)** that will transform your cost planning, estimation and modeling processes. Based on a recent study from KPMG, conducting rigorous cost planning and estimation is crucial to a successful project delivery within budget that it can account for up to 75% of projects delivered on budget; and Clariden is pleased to invite you to attend this program together with your colleagues.

This interactive two-day executive program is launched concurrently with the **Construction Project Cost Control, Variance Analysis and Cost Management**. As both programs are designed to help you maintain cost accuracy and profitability throughout your project lifecycle, I encourage you to register multiple participants for these two highly popular project costs programs.

PROGRAM INTRODUCTION

The decision to proceed with a construction project is often based almost exclusively on early conceptual cost plans, estimates and models as they provide the basis for cash flow projections and budget forecasts used during the project feasibility study. Unreliable cost estimates often result in significant cost overruns later in the project's life when it is too late to contain them. As potential projects are considered, management not only requires cost estimates and models of high accuracy, they also seek opportunities to reduce lifecycle costs, improve budget accuracy and optimize whole-life project value.

Aligned with the Project Management Institute (PMI®) Guide to the Project Management Body of Knowledge (**PMBOK® Guide**) and **industry standards**, this two-day executive program covers the **essentials of construction project cost planning, estimation and modeling during the pre-project phase** to help you accurately forecast the anticipated project lifecycle costs, budget estimates and return-on-investment (ROI) in order to **justify capital investment decisions** on projects that bring the most value to your organization. You will have the opportunity to examine your own projects as well as other **real-world case studies** with the faculty director. Through these exercises, you will learn to apply **proven cost planning, estimation and modeling tools and techniques** (i.e. parametric, analogous, three-point, and wide-band Delphi estimating) and **calculate cost contingency**. Drawing experience from the course leader's diverse background in project management and architecture, you will also be introduced to even more advanced estimating models like the **Building Information Modeling (BIM)** that will **transform your cost planning, estimation and modeling** processes.

This will be a very interactive program. Working through various practical exercises, you will interact with other practitioners like yourself to share and learn the best practices of effective pre-project cost planning, estimating and modeling.

Construction Project Cost Planning, Estimation and Modeling Masterclass

Session A: 26 - 27 November 2015, Shangri-La Hotel, Singapore

WHO WILL BENEFIT THE MOST

MDs, VPs, Directors, GMs, CFOs, COOs, Heads, Senior Managers, Managers, Consultants, Controllers and Engineers responsible for:

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- Project Control
- Project Audit
- Scheduling and Planning
- Integrated Scope Change
- Supply Chain / Purchasing / Procurement
- Risk Management
- Civil Engineering / Structural Engineering
- Quantity Surveying

This course is relevant to all construction projects including civil infrastructure, building, earthwork, oil & gas plant, port, marine structure and so on.

LEARNING HIGHLIGHTS

- Estimate costs in conjunction with scope, time, risk and quality
- Develop realistic cost estimates with proven and advanced estimating techniques
- Identify the different types of capital budgeting techniques used to accurately and progressively estimate project costs
- Calculate cost contingency to anticipate and handle project cost risk
- Determine your project's likelihood of success before you commit
- Explore the financial feasibility and options around optimum project delivery
- Identify project stakeholders and successfully manage perceptions and expectations

PROGRAM AGENDA

DAY ONE

Introduction

- Course introduction
- Delegate Introductions & expectations
- Case study projects
- Delegates projects

Activity: Examine delegates projects

Construction Projects

- Civil/Construction Estimating
- Industry challenges
- Peeves
- Common pitfalls
- Understanding project management inputs to cost estimation
- Time-cost-quality-scope relationship

Activity: Approaches to preventing common pitfalls

Construction Project Cost Planning, Estimation and Modeling Masterclass

Session A: 26 - 27 November 2015, Shangri-La Hotel, Singapore

Cost Planning and Estimating

- Cost planning principles
- Project lifecycle
- Cost management plan (including roles & responsibilities)
- Types of estimates
- Basis of estimates
- Fixed Price Contracts, Cost-Plus Contracts

Activity: Prepare a Strategic Estimate

Activity: Analysis of assumptions and constraints

Management Processes

- Governance
- Budget vs cost limit
- Business cases
- Reviews

Activity: Review a cost estimate using a questionnaire/checklist

DAY TWO

Advanced Estimating and Modeling

- Analogous estimating
- Parametric estimating
- Three-point estimating model
- Wide-band Delphi model
- Advanced Estimating Methods: Building Information Modeling (BIM) / Cost Estimating Relationships (CER) / Computer Estimating Control Charts
- Probability and Standard Deviation Formulae

Activity: Prepare an estimate using Wide-band Delphi model

Detailed Estimates

- Product vs process based models
- Questionnaire
- Cost Breakdown Structure model
- Resource & Cost Allocation
- Direct & Indirect Project Costs
- Labour estimating, Detailed estimating with labour crews
- Material Estimating
- Calculation of cost contingency

Activity: Prepare a detailed estimate

Other Costing Tools and Techniques

- Life-cycle costing model
- Risk management
- Value management model
- Earned value
- Software

Activity: Calculate contingency sum based on risks

Close-out

- Summary
- Delivering successful projects
- Action plan

REGISTRATION PAGE

PROGRAM FEES			
Session	1st Early Bird Fee Per Participant (If payments & registrations are received by 6 Oct 2015)	2nd Early Bird Fee Per Participant (If payments & registrations are received by 3 Nov 2015)	Regular Fee Per Participant
Session A: Construction Project Cost Planning, Estimation and Modeling Masterclass (26 - 27 Nov)	S\$1,995	S\$2,395	S\$2,695
Session B: Construction Project Cost Control, Variance Analysis and Cost Management (30 Nov - 1 Dec)	S\$1,995	S\$2,395	S\$2,695

GROUP DISCOUNTS

Group discount of 10% for 2nd participant from the same organization. For limited time only by 3 November 2015 register 3 participants and the 4th participant will receive a complimentary seat (One discount scheme applies).

Booking Contact (Approving Manager) Mr/Mrs/Ms: _____

Job Title: _____ Department: _____

Telephone: _____ Fax: _____

Email: _____

Organization: _____

Address: _____

_____ Postal Code: _____

☐ I would like to receive more information on hotel accommodation using Clariden Global corporate rate.

Please register the following participant for this seminar.
(Please tick ☐ to select your seminar(s). You may tick more than one.)

1st Participant Name (Mr/Mrs/Ms): _____

Job Title: _____ Department: _____

Telephone: _____ Fax: _____

Email: _____ Date of Birth: _____

Session(s): ☐ A ☐ B

2nd Participant Name (Mr/Mrs/Ms): _____

Job Title: _____ Department: _____

Telephone: _____ Fax: _____

Email: _____ Date of Birth: _____

Session(s): ☐ A ☐ B

3rd Participant Name (Mr/Mrs/Ms): _____

Job Title: _____ Department: _____

Telephone: _____ Fax: _____

Email: _____ Date of Birth: _____

Session(s): ☐ A ☐ B

4th Participant Name (Mr/Mrs/Ms): _____

Job Title: _____ Department: _____

Telephone: _____ Fax: _____

Email: _____ Date of Birth: _____

Session(s): ☐ A ☐ B

VENUE AND ACCOMMODATION INFORMATION

Shangri-La Hotel, Singapore
26 November - 1 December 2015
22 Orange Grove Road,
Singapore 258350
Tel : +65 6737 3644
Fax : +65 6737 3257
Website : <http://www.shangri-la.com/en/property/singapore/shangrila>

4 WAYS TO REGISTER

Email: admissions@claridenglobal.com

Fax: +65 6567 4328

Call: +65 6899 5030

Website: www.claridenglobal.com

PAYMENT METHODS

BY CHEQUE / BANK DRAFT :
Made payable to CLARIDEN GLOBAL PTE LTD and mail to: 3 International Business Park, #04-29, Nordic European Centre, Singapore 609927

BY TELEGRAPHIC TRANSFER TO:
Bank Name: DBS BANK
Bank Branch code: 027
Bank Address: 6 Shenton Way, DBS Building, Singapore 068809
Bank Account No: 027-903583-8
Bank Account name: CLARIDEN GLOBAL PTE LTD
SWIFT Code: DBSSSGSG

Please note that all bank charges are to be borne by participants. Please ensure CLARIDEN GLOBAL PTE LTD receives the full invoiced amount.

Note: Please include invoice number on all payment types and your company's name in your payment instructions for our reference.

CREDIT CARD:
To make payment by credit card, please call our client services hotline at +65 6899 5030.

HOW TO REGISTER AND PAY

An invoice and registration confirmation will be sent within 7 days, please contact us if you have not heard from us within 7 days. Payment can be made by credit card, by bank transfer or by cheque.

ALL PAYMENTS MUST BE RECEIVED IN ADVANCE OF THE EVENT.

ACCOMMODATION

Accommodation is not included in the program fee but you will be entitled to use our corporate rate for your accommodation. Information will be sent along with your registration confirmation.

ENJOY 60% CASHBACK

Productivity and innovation Credit (PIC) scheme allows registered Singaporean businesses to claim 60% cash back or enjoy 40% tax deduction for training.

For more information, please visit <http://www.claridenglobal.com/pic.php>

CANCELLATIONS AND SUBSTITUTIONS

Once we have received your booking, the place(s) are confirmed. No refunds will be made for any cancellations, however, program credits of equivalent value only applicable for Clariden Global events will be provided. Credits can only be redeemed for 1 program and is valid for only one (1) year from date of issue.

Substitution with a qualified candidate is allowed by providing at least 5 working days of advance notice to Clariden Global. One time substitution is allowed with no charges. Subsequent substitutions will be charged 10% admin fee.

ALL CANCELLATIONS MUST BE RECEIVED IN WRITTEN FORM

PLEASE NOTE: CLARIDEN GLOBAL PTE LTD reserves the right to change the content and timing of the programme, the speakers and the date and venue due to reasons beyond their control. If in the unlikely event that the course is cancelled, CLARIDEN GLOBAL PTE LTD will refund the full amount and disclaim any further liability.

ENQUIRIES: If you have any queries about registration or payment please do not hesitate to contact our client services department on +65 6899 5030.

PRIVATE DISCLOSURE STATEMENT: Any information provided by you in relation to this event is being collected by CLARIDEN GLOBAL PTE LTD and will be held in the strictest confidence. It will be added to our database for the primary purpose of providing you with information about future events and services.

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