



QUALITY / TRAINING / CHOICE / CONSULTANCY / STANDARDS

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Outgoing President Lydia Vujica



Incoming President Malcolm McKenzie

LYDIA STEPS DOWN AS ADHA PRESIDENT

At the recent ADHA annual general meeting held at the grace hotel in Sydney the president of ADHA for the past three years Lydia Vujica confirmed that she would not be offering herself for election as president for the coming year.

Craig Keeler-Milne moved a motion to recognise a significant contribution that Lydia had made to the Association during her term as president and the passion and commitment that she had shown both to the role and the industry that she has worked in for a significant portion of her working life.

The meeting showed by acclamation its appreciation to Lydia for a contribution and it was also subsequently recognised at the AGM dinner.

Lydia has had a particular interest in the development of training for the industry and it is with some regret that the architectural hardware skill sets that she had championed had not completed the necessary bureaucratic

processes for them to be readily accessible prior to her completing her period as President.

MALCOLM TAKES CHARGE

The ADHA is pleased to announce that the position of President was decided in accordance with the ADHA Constitution at the recent ADHA Executive meeting held at Jomon Hardware in Sydney on November 4th 2011.

After serving on the committee for a number of years primarily on the technical committee, Malcolm McKenzie from DORMA Door Controls was elected to the position of ADHA President. Malcolm along with the committee looks forward to the challenges ahead and progressing our association forward.



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Update - AS1905.1 Components for the protection of openings in fire resistant walls

Since last reporting on the AS1905.1 standard in the January 2011 ADHA newsletter there have been many further meetings and discussions with the main principals concerned with this standard.

The aim of these meetings were to seek a unanimous way forward with core manufacturers and fire test labs and finalise progression towards an application for project prioritisation and lodgement to Australian Standards before April 29th, 2011.

However the meeting on the 1st of March this year certainly did not progress to a point where ADHA or the industry could lodge for project prioritisation with Australian Standards.

This meeting like others before had many unresolved for and against arguments that would only create delay if a revised standard was to proceed, new or revised standards are to follow strict timelines.

Standards Australia felt that without positive discussions to date and an agreeable way forward could not be achieved, the granting of prioritisation would not be envisaged so further work by all parties would be necessary.

As the meeting in March held at Standards Australia's offices in Sydney was not as progressive as many had wished, it was decided that ADHA members should proceed to conduct an association member's only meeting.

The meeting was to agree on what is ADHA's best way forward whilst

satisfying the general consensus of our members. The outcome we sought at this meeting was to finalise a clear decision of our preferred course of future action.

This review meeting was held in Sydney on April 13th and presentations were conducted by Hans Esser of Assa Abloy, Malcolm McKenzie of DORMA Door Controls and Craig Keeler Milne of Keeler Hardware.

Many points were raised such as the history of the standard, why change is required, the benefits of seeking a generic (similar) core, the risk of a generic (similar) core and the amendment topics required to bring the standard up to date with 2011.

Upon the completion of the presentations and discussions the meeting conclusion was to collate the responses and decide on what direction ADHA now takes.

In summary the changes sought were many and varied however one reasonably common goal is to reduce and improve the anti competitive nature of AS1905.1.

A number of clauses in the current standard are against the protocols of Australian Standards and the Building Codes of Australia for example 1.4.1, 1.4.4, 1.4.21.

Further we need to bring in to line other clauses with current market and legislation changes since it was introduced in 2005.

Also required is some clearer clarification of a few clauses and

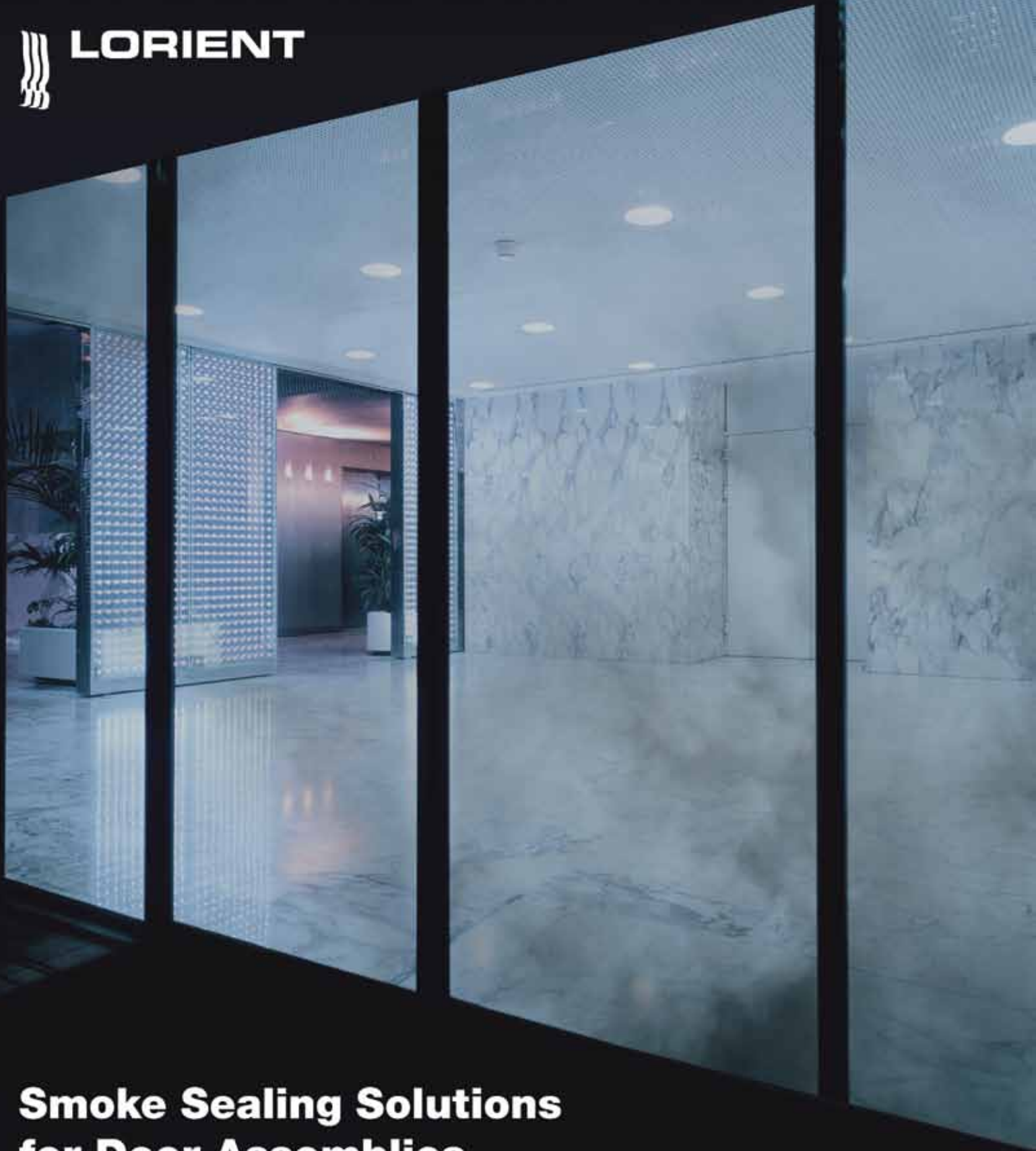
sub clauses to remove the risk of misleading or misunderstood interpretations within the industry.

Since our April meeting and given some of the issues which sit within the AS1905.1 Standard and particularly the note in the Preface regarding the then temporary nature of the edition, Standards Australia would support industry continuing to explore a revision of the document.

In relation to process, Australian Standards would need a project proposal completed, setting out the scope of the revision which could be taken to the FP-019 committee and the ABCB Building Codes Committee for review.

In relation to timeframes, in order to make BCA 2014, the revision would need to be completed by 1st September 2013 – and therefore an application through the next round of prioritisation would be most appropriate.

As further work is still occurring ADHA will continue to update its members and ask for your active participation in developments of AS1905.1.



Smoke Sealing Solutions for Door Assemblies

Lorient can provide medium temperature smoke sealing solutions for Proprietary Smoke Door Systems, tested in accordance with AS1530 Part 7.

We also offer 'Deemed to Satisfy' sealing solutions for 'Smoke Doors' that comply with the Building Code of Australia.



CHANNEL ENCHANTMENT: BUSINESS BUILDING MADE EASY!

Getting started in business is tough. Winning the confidence of your customer and essentially creating a brand that positions you as a reliable supplier is where we all aspire to be. But once the hard work is done, the rest is not so difficult.

The Channel

The common name for the means by which a product or service gets from your business to your customer is the "channel". Unfortunately many of us fail to recognise the real value of this channel and our customer relationship.

In both the product and services innovation matrices one of the "Seeds" (or fundamentals of building a business) is referred to as "Channel Enhancement". This "Seed" asks you to leverage your channel to the fullest and take advantage of the trusted relationship you have with your customer.

Indeed in many businesses the real value lies in the channel, not the products being sold.

Corporate Takeovers

There are numerous examples of larger companies taking over smaller ones that have developed a valuable channel, not because these larger companies want the products of the targets. What they want is access to the channel, the customers and the database.

This is a smart low risk corporate play we see time and again where corporate giants essentially purchase a market. Buying a market or a business that owns a channel is a measurable cost that can be assessed well in advance of a purchase.

Compare that with the risk of trying to create a market from scratch. The uncertainties are really impossible to forecast, so too the cost and even the likelihood of success or failure.

SME's with a narrow offering are ideally positioned

SME's are in the ideal position to develop "channel enhanced" products and services as a low risk means of expansion and perhaps even to position themselves as takeover targets.

A simple example Let us suppose we have built our business making hardware products such as hinges for cupboard doors. Once we have established that as

an ongoing self sufficient business it's time to turn your attention to other needs your customer may have.

To best do this you need to find products that:

- » Fit well with your core competency and thus are not technically a "stretch" to introduce
- » Have synergies with your present market offering and thus give your customer confidence you can deliver because you are familiar with the "space"
- » Allows your customer to reduce the number of individual vendors they have to work with
- » Can provide real value to both your business and that of your customer.

For example in the case of door hinges, what is the opportunity to also sell screws, then door catches and door handles and so on?

All these add on products are ones your customer can relate to and since you are already a trusted supplier, introducing these channel enhancements may be a lot easier than you think.

A Brand is also a Channel

The company "Chanel" started life as haute couture business and developed a high profile brand and a relationship with customers wanting their sought after products, or perhaps their brand.

It does not require much of a leap of imagination to explore the terrain of opportunities that could ride on the brand of the original Chanel offering, again appealing to the high value customers it originally serviced with its apparel range.

Louis Vuitton now with watches and clothing and Porsche now lending the brand to all manner of products are other examples. The list is endless if one cares to search.

Capturing your Customer

Petrol service stations are a good example where a customer is literally captured by

the supplier and where there is no means of short term escape.

When filling your car with petrol you are captive at the petrol pump. What an opportunity this is to be selling you other things? This is being done to a small extent with petrol pump advertising, but one wonders where this could ultimately go?

Imagine if there was a snack vending machine associated with the petrol pump, or perhaps a cold drink dispenser, what a bonanza this would be and all because you have been held captive by the channel for a few minutes with no escape.

But for petrol stations it even gets even better!

When you have filled your car you then go into the shop to pay. What a great opportunity this is for further exploiting your presence with up sells and some products sold at many times supermarket prices. And we often buy them, either from impulse or convenience.

What now?

Put a small team together and explore the opportunity for "Channel Enhancement". It's a great way to build a business!

Roger La Salle, is the creator of the "Matrix Thinking"™ technique and is widely sought after as an international speaker on Innovation, Opportunity and business development. He is the author of four books, Director and former CEO of the Innovation Centre of Victoria (INNOVIC) as well as a number of companies both in Australia and overseas. He has been responsible for a number of successful technology start-ups and in 2004 was a regular panellist on the ABC New Inventors TV program. In 2005 he was appointed to the "Chair of Innovation" at "The Queens University" in Belfast. Matrix Thinking is now used in more than 26 countries and licensed to one of the world's largest consulting firms. www.matrixthinking.com



ADHA AGM

MINUTES OF THE ADHA ANNUAL GENERAL MEETING 2011

HELD ON THURSDAY 17TH AUGUST, 2010 AT 4:30PM AT THE GRACE HOTEL, PINAROO 5,
77 YORK ST, SYDNEY NSW

PRESENT

Twenty two representatives of member companies were in attendance.

1.0 WELCOME

The President Lydia Vujica welcomed those members present and made a particular mention of the changed format of the functions associated with the AGM this year. Particular mention was made of the different formats tried in recent years and the disappointing response to the trade show event in Melbourne.

2.0 APOLOGIES

The secretary, Richard Brooks, advised that three apologies had been received.

3.0 CONFIRMATION OF MINUTES OF PREVIOUS MEETING HELD 12TH AUGUST 2010

It was moved C Lord Seconded A. Gibby that "the minutes of the meeting held on the 12th August 2010 as distributed be confirmed as a true and correct record".
CARRIED

4.0 BUSINESS ARISING FROM PREVIOUS MEETING

There was no business arising from the previous minutes.

5.0 PRESIDENT'S REPORT

Ms Lydia Vujica provided a verbal report advising members of the events and activities undertaken by the association in the past 12 months. Particular mention was made of the following:

- » The challenges faced within the industry and the changing nature of business
- » A productive year with a focus on training and technical issues however with some frustrations
- » Significant focus of the committee in the past year has been the continued commitment to the development of nationally recognised training for the sector – the skill sets identified by

the association have been nationally recognised however implementation has been delayed by the requirements of the national training system

- » Several meetings have been held to discuss AS 1905.1 including meetings to look at the opportunities to review the standard as well as meetings with a range of industry representatives to discuss and implement improvements in the management of the testing regime.
- » The Architectural Door Hardware Consultants program has been implemented with four members of the association being successful in gaining ADHC status.
- » Significant funding has been invested by ADHA in the development of training for the industry and the issues surrounding AS 1905.1
- » Lydia concluded her report by thanking the ADHA management team for their efforts and support

6.0 FINANCIAL REPORT FOR YEAR ENDING 30TH JUNE, 2011

The secretary, R. Brooks, provided an overview of the accounts to 30th June, 2011 and It was resolved that "the accounts for the period to 30th June, 2011 be received and noted". The meeting was reminded that in accordance with the resolution of the previous AGM the ADHA was no longer having the association's accounts audited by an independent auditor.

7.0 ELECTION OF COMMITTEE AND OFFICE BEARERS

The secretary took the role of returning officer and advised that there were twelve positions on the committee of which nominally six positions were identified for manufacturers and six for distributors. He then reported that six nominations had been received for positions on the committee:

Mr Rennie Colston of Raven Products Pty Ltd; Mr Alan Gibby of Australian Lock

Company Pty Ltd; Ms. Sam Lanigan of Gainsborough Hardware Industries; Mr. Cameron Lord of Kaba, Mr Lindsay Orford and Ms Lydia Vujica of Jomon Architectural Hardware .

Following a request for any further nominations R. Brooks advised that the above six nominations were accepted and congratulated the nominees on being duly elected to the position of executive committee members of the Architectural Door Hardware Association for the 2011/12 association year. The incoming committee members were duly welcomed and congratulated.

8.0 OTHER BUSINESS

8.1 Format of future AGMs/Forums – general discussion occurred with regard to the conduct of future meetings and the meeting was advised that the executive committee would be reviewing the 2012 format in an early meeting.

8.2 Thank you to Lydia Vujica – Mr Craig Keeler-Milne moved a vote of thanks to the President Lydia Vujica recognising the dedication and commitment that she has shown during her period as President of the Association. Particular reference was made to her dedication and commitment to the industry and the passion that she had shown. The motion was carried by way of acclamation.

8.3 Appointment of inaugural Architectural Door Hardware Consultants (ADHC)

The following were appointed as Architectural Door Hardware Consultants and are now permitted to use the ADHC recognition: Mr Craig Keeler-Milne; Mr Andrew Jones; Mr Joe Monorchio; Mr Bruce Auld.

The four successful applicants were congratulated by those present.

9.0 MEETING CLOSE

There being no further business the meeting was declared closed.

GAINSBOROUGH HARDWARE DELIVERS INSPIRED GLASS SOLUTIONS FROM ECO-SCHULTE

Gainsborough Hardware Industries, in conjunction with global door hardware group ECO-Schulte, are pleased to launch the ECO-Schulte range of frameless glass hardware in Australia.

Borne of an uncompromising quest for perfection, ECO-Schulte patch fittings, swing door systems, glass connections and pull handles exhibit the epitome of German craftsmanship.

The range of patch fittings, available with either satin or polished stainless steel covers, are manufactured with a cast aluminium body to optimise durability.

As a minimalist solution for pivoting frameless glass doors, ECO-Schulte offers an elegant swing door system. This range is available in two distinct styles, a contemporary square look or the more classical rounded profile. Both produced from 316 grade stainless steel and of course available in a satin or polished finish.

ECO-Schulte's range of frameless glass connectors provide an architecturally-inspired solution for glass façade installations and likewise, are manufactured from 316 grade stainless steel. All three systems are available for 10mm and 12mm toughened glass installations.

To complement the range of frameless glass systems, ECO-Schulte provides a range of stylish pull handles. German craftsmanship coupled with 316 grade stainless steel results in a quality offering featuring four designs in 300mm,

450mm, 600mm and 900mm lengths. The pull handle range is available in both satin stainless steel and polished stainless steel.

In addition to its impressive collection of frameless glass solutions, ECO-Schulte offers a comprehensive range of floor springs, transom closers and pivots sets. A complete complement of accessories ensures suitability for timber, glass and aluminium door installations. Available in size 2, 3 and 4, the ECO-Schulte floor and transom mounted door closers are tested to 500,000 cycles in accordance with EN1154 certification, making them perfect for the demands of Australian commercial environments.

With a history spanning 80 years, ECO-Schulte proves to be a global leader in door hardware technology with customers around the world appreciating the company's innovative approach and quality manufacturing processes. Their collection of international references include Brussels parliament, Hamburg Airport, Hong Kong Airport, Olympia Stadium Lillehammer, Marriot and Grand Hyatt hotels and lay testament to the reputation afforded this European based company.

The range of ECO-Schulte glass fittings and door control units is available exclusively through



Gainsborough Hardware Industries - a division of GWA Doors and Access Systems. As with all Gainsborough Architectural products, a free scheduling service is available and the products are supported by a five year warranty.

For more information on this exciting addition to the Gainsborough Architectural range, please visit www.gainsboroughhardware.com.au or call 13 14 18.

GAINSBOROUGH
Architectural





EXECUTIVE COMMITTEE



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SHARE WITH US

DO YOU HAVE ANY NEW PRODUCTS OR INDUSTRY NEWS THAT YOU CAN SHARE WITH US?

ADHA is keen to provide information to members on any new products, forthcoming events and other industry news.

Email your submission to: richardb@adha.net.au and provided it satisfied the Association's editorial policy it will be included in the next newsletter.

The ADHA newsletter will be published four times per annum in January, April, July and November.

Inaugural Architectural Door Hardware Consultants (ADHC)

At the recent ADHA annual general meeting outgoing President Lydia Vujica announced the names of the four inaugural recipients of the Architectural Door Hardware Consultants status.



The four recipients are now entitled to use the post-nominal "ADHC" and the associated promotional material which will be supplied in coming months. The inaugural recipients are: **Craig Keeler-Milne** – Keeler Hardware Pty Ltd; **Joe Monorchio** – Jomon Architectural Hardware Pty Ltd; **Andrew Jones** – Dorma; **Bruce Auld** – Woodpend Hardware.

ST GEORGE AFC PRESENTATION DINNER

GRAHAM (DANNY) DWYER RECOGNISED

On Saturday night, 8 October at the St George Masos, one of our club's major sponsors, over 120 supporters, football staff, volunteers and partners attended the St George AFC Presentation night for season 2011.

The major award for the season is the Dwyer Medal for the best and fairest player in Premier Division.

Danny Dwyer was at the function to present the award named after him. Again to the delight of the crowd, Danny was inducted into the St George Hall of Fame being only the

17th player to be so recognised in the club's 83 years existence.

Danny has played over 100 senior games for the club, represented NSW and Sydney, captained first grade, coached first grade and held many committee positions.



INDUSTRIAL RELATIONS CORNER

ESSENTIAL INCLUSIONS FOR YOUR EMPLOYMENT CONTRACTS

When a new employee starts, and you are putting together the appointment letter, there are often questions about what should be included in the letter.

Here's a list of the items I feel should be included in every contract, or should at least be considered for inclusion.

1. The name of the employer, the name of the employee, the title of the job to be performed by the employee and the commencement date of employment;
2. The name of the modern award or enterprise agreement that covers the employment (if any);
3. The basis of employment – full time (38 ordinary hours per week), part time (less than 38 ordinary hours per week) or casual;
4. The starting remuneration, and if you are paying a salary and the employee is covered by a modern award, what entitlements the salary covers (annual leave loading, perhaps a certain amount of overtime);
 - The Clerks – Private Sector Award 2010 contains a clause

relating to salaries – what can be covered by a salary, how the salary should be structured, this is a good guide for any salaried position where the work performed is covered by an award;

- An offsetting clause allowing any over-award payments to be offset against award entitlements would be helpful.
5. How much notice is to be given by either party to end the employment relationship – you can just refer to the National Employment Standards and/or the relevant modern award;
 6. A clause requiring the employee to adhere to all company policies, but I recommend specifying that policies are not incorporated into the contract of employment (otherwise you can't change policies without employees' agreement);
 7. Acknowledgement that an employee has the legal right to work in Australia (although this is something that could also take place earlier in the recruitment process);

8. Provisions specifying that the employee is required to perform a job at a particular location, but that the employer has the right to make a reasonable request that the employee perform any duties as required, at any location within reason;
9. This is also a good place to set out your rules in relation to taking annual leave, or notification and certification of personal/carer's leave;
10. Make sure that a copy of the Fair Work Information Statement accompanies a letter of appointment, as the National Employment Standards require that all new employees receive a copy of the FWIS.

For more information please contact Emma Watt on (03) 8822 3712 or 0411 708 073, or by email on emma@emmawatt.com.au



AUSTRALIAN CONSUMER LAW (ACL)

Voluntary Warranties

The Australian Consumer Law (ACL) was introduced as a single national consumer law on 1 January this year. The ACL is supported by the Competition and Consumer Regulations 2010 (the Regulations) which contain additional requirements that businesses must follow to comply with the ACL, including requirements relating to voluntary warranties against defects offered by businesses.

Suppliers or manufacturers regularly offer voluntary warranties, or sometimes referred to as manufacturers warranty with their goods as a way to distinguish their product from others in order to gain a competitive advantage. These promises are called warranties against defects under the ACL.

As from 1 January 2012 a business must not offer a warranty against defects unless it complies with the following requirements:

- » concisely state:
 - what the person giving the warranty must do so to honour the warranty;
 - what the consumer must do to be entitled to claim;
- » include the following statement: "Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure".

- » prominently state, in relation to the person giving the warranty, the person's name, business address, telephone number and email address (if any);
- » state the period or periods within which a defect in the goods or services to which the warranty relates must appear if the consumer is to be entitled to claim the warranty;
- » set out the procedure for claiming under the warranty including the address to which the claim may be sent;
- » state who will bear the expense of claiming the warranty and if the expense is to be borne by the person who gives the warranty, how the consumer can claim expenses incurred in making the claim; and
- » state that the benefits to the consumer given by the warranty are in addition to other rights and remedies of the consumer under a law in relation to goods or services to which the warranty relates.

It is important to note that 'warranties against defects' are provided in addition to consumer guarantees, and do not displace them.

You can access further information on warranties against defects at <http://www.accc.gov.au/content/index.phtml/itemId/996742>

Who will be considered a consumer?

A person—or in some cases a self-employed individual or a business—will be considered a consumer if they purchase:

- » goods or services that cost less than \$40,000; or
- » goods or services that cost more than \$40,000 but are of a kind ordinarily acquired for domestic, household or personal use or consumption; or
- » a vehicle or trailer primarily used to transport goods on public roads.

However, a purchaser will not be considered a consumer if goods are purchased to be resold or to be transformed into a product that is sold.

Distance Learning

Level 1 Manual comprises 12 individual lessons covering detailed product information of the major products used in Architectural Hardware.

Lesson 1	Introduction to the Industry
Lesson 2	Metals and Finishes
Lesson 3	Hinges and Sliding Door Hardware
Lesson 4	Cylinders and Keying
Lesson 5	Key in Knob/Key in Lever Lock
Lesson 6	Mortice Locks
Lesson 7	Padlocks and Auxiliary Locks
Lesson 8	Cabinet Locks and Hardware
Lesson 9	Exit Devices and Door Closers
Lesson 10	Weather strips and Thresholds
Lesson 11	Overhead Holders and Miscellaneous Hardware
Lesson 12	Introduction to Plan Reading. Glossary of Terms

Level 2 Manual provides advanced training over eight lessons designed to equip the student in take-off techniques and towards proficiency in Architectural Hardware Consultancy.

Hardware 1	Sliding Door Hardware
Hardware 2	Advanced Keying Systems
Hardware 3	Quality Assurance Procedures
Hardware 4	Grab Rails and Sundry Fittings, including Patch
Hardware 5	Timber Doors, Fire Door Hardware
Hardware 6	Door Schedule-Account Reconciliation
Hardware 7	Electric Locking
Hardware 8	Door Scheduling, Take off Procedures

Two self teaching manuals are included!

Each Training Program includes a comprehensive training manual. All lessons have been developed by experienced specialists employed in the manufacturing, distribution and marketing of Architectural Hardware.

If the participant is not in a position to sit the Level 1 or Level 2 exam within the 12 months there is flexibility to postpone to a later date on payment of an additional fee.

Enrolment Application

Name _____

Address _____

Phone _____ Fax _____ Mob _____ Email _____

Current Employer _____ Current Position _____

Level 1 program A\$220 includes manual and enrolment fee to sit exam within 12 months.
(Note that successful completion of this program is a pre-requisite for participation in the Level 2 program).

Level 2 program A\$400 includes manual and enrolment fee to sit exam within 12 months.
(Note that participants in Level 2 Program must have successfully completed Level 1 Program.)

PAYMENT— Please make cheques payable to Architectural Door Industry Association or payment can be made via credit card below—

Please debit my Mastercard Visa for AUD \$ _____ Card Number _____ / _____ / _____ Expiry date _____ / _____

Cardholders Name: _____ Cardholders Signature: _____

RETURN BY FAX TO: (03) 9445 9219
or mail to ADHA — Training, PO Box 1027, Research VIC 3095

