



Managing for Service Quality (MSQ)

an online course delivered by FOLIO
Monday 24 August 2009 to Friday 9 October 2009

This document will be a tax invoice when you make payment

Australian Library and Information Association

Tax Invoice ABN 40 090 953 236

Ph 02 6215 8222, member direct 1800 020 071, Fax 02 6282 2249

Registration form

Personal details

Title [please indicate] <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other	
First name	Last name
Organisation	
Address	
Postcode	
Phone	Fax
Email	

Membership details

[please indicate] ALIA ASA RMAA ASLA LIANZA Membership n° _____

Registration fees (total price includes GST)

All registrations must be accompanied by full payment

ALIA Member	\$220AUD
ASA/RMAA/ASLA/LIANZA Member	\$220AUD
Non-member	\$300AUD

Payment details

I am paying \$ _____ by [please indicate]

cheque/money order payable to Australian Library and Information Association

OR

Mastercard Visa American Express

Card number	Expiry date
Cardholder name	
Signature	

Please post or fax registration and payment to:

ALIA
PD and Careers Manager
PO Box 6335
Kingston ACT 2604

Fax: (02) 6282 2249

CONDITIONS

Confirmation

Bookings will be confirmed by email when payment is received.

Cancellation policy

ALIA/SchHARR reserves the right to cancel this course due to insufficient numbers and refund full payment.

Cancellation fees

Please note that if you cancel your course registration after 07/08/2009 a cancellation fee of 70% will apply. Registrations can be transferred to other people with no charge.

Privacy policy

ALIA will handle any personal information collected from you on this form in accordance with its information handling policy

Closing date for registrations

7 August 2009 [registrations received after this date will be subject to availability and at the discretion of the ALIA PD and Careers Manager]

I have read and agree with all the conditions outlined above.

Signature _____ Date _____

What is FOLIO?

FOLIO (Facilitated Online Learning as an Interactive Opportunity) was established to provide support for librarians moving into new roles, focussing on the development of skills in health informatics and knowledge management, especially related to digital libraries. The online courses will be delivered by a team based at SchHARR (School of Health and Related Research), University of Sheffield in the UK.

Course Aim

This course aims to introduce participants to the idea of managing for service quality and its related concepts.

Outstanding value for money

- Receive email communications over six working weeks via the e-folio discussion list
- Compile a portfolio recording personal activity and participation for submission to the course facilitator
- Email interaction with “buddies” in connection with tasks and exercises (average one task per week)
- Read an average of one or two briefings per week
- Each participant will be graded in one of the following grades: *Distinction, Honours, Standard Pass, Fail.*

PD points

30 points in the ‘tertiary courses’ category within ALIA’s PD scheme

Need more information?

Contact Judy Brooker by ph 02 6215 8216 or email pd@alia.org.au