

# REGISTRATION

Send each completed registration form:

**By email to** info@janusconsulting.com.au

**By fax to** 61 3 8672 0706

**By mail to** 4/74 Stokes St, Port Melbourne, VIC Australia 3207

**Phone enquiries to** 0414 295 048

NAME

SURNAME

SCHOOL

POSTAL ADDRESS

TELEPHONE

EMAIL

**Early Bird Fee** (available until September 2, 2016):

**Melbourne** (\$790 plus \$79 GST) **\$869**

**Sydney and Brisbane** (\$910 plus \$91 GST) **\$1001**

**Full Conference Fee** (\$1090 plus \$109 GST) **\$1199**

## PLEASE SELECT

MELBOURNE  SYDNEY  BRISBANE

**PAYMENT METHODS** ABN 52 151 218 067

**EFT Transfer payment**

**Acc Name** Janus Consulting Pty Ltd

**BSB** 033 243 **Acc No.** 45 4171

**Credit Card Payment**  Visa  Mastercard

CARD NO.

EXPIRY CCV

CARDHOLDER  
NAME

# LOCATIONS

**IN MELBOURNE, ON TUESDAY OCTOBER 18, 2016**  
HILTON SOUTH WHARF | 2 CONVENTION CENTRE PLACE  
SOUTH WHARF VIC 3006 | AUSTRALIA

**IN BRISBANE, ON TUESDAY OCTOBER 25, 2016**  
**IN SYDNEY, ON WEDNESDAY OCTOBER 26, 2016**  
CBD VENUES TO BE CONFIRMED

## PRESENTER



# TONY CONABERE

JANUS CONSULTING

Tony Conabere is an Honorary Fellow of the ACEL and a Director of Janus Consulting. After a long and outstanding career in educational leadership over nearly three decades at Wesley College and The Knox School, he now consults with independent schools, specialising in change and project management, risk and financial management and quality assurance systems based on the philosophy of continual improvement.



# BRILLIANT WAITING-LIST MANAGEMENT

2016

*One Day Master-class for  
Principals, Registrars and  
Directors of Enrolment in  
Independent Schools*

**MELBOURNE 18.10.16**

**BRISBANE 25.10.16**

**SYDNEY 26.10.16**

2016 ONE DAY MASTER-CLASS FOR PRINCIPALS,  
REGISTRARS AND DIRECTORS OF ENROLMENT  
IN INDEPENDENT SCHOOLS

## BRILLIANT WAITING-LIST MANAGEMENT

The Waiting List should be a fundamentally important indicator of the health of the school. It must be accurate. But, it evolves, it changes and it can change rapidly. Contemporary forces make its evolution even more complex. That complexity makes its objectivity and accuracy, that management should expect, more difficult to achieve. Further, the waiting list can change dramatically.....it needs to be managed brilliantly.

### Master Class Fees and Registration

The Master Class fee for one day including arrival coffee, morning tea, buffet lunch, afternoon tea, and networking drinks after the Master Class:

**“EARLY BIRD” MASTER CLASS FEE** (not including GST)  
**\$790 in Melbourne; \$910 in Sydney and Brisbane**

**FULL MASTER CLASS FEE** (not including GST) **\$1090**

The ‘Early Bird’ concession will apply to all enrolments received by 4pm, September 2, 2016.

It will also apply to all second and subsequent enrolments received from the one school at any time before enrolments close. The final date for registration will be Tuesday, October 11, 2016.

A cancellation policy applies. Cancellations before September 2, 2016 will receive a full refund less 20%: cancellations before September 19, 2016 will receive a 50 % refund but any cancellation after September 19, 2016 will not warrant a refund. A substitute is always welcome if a delegate finds that unforeseen circumstances have arisen which prevent attendance.

9.00 am

### SESSION 1: WAITING-LIST CREATION STRATEGIES

The various types, meanings and purposes of waiting-lists; the critical horizon for definite offers; the many, many complicators and other forms of preferential treatment; clear policies and procedures, published and transparent; casual vacancies.

10.15 am

### MORNING COFFEE

10.45 am

### SESSION 2: WAITING LIST BEHAVIOUR AND MANAGEMENT

Historic waiting-list behaviour, patterns and expectations, regular servicing and data collection; the Registrar’s management tools; hazards for the unsuspecting and the unprepared; maintaining influence over the enrolment and keeping it active; powerful financial incentives; over-enrolment; the important fees to be paid before arrival; managing those who are unlikely to/will not be offered a place; a dispute resolution mechanism.

12.30 pm

### LUNCH

1.30 pm

### SESSION 3: CATCHMENT BEHAVIOUR

Identifying the catchment, getting to know it and its aspirations; gathering the data to determine how it does behave, how it should behave and how it could behave; charting that behaviour over five critical criteria to enable glimpses of current performance and a future the school may aspire to for strategic planning and development purposes. Gearing your waiting list management to those developments. Warning signals and reporting to Management.

2.45 pm

### AFTERNOON TEA

3.00 pm

### SESSION 4: A CHARTER OF OPERATIONS

A Charter of Operations needs to be written. It is as important for so many people in the school to understand how and why the Waiting-list is managed in the way that it is as it will be for the next Registrar to enable a smooth succession to take place. A helpful template has been developed. This will be explained.

4.15 pm

### FAREWELL