



Centre for Hospitality and Tourism Studies

The Centre for Hospitality and Tourism Studies delivered a wide range of programs in hospitality, tourism and event management, food processing, patisserie and commercial cookery. Courses were delivered on campus, on site in industry and internationally.

The Centre also offered a number of programs to young people including the Victorian Certificate of Applied Learning (VCAL), short courses for the general public and customised training compliance training for hotels, clubs and gaming venues.

In 2007 the Centre significantly increased its international training and business consultancy activity with a major project in Macau and the establishment of the Australia-Pacific Technical College School of Tourism and Hospitality in the South Pacific.

The Victorian Certificate in Applied Learning (VCAL) program was expanded to include two qualifications at Certificate II level - Hospitality and Tourism. The highlight of the program was the "Paddock to Plate" weekend camp which involved a three-day visit to the Goulburn Valley food region in central Victoria and the opportunity for students to meet food producers and farmers.

The Bachelor of Hospitality Management course commenced in July 2007.

The '15 Foundation's Melbourne restaurant program continued in 2007 with a second group of participants joining the 15 Foundation in June. Centre teaching staff and Student Support Services worked closely together to implement a variety of assistance measures for this particular group of students including "Text Read and Write" and workshops on building confidence and resilience.

Two MOUs were signed with the Hayman Island Group and Inter-Continental Hotel Group respectively, to provide internship opportunities for Diploma and Advanced Diploma students that are credited towards their studies.

The Centre continued to develop its strong partnership with the Venetian Hotel Resort in Macau throughout 2007.

TABCORP Ltd joined the Centre in 2007 as an industry partner following the establishment of the Certificate III in Hospitality (Gaming Operations) program. This course is offered throughout Victoria in hotels, clubs and gaming venues. The program includes on and off-the-job training and is supported by a mentor program delivered through the Centre for Industry Education and Training.

The Centre developed a unique program, "The Community Kitchen", in association with Harrison Family Services in the City of Whitehorse. The program involved Box Hill Institute commercial cookery and senior VCAL students preparing and serving meals four days a week to health care card holders from the local area. The project provided an alternative teaching space and the opportunity for students to interact with the public and complete work placement requirements.

The Australia-Pacific Technical College School of Tourism and Hospitality welcomed its first group of hospitality students in July in Vanuatu with the commencement of the Certificate III in Hospitality (Commercial Cookery). Work also continued on preparations for full course delivery in Samoa and Fiji in the hospitality management, patisserie and tourism operations in 2008.

Hospitality and event management students and one hospitality staff member attended a week-long exchange with the Institute of Technical Education (ITE) in Singapore, in October. Students attended classes with Singaporean students, visited a number of attractions and developed new links with ITE staff. In 2008 the Centre will host a group of ITE students and staff for an exchange aimed at building relationships between the two institutions.

ALIYAS, the Box Hill Institute team, won several awards at the 2007 Young Achievement Australia State Student Business Awards and won Outstanding Product at the Young Achievement Australia National Student Business Awards with their "Precious Drop" water-saving device.

The Centre was a finalist in the 2007 SpArta Awards, for Training Initiative of the Year.

Key areas for professional development in 2007 were staff participation in activities sponsored by the TAFE Development Centre (TDC), presentation of conference papers and short term industry placements.



Centre for Industry Education and Training

In 2007 the Centre for Industry Education and Training maintained and extended its strong focus on the provision of training services locally, nationally and globally to both enterprise and government clients. Some of the key initiatives are listed below:

- Design and delivery of enterprise training to organisations included Mirvac, Subaru, Life Saving Victoria, Komatsu and extended to major projects which commenced in 2007 for Traffic Accident Commission (TAC) and account management for TABCORP
- Relationships were strengthened with the extractives industry through involvement in the Extractive Industry Advisory Group. A highlight for the Centre was the awarding of a Gold Star rating (Provider Excellence) from the Institute for Trade Skills Excellence (ITSE)
- The Institute also remained the preferred training provider for the Pulp and Paper industry and was awarded a grant for an innovative e-learning initiative developed in partnership with the Industry Skills Training Unit of the CFMEU

Staff participated in professional development programs including Certificate IV in Training and Assessment, Diploma of Training and Assessment, and Diploma of Vocational Education and Training and the Graduate Certificate in Vocational Education and Training.

New training options were offered in the health care sector with training conducted at Eastern Health, Peter James Centre, Box Hill Hospital, William Angliss Hospital, the Royal Women's Hospital, Royal Children's Hospital and Epworth Hospital. Hospitals in NSW and Queensland also accessed the training program. The design and development by the Centre of a Graduate Certificate in Vocational Education and Training (simulation), which is awaiting accreditation, will complement the Box Hill Institute nursing simulation unit.

The Diploma of Government was delivered to the Department of Primary Industry (DPI), Department of Infrastructure (DOI) and Worksafe. Worksafe also contracted Box Hill for training in Certificate IV in Government.

Globally, the Diploma in Vocational Education and Training and the Certificate IV in Training and Assessment was provided to students from China, Chile and Colombia. The Centre provided consultancy services in Vanuatu, Kuwait and Saudi Arabia.

Essendon Jobs Plus was acquired and successfully integrated with Box Hill Jobs Plus, while the opening of the Skills Stores initiative triggered the establishment of new shopfront premises at 976 Whitehorse Road, ensuring a one-stop shop approach to all Box Hill labour market initiatives.

Developing partnerships with other organisations including the Gordon Institute, Monash University, MEGT, Latrobe University, Deakin University, Victoria University, and the Industry Skills Training Unit of the CFMEU was also a focus of 2007.



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teaching centre reports | centre for management and small business

Centre for Management and Small Business

The Centre for Management and Small Business maintained its strong focus on the provision of frontline management and leadership development for large business, SMEs and start up businesses through the New Enterprise Incentive Scheme, predominantly across the Eastern Region of Melbourne.

The Centre continued to expand with on-site training and development across the Automotive, Manufacturing, Environmental, Health, Government and Community Services industry sectors.

A new contract was signed for the design, delivery and coaching of Field Officers in the Department of Industry, Innovation and Regional Development in Certificate IV in Government (Investigation) to enhance skills around organisational compliance, operational improvement, service and accountability.

Eastern Tree Service contracted the Centre to provide professional development in leadership skills for their State Managers.

One hundred new Logistics programs were delivered to over 1000 offenders on community orders for the Department of Justice – Corrections, while Retail Traineeships delivered to McDonalds trainees exceeded 700.

Centre staff participated in the National Small Business Summit, the National Small Business Development Conference, Residential Centre Staff Development, Box Hill Institute Symposium, APEC Small Business Ministerial Luncheon, Westlake International Conference on Small and Medium Business in Hangzhou, China and TAFE Management Trainers' Network.

Our client, PACCAR Australia, won the "National Employer Training Provider of the Year".

Aduki owner, Emily Clark, a small business client, won the Award for Best Micro Business at the National Small Business Development Conference.



Centre for Media, Design and Arts

The Centre for Media, Design and Arts offered vocationally-focused programs to service the creative industries. Courses included GAP, Victorian Certificate in Adult Learning and VET-in School programs, from Certificate III to Advanced Diplomas and the Associate Degree in Fashion Technology.

2007 was an exceptional year in the Centre's operations. Highlights included the opening of the Arts and Skills Institute in Riyadh. Two staff members conducted on-site training of local teachers and delivered short courses during 2007. Diploma courses in fashion and visual arts commenced in September.

Centre staff also wrote learning programs and developed resources for Box Hill College Kuwait. Diploma courses in fashion, graphic design and interior commenced at the College in 2008. Multimedia staff and students participated in an exchange program with ITE College in Singapore and a collaborative animation project with ITE students is scheduled for 2008.

2007 was the first year that The Centre for Media, Design and Arts implemented the Institute's Delegated Self-Accreditation Authority, to accredit the new Diploma of Textile Arts, a nationally-recognised course.

A new television training program developed by the Centre was conducted in the Institute's digital studio. Industry support for the program is extensive with the winner of the Network Ten Laura Irwin and Peter Mastrogiannis Perpetual Scholarship guaranteed a fully paid place in the course. The Seven Network also joined as a training partner.

A collaboration with Sydney-based SkillsOne, which broadcasts on Foxtel and Austar, enabled Centre students to record and broadcast the State Training Awards at Crown Palladium.

The highlight of 2007 was the inaugural Graduate Exhibition, held at the Arts House Meat Market in North Melbourne. Diploma and Advanced Diploma graduates exhibited their portfolio works in a single, collaborative show. The profile and scale of this event captured significant public attention. This evening featured a fashion parade of graduate students' work and a keynote address, delivered in verse by well-know artist and writer, Barry Dickens.



Centre for Performing Arts

In 2007 the Centre for Performing Arts again enjoyed a successful and productive year building on our reputation as a provider of high quality training programs. The Centre offered a range of programs including the Diploma in Dance (Teaching and Management), Certificate IV, Diploma and Advanced Diploma in Music Performance (Jazz/Popular), Diploma of Live Production, Theatre and Events and Certificate III in Fitness in its program of government funded courses. These courses saw expanding numbers and demand outstripped available places.

Fee for service courses also continued to expand attracting increased numbers of international students. The Bachelor of Applied Music (Performance, Composition, Audio Production and the new stream, Musical Theatre), the Advanced Diploma of Technical Production, Certificate IV in Fitness, and short courses in Musical Theatre, Voice Training, Acting, Guitar, Pro Tools and DJ Skills all witnessed a rise in demand.

The Bachelor of Applied Music was fully implemented in 2007, with the first intake into the Musical Theatre stream. This new stream was developed with the contemporary musical theatre industry in mind, and in its first year saw students producing an eight part TV series which aired on Channel 31. This project involved students from other centres and was a leading example of an integrated curriculum design.

Specialising in contemporary music and developed to reflect industry practice and principles, 2007 saw the successful accreditation of a new degree to add to the existing suite - the Bachelor of Applied Business in Music Industry. This degree utilises the innovative Music Industry Business Office (MiBO) which links students with industry in applied learning projects. Some examples are launching a record company, an equipment hire business, and a booking agency.

The Digidesign partnership strengthened with industry implementation of the internationally recognised Pro Tool training and education programs and the Centre's recording studios benefited from an equipment upgrade.

A number of successful events showcased the talent and organisational skills of the performing arts students including:

- Jazz, rock and classical music events
- The Laurel Martyn Scholarship Competition and Annual Dance Concert
- Singer/songwriter evenings
- Public recitals by final year music students held at various Melbourne venues
- Opening of the refurbished auditorium with a compilation of work by music students

The Laurel Martyn Scholarship for Choreography was awarded to Melanie Rothman and Merryn Staley who studied the Diploma of Dance - Teaching and Management. The Ken Barker Awards for excellence in music was awarded to Jarrah Whyte, Bradley Saul, and Ryan Meeking.

Professional development undertaken by staff in 2007 focused on research and conference attendance. Staff enrolled in masters programs and attended both local and international conferences. 6 staff completed Masters programs and a further 6 are currently completing the Graduate Certificate in Vocational Education and Training.



Centre for Vocational Access and Education

The Centre for Vocational Access and Education continued to offer a diverse range of programs designed to meet the needs of many different members of the community. Students of these programs include: adults and youth returning to study or seeking vocational change; women returning to the employment market; overseas-born professionals entering the employment market and people seeking to improve literacy, numeracy and English language skills.

The Professional Writing and Editing course remained popular with those students who wished to explore their own writing across a number of areas, while producing graduates who are employable within the broader writing community.

The Harrison House project has been a great success for the VCAL Senior program. Students have served food as part of a major part of their Personal Development and Work Related Skills subjects in a joint venture with Harrison Community Services, St Andrews Uniting Church, Centre for Hospitality and Tourism, and the Centre for Vocational Access and Education.

Other VCAL students completed a wide range of personal development placements at Puffing Billy, Box Hill Hospitality, community opportunity shops and the Salvation Army. Students gained credit for components of Personal Development and Work Related Skills programs while providing much needed assistance to community organisations.

VCAL Multimedia students once again excelled in the radio broadcasts on SYN FM – Student Youth Network, which operates out of RMIT. Institute students broadcast in term three this year as part of their multimedia, personal development and English programs.

Students in the VCE program continued to perform well. For many students successfully completing their VCE allowed them to meet a long time goal and to use the qualification to gain entry to a TAFE and university course of their choice or to improved employment opportunities. Two VCE students were accepted into the Melbourne University Scholars Program.

The overseas professionals program continued to attract students from a wide range of backgrounds and professions. The course offers a four week work placement which provides valuable local work experience. Term three students were the most successful cohort to date. 16 out of the 25 students had found jobs by the end of their placement.

English Language Studies classes also remained popular. Over 900 clients from Centrelink and Job Network Members were referred to the Language, Literacy Numeracy Programme (LLNP).

The Centre continued to offer an annual \$3,000 award for a student in the Professional Writing program to publish a work and enjoyed on-going support from the professional writing community.



Service Centre Reports



Facilities Services Centre

The Facilities Services Centre is committed to providing Box Hill Institute staff and students with a safe and positive teaching and learning environment. During 2007 Facilities Services managed significant upgrade and refurbishment works across all campuses including:

- Re-carpeting the library, general purpose classrooms, corridors and staff spaces
- Repainting areas with particular emphasis on workshops and trade training areas
- Replacing heating and ventilation plant
- Replacing roof and rainwater goods including box gutters, spouting, down pipes, flashings and general roof sheeting on Elgar Campus buildings
- Refurbishing conference rooms and the board room
- Landscaping along the Elgar Road frontage, and completing new plantings and layout around Buildings E5 and E3 and an improved frontage to the Whitehorse campus
- Installing new outdoor furniture to improve student amenities at the Elgar and Whitehorse campuses

Centre for Finance

The Centre for Finance is responsible for supporting the financial management of Box Hill Institute. This includes ensuring that the Institute's financial management and reporting was conducted in accordance with the Financial Management Act 1994, relevant accounting standards and Institute policies and procedures.

The Centre provided services relating to purchasing, accounts payable, accounts receivable, cashiering, banking and investment, fixed asset management, internal and external financial reporting and travel management.

The key achievements in 2007 for the Centre were:

- Production of financial statements which resulted in another "clean" audit for the Institute
- Improved customer service through quicker response times to queries as a result of implementing the scanning of accounts payable invoices
- Flexibility of staff to move into areas of service to meet emerging and growing needs of other centres such as International Projects
- Relocation of the Centre to new offices at 810 Whitehorse Rd
- 100 percent compliance with the Financial Management Reporting Framework
- The review and revision of a significant number of finance policies and procedures

Several staff within Finance received certificates in the Managing Business Performance category of the Staff Achievements and Recognition Program for their tireless contribution to a successful completion to the 2006 year end.

International Student Services

International Student Services continued to recruit and provide administration and support services to increasing numbers of international students undertaking ELICOS, vocational and higher education courses at Box Hill Institute.

International students from 64 countries and territories were registered at the Institute throughout 2007. A major contributor to the successful result was formal vocational course enrolments registering an increase of 45 percent and ELICOS courses increasing enrolments by more than 20 percent.

Interest in studying in Australia remains strong within most overseas markets and a strong Box Hill presence off shore was maintained with regular visits to 23 countries. These focussed mainly on the traditional Asian markets but did include visits to developing markets in Latin America and the Middle East. Maintaining strong relationships with reputable international education agents around the world, a key element in international marketing, was achieved through joint spot print advertising, participation in newspaper educational supplements, co-operation at fairs and exhibitions, inclusion of Box Hill Institute in agents' printed and internet based study guides.

The International Student Services Centre was refurbished to provide better access and enhanced facilities for both students and staff.

The work of International Student Services, in conjunction with other key Institute players was a major factor in the Institute's winning the 2007 Governor of Victoria Export Award for the second consecutive year. The Institute was also a finalist in the Australian Export Award for Education.

Library

The Centre for Library is committed to providing Institute staff and students with high quality service standards and a positive learning environment. Highlights and achievements for 2007 included an increase in the availability of electronic information and the upgrading of access and administration tools.

The suite of online resources was increased with improved access measures such as introduction of database and serial portals, along with blogs and online newsletters. A 'For Staff' section was added to the library web page as an improvement in our service to staff.

Over 6,300 students took part in an orientation or information skills training session, a pleasing increase of 15 percent on our 2006 figures. These sessions provided information about services and introduced students to a range of tools to support their learning.



The Library continued to work collaboratively with the Centre for Information and Communications Technology in delivering instructional sessions for library technician students on the acquisition system and process, cataloguing, inter-library loans and the Library circulation unit.

Staff attended various professional conferences throughout the year and all staff spent time training in delivering 'Customer Service Across Cultures' as well as training on in-house systems to enhance customer satisfaction.

The Bookshop operation was separated from Library Services in 2007 to enable this provider to deliver improved service delivery, including service hours that reflected major student demand periods. Telephone ordering and improved online access were also introduced.

Centre for Marketing and Customer Service

The Centre for Marketing and Customer Service continued to roll out strategic marketing initiatives during 2007 that enhanced the Institute's standing as an elite provider of vocational education and training.

One of the key initiatives centred on the implementation of a number of degree marketing strategies (Bachelor of Applied Music, Bachelor of Biotechnology and Bachelor of Computer Systems - Networking) and the development of 2007 marketing plans for the Degree and Associate Degree programs.

The Centre played a significant role in arranging the 6th Annual Black Tie Ball in September. The Ball is now an annual event to raise funds for the Institute's House for Homeless Youth project and \$12,000 was generated in 2007.

The first House for Homeless Youth is now occupied and the Centre is managing the fundraising of the Institute's contribution of \$55,000 for a second dwelling, which is now well under way.

The Centre once again managed the popular Business Breakfast program, which was supported by a large number of corporate sponsors. Speakers for the 2007 Business Breakfasts were Rodney Eade, Khoa Doh, Graeme Alford and John Anderson.

The Centre is also responsible for the development and production of many of the Institute's most visible and widely distributed marketing materials. These materials are available upon request.

The School Liaison Unit had a dual role which involved acting as the student recruitment arm of the centre, in addition to servicing over 500 secondary schools within Victoria.

Tours of Box Hill Institute were tailored for each group of students who requested a site visit. The unit conducted 52 tours for secondary schools in 2007 catering for students ranging from Years 9 – 12 and also conducted tours for 'students at risk' who are attending programs at local youth agencies.

In 2007, 1211 applications for VETiS subjects were received. These students came from a variety of schools local to Box Hill, greater Melbourne and rural Victoria. Students also came from all three education sectors: government, independent and Catholic.

Registrar's Centre

2007 saw major growth and change for the Registrar's Centre. The Centre successfully provided enrolment and educational administrative services for a record number of students, enrolments and courses.

The addition of a Financial Cashiering Service to the Elgar Student Administration office in March enabled the provision of an extended quality cashiering service for the Institute's students and staff over increased



opening hours. The Centre also underwent a significant security upgrade, implementing a number of front counter and additional safety measures, in line with the extended financial service provision.

The mail registry was moved to temporary accommodation to facilitate the fit out of premises on the ground floor of Building E4 for occupancy in 2008.

The Office of Training and Tertiary Education commenced scoping work on the development of a state-wide Student Management System to meet the changes in external regulatory requirements and Centre staff began advising on Institute requirements.

Initial planning coordinated by Strategic Projects was also undertaken with consultants for the development of a Customer Service Centre. The Centre will provide seamless service to the Institute's wide range of customers and will be located at the Elgar campus adjacent to Kingsley Gardens. Staff within the Registrar's Centre are providing valuable input to the design process.

Centre for Student Support Services

In 2007, the Centre for Student Support Services collaborated closely with teaching centres to add value to training programs and courses. The core Centre services contributed strongly to the Institute's student-focussed and attractive learning environment, with well-developed strategies to connect students to the learning community and to promptly identify and address needs arising for students.

The Centre supported student retention and successful participation for students by improving strategic and full-service supports with particular attention to students 15-19 years old; students with learning difficulties; students with disabilities; International students; Indigenous students; students with mental wellbeing difficulties and students for whom problems arise in transition or early in enrolment.

VCAL programs were coordinated across five teaching centres, providing good choice for intermediate and senior VCAL students. The orientation camp was again an excellent transition activity for new Intermediate VCALs in their first week.

A successful new transition to TAFE course for Aboriginal and Torres Strait Islanders was introduced. Stepping Up and Forward was run in co-operation with Mullum Mullum Gathering Place.

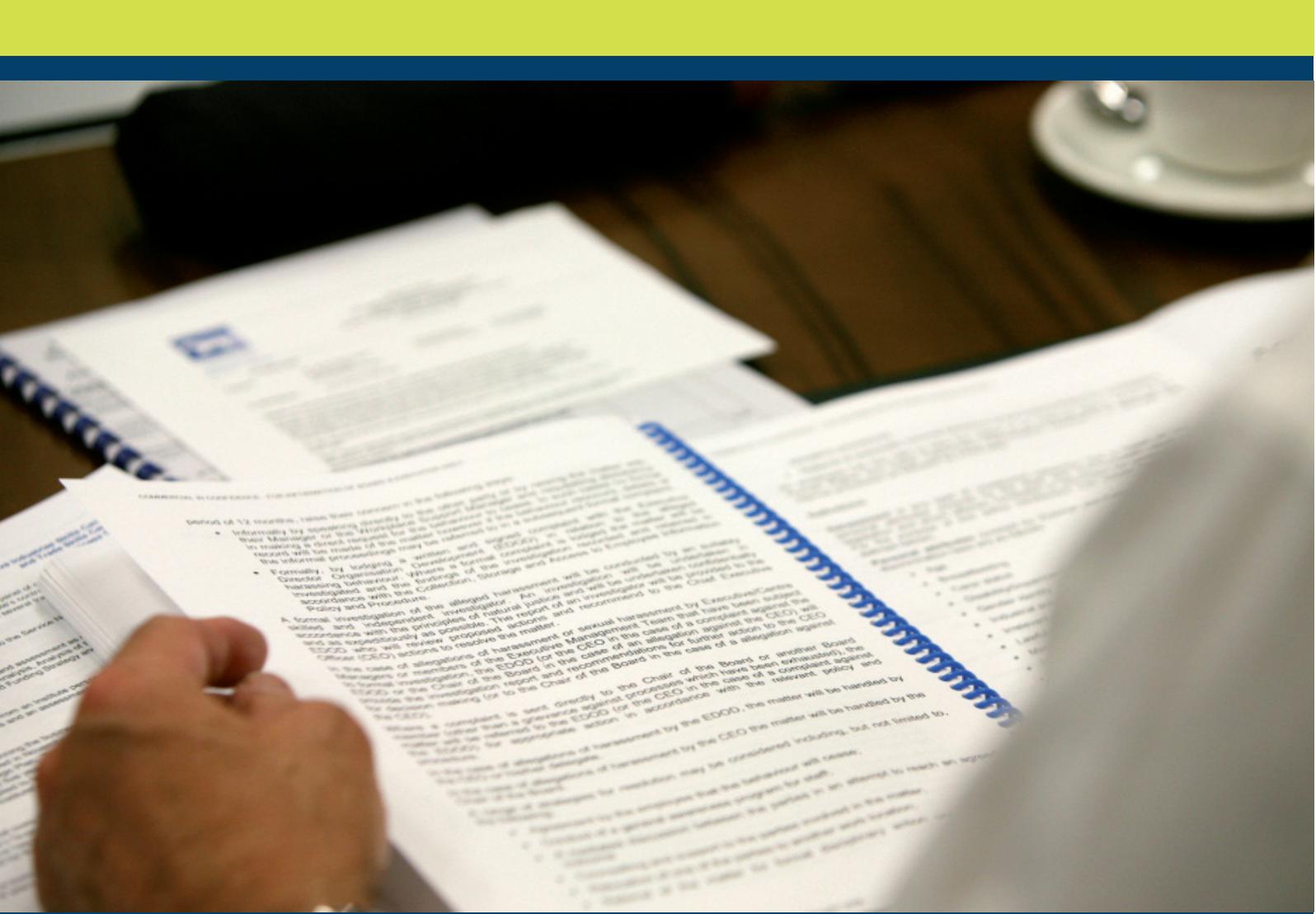
The Centre also expanded measures to identify early those students at risk of non-completion, and to provide timely support for them. The "early identification – early intervention" sequence was also a focus for centre members supporting youth, students with literacy and learning difficulties or students with disabilities. Process improvements ensured that teachers were informed in a timely manner when enrolling students were identified as having a disability.

During the year the Centre delivered resources and programs to address barriers common for students from equity groups. It continued to innovate in developing flexible and ICT support strategies. Online discussion forums and student polls were piloted in StudentWeb. With Online Services, StudentWeb itself was refreshed and services added.

Service delivery for younger students followed their preferred communication patterns. Youth support personnel moved from campus to campus and worked flexibly from "shopfront bases" including a second "youth hub" established at Whitehorse Campus. They used a range of ICT services to connect, engage, and supportively monitor students. Youth Pathways planners extended their focus to include eligible VCE students.

"The Box" magazine was produced to schedule and there were some exciting multimedia developments of "The Box" trialled in semester two. The student diary was enhanced this year by a 32 page informative, interactive transition supplement - "Tackling TAFE" – which proved an excellent resource for students.

Centre members were contributors to the Teaching Development and Practice Committee and the Teaching and Learning Symposium. Further supporting teacher development, the Centre ran three Communities of Practice - International, Literacy and Learning, and Mental Wellbeing.



Compliance

Statements of Pecuniary Interests

The Institute has in place policies and procedures that require relevant officers to complete Statements of Pecuniary Interests on an annual basis. All such statements have been duly completed.

Information about declarations of pecuniary interests by all relevant officers should be directed to:

The Freedom of Information Officer

Box Hill Institute of TAFE

465 Elgar Road

Box Hill, VIC., 3128

Telephone: (03) 9286 9222

Details of Shares held by Senior Officers

Requests for information about shares held by senior officers, as nominee or held beneficially in a statutory authority or subsidiary, if any, should be directed to:

The Freedom of Information Officer

Box Hill Institute of TAFE

465 Elgar Road, Vic.,

Box Hill 3128

Telephone: (03) 9286 9222

National Competition Policy

The Institute has in place policies and procedures to ensure compliance with the National Competition Policy which take into account Victorian Government's "Competitive Neutrality: A Statement of Victorian Policy" requirements. The Institute's National Competition Policy and Manual is reviewed on a regular basis in accordance with the Institute Board's policy review schedule and its commitment to Institute continuous improvement processes.

Whistleblowers Protection Act

The Institute's current policy and procedures relating to the Whistleblowers Protection Act 2001 are laid out on the website. There were no disclosures during 2007.

Other Relevant Information

Consistent with the requirements of the Financial Management Act 1994, Box Hill Institute has prepared material on the following items, details of which are available on request and in accordance with the Institute's Freedom of Information Policies:

- Changes in prices, fees, charges, rates and levies
- Major external reviews
- Major research and development activities
- Overseas visits undertaken
- Publications
- Occupational health and safety assessments and measures
- Industrial relations issues, and
- Major committees sponsored by Box Hill Institute

Enquires should be addressed to

The Freedom of Information Officer

Box Hill Institute

465 Elgar Road,

Box Hill 3128

Telephone: (03) 9286 9222

Freedom of Information (FOI) Access Arrangement

Requests under the Freedom of Information Act 1982 for access to documents held by Box Hill Institute are received and processed by the Institute Freedom of Information Officer. Requests for documents must be in writing and should be addressed to:

Freedom of Information

Box Hill Institute of TAFE

465 Elgar Road,

Box Hill, Vic., 3128

Telephone: (03) 9286 9397

It is Institute policy to facilitate an employee's access to his/her own file. Requests for access need not be made under the Freedom of Information Act. However, if an applicant wishes to gain access to documents that are not made available in this way the request must be made formally as a Freedom of Information request.

Any student may see his/her personal record by applying to:

Ms Stephanie Tomasetti
Centre Manager
Box Hill Institute
465 Elgar Road, Box Hill, Vic., 3128
Telephone: (03) 9286 9396

Any staff member may seek access to his/her personnel file by applying to:

Mr Wayne Shevlin
Manager, Human Resource Services
Box Hill Institute
465 Elgar Road, Box Hill, Vic., 3128
Telephone: (03) 9286 9440

2007 FOI Activities

There were no requests for information to be supplied under the Freedom of Information Act during the 2007 reporting period.

Identification of Documents

It is the aim of the Freedom of Information Act to make the maximum amount of information available to Victorians, promptly and inexpensively. Written FOI requests should be as specific and precise as possible so they can be processed efficiently.

Requests for access must contain sufficient details concerning the document(s) to enable the Manager, Freedom of Information to identify the document(s) requested and should also include the applicant's telephone number and mailing address for contact purposes. The applicant may wish to use the request pro-forma available from the Freedom of Information Officer. Information about the subject and the date of the document sought should be indicated as precisely as possible.

Where a request fails to provide the necessary information to identify the documents requested, the Freedom of Information Officer is obliged to assist the requestor make a request which will identify the documents sought.

Office Hours and Charges

The prescribed \$21.50 application fee should accompany all requests made under FOI. Where access is granted to inspect, obtain or purchase material, arrangements can be made during office hours Monday to Friday 9.00am – 4.30pm. Charges for access to documents will be in accordance with the Freedom of Information (Access Charges) Regulations 2004.

Where a charge is to be levied the applicant will be advised.

Photocopying Fee

20 cents per A4 page.

Search Fees

When the Institute has to identify and locate documents there is a charge of \$20 per hour.

Deposits

A deposit of \$25 may be requested before the Institute will grant access where charges will not exceed \$100. If charges are expected to exceed \$100, a deposit representing 50% of the total charge may be requested.

Waiver of Charges

Charges will be waived if the request for access is a routine one or if it is for documents containing information about the personal affairs of the applicant and the applicant is impecunious. Charges (except for a charge for the reasonable costs of making copies of documents) will not be levied if the applicant's intended use of the document is a use of general public interest or benefit, the applicant is a member of one of the houses of the Victorian Parliament or the request is for access to document(s) containing information relating to the personal affairs of the applicant.

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Campus Locations

Elgar Campus: 465 Elgar Road, Box Hill, Victoria, 3128

Nelson Campus: 853 Whitehorse Road, Box Hill, Victoria, 3128

Whitehorse Campus: 1000 Whitehorse Road, Box Hill, Victoria, 3128

Ceylon Campus: 32 Ceylon Street, Nunawading, Victoria

Your Feedback

If you would like to provide feedback or seek more information about this annual report, please email the Corporate Communications unit at r.staggard@bhtafe.edu.au

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