

FRONTLINE FORUM

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The Forum will cover:

- Frontline Frustrations
- Frontline Competencies
- Schedule 1 – Exempt Building Works
- Certificates of Acceptance
- Resources available from the Department of Building and Housing

This Forum is for:

- Staff working in the frontline of Council building controls
- Building controls Administrators
- Team Leaders of administration or Customer Support

This investment in this Forum also entitles you to one year's membership to the Institute's Frontline Network:

Frontline
Network

- *Monthly e-newsletters*
- *E-Front - e-mailed tips and training on Building Act matters*
- *Access to chat group of others in the Council administration role - share advice, issues, answers!*
- ***Discounted training via the Building Officials Institute of NZ, Training Academy, at Frontline Network member prices.***

Training Level
Open

BOINZ CPD Points for Forum
5

Course duration
1 day

Commences at
9.00 am
Finishes at
4.30 pm

Tutor

Rosemary Hazlewood
Building Networks Ltd

Investment for just an annual subscription to:

Frontline
Network

\$112.50 including GST

DELIVERY OPTIONS:

“ON DEMAND” TRAINING

To be delivered at your Council, or at a location of your choice.

To discuss your options email us at training@boinz.org.nz

PUBLIC SCHEDULE TRAINING

Our public schedule courses are open to all building officials, building industry personnel, or anyone with an interest in building control topics.

Register your interest for this course to be added to the Public Schedule for your region by emailing us at training@boinz.org.nz

TERMS AND CONDITIONS

CONFIRMATION POLICY

All registrations will be acknowledged in writing within 7 days of receipt.

At no later than 3 weeks prior to the course start date an email confirming either your position on the course, together with all relevant information regarding the course or an update on the status of the course will be sent to you.

Please include a suitable email contact address for this confirmation to be sent.

MINIMUM NUMBER POLICY

All Training Academy events require minimum numbers of attendees to be registered at a given location at least 20 days prior to the event. If minimum numbers are not reached by this date, a generic email will be sent to all Institute members giving notice of its pending cancellation. If minimum numbers are still not reached after one week and the event is cancelled, potential attendees will be advised of this and options available at alternative locations (particularly for road show type events).

REFUND POLICY

Should a participant need to cancel their attendance prior to an event for which they have a confirmed registration; notice of this must be received in writing to the Training Academy office. A 25% administration fee will be deducted or, alternatively, a substitute attendee can attend in their place. There will be no refund for any cancellation made within 24 hours of the event or a "no show" on the day.

TRAVEL & ACCOMMODATION

If booking travel and accommodation to attend a course, it is important that you book travel and accommodation that can be refunded or transferred in the event of postponement or cancellation. The Training Academy will not be held responsible for any costs incurred.

SPECIAL REQUIREMENTS

Please advise of any special requirements when registering for an Institute event i.e. dietary, wheelchair access etc.

MEMBER INVESTMENT ELIGIBILITY

In order to claim the members' discounted rate for attendance at any event attendees must be current financial members of the Institute. Please check that your membership is current with no outstanding subscriptions due. Members who are unfinancial at the time of the event, they have been registered for, may incur an additional charge for this training.

MONEY BACK GUARANTEE

In 2010 the Training Academy is offering a "Money Back" guarantee. This is because we are passionate about providing top quality education and we have worked very hard to develop 'best in class' courses, we want to stand by their content.

The Money Back Guarantee is at the discretion of the Building Officials Institute of New Zealand and will be decided on a case-by-case basis.

The conditions surrounding this initiative:

- An Evaluation Form must be completed at the conclusion of the course in question and should include contact details, i.e. name, company, telephone and email
- Each request needs to be supported by a senior manager's letter of support and a completed request form.
- The request for 'money back' must be received at the Institute's Head Office no later than five (5) working days after the conclusion of the course
- Requests should include reasons for dissatisfaction and completed on the Request Form.
- Once a decision has been made no correspondence will be entered into.

CPD POINTS

Each of the courses run through the Training Academy are allocated CPD points.

These points will be recorded by the Training Academy for all members and the certificates provided on completion of the courses for all attendees will include the CPD points for the specific course attended.

Training Academy
PO Box 11424, Manners Street, Wellington 6142
Fax (04) 473 6004 or email events@boinz.org.nz
Event enquiries should be directed to events@boinz.org.nz or phone (04) 473 6005

All registrations will be acknowledged in writing within 7 days of receipt.

If minimum numbers are not reached, the Institute reserves the right to cancel or postpone any training event.