



Creating Customer Care Experts

**FAX Registration Form to: (613) 599-6727** or Email to: [sales@radarinteractive.com](mailto:sales@radarinteractive.com)

Participant Information

Billing Information

First Name:		Last Name:		First Name:		Last Name:	
Company:				Company:			
Street Address:		City:	Prov:	Street Address:		City:	Prov:
Postal Code:		Email:		Postal Code:		Email:	
Phone:		Fax:		Phone:		Fax:	

**\* If you are applying for an HDI Chapter membership discount, a membership number is required**

HDI Certification Courses:	Date (from Schedule)	Price (CDN)	<input checked="" type="checkbox"/>	\$100 HDI Member Discount *Current Member #
SCM – Support Center Manager	_____	\$1895	<input type="checkbox"/>	<input type="checkbox"/>
KCS – Knowledge Management Foundations	_____	\$1595	<input type="checkbox"/>	<input type="checkbox"/>
SCTL – Support Center Team Lead	_____	\$1595	<input type="checkbox"/>	<input type="checkbox"/>
SCA – Support Center Analyst	_____	\$1395	<input type="checkbox"/>	<input type="checkbox"/>
DST – Desktop Support Technician	_____	\$1395	<input type="checkbox"/>	<input type="checkbox"/>
CSR – Customer Service Representative	_____	\$895	<input type="checkbox"/>	<input type="checkbox"/>

RADAR Service Excellence Courses:	Date (from Schedule)	Price	<input checked="" type="checkbox"/>
QCS – Quality Customer Support	_____	\$495.00	<input type="checkbox"/>
QTT – Quality Troubleshooting Techniques	_____	\$495.00	<input type="checkbox"/>
MLoS – Making Light of Stress	_____	\$395.00	<input type="checkbox"/>
CCE - Contact Centre Essentials	_____	\$1050.00	<input type="checkbox"/>
IT Infrastructure Library (ITIL) Courses:	Date (from Schedule)	Price	<input checked="" type="checkbox"/>
ITIL at a Glance (1 day Overview)	_____	\$495.00	<input type="checkbox"/>
ITIL Foundations (3 days)	_____	\$1495.00	<input type="checkbox"/>

**Payment Method:**

- Visa
- Mastercard
- American Express
  
- Cheque
- Purchase Order

PO #: \_\_\_\_\_

**\* Prices do not include the taxes (GST) and can change without notice.**

Credit Card Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Signature: \_\_\_\_\_

**Cancellation policy:**

Participant cancellation or rescheduling request must be received in writing/email 10 or more business days prior to the class start date. An administrative charge of \$150 will be made for all cancellations or reschedules. No refund is available if the registration is cancelled less than 10 business days prior to the class start date or if an attendee fails to attend. Another attendee can be substituted at any time.