



Queensland Academy  
of Technology



# QAT DOMESTIC STUDENT HANDBOOK

National Provider Number: 31246

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# WELCOME TO QAT!

## Dear Students/Trainees,

Congratulations on your decision to study with Queensland Academy of Technology (QAT)

We would like to welcome you to our college and provide some information that will help you settle into your studies and get the most out of your training. This handbook will explain about our organisation, how we operate and what to expect during your training with us.

Whether studying to gain employment, or looking to expand your knowledge in your chosen field, the skills you learn here will give you the ability and confidence to achieve your personal and professional goals.

During your time with QAT you will learn the fundamentals needed to enter into the working industry as our highly experienced trainers will assist you during your journey with us. They will share a lot of ideas based on first-hand experience and encourage you to participate in open forum discussion. I encourage you to take maximum advantage of the many opportunities that QAT has to offer.

We are also serious about maintaining a high level of compliance as part of our obligations as a Registered Training organisation (RTO). For this reason it is important that you read this handbook carefully about your enrolment with QAT. It is important that you make a clear and informed decision about your study program and the requirements.

I know you will find this journey a memorable one!

We wish you every success with your studies and trust that you will find your course to be both challenging and enjoyable.

Thank you for choosing to study with us.

**Mr. Sinn Chew**  
**Executive Director**

# MISSION

The purpose of Queensland Academy of Technology is to provide comprehensive educational courses in the VET sectors.

The mission of Queensland Academy of Technology is to assist our students to realize their vocational goals by providing high quality, professional courses that are focused on identifying and meeting the individual needs of each student.

Our mission as educators is:

- Care for and engage the whole person
- Respect diversity and promote independent thinking
- Demand serious commitment while still having fun learning
- Encourage innovation and creativity
- Model leading edge professional practice
- Integrity and ethics
- Quality commitment
- Learner centered
- Industry centered
- Safety and equity
- People and leadership

# VISION

The vision of Queensland Academy of Technology is a place where each individual, whether student or staff member, can develop to their true potential, supported by an educational environment that values and respects integrity, creativity and effort.

# VALUES

Queensland Academy of Technology values a sense of community amongst the students and staff. This demands that every individual at QAT treat each other with mutual respect and fairness. The values promoted by QAT have the aim of encouraging a culturally diverse environment that is both enjoyable and highly motivating.





## LOCATION

Address: Ground Floor, 333 Adelaide Street,  
Brisbane QLD 4000 Australia

Website: <https://domestic.qat.qld.edu.au>

Email: [ask@qat.qld.edu.au](mailto:ask@qat.qld.edu.au)



QAT is close to the corner of Adelaide and Wharf Streets (see map). From here, it is only an 8 minute walk to Queen Street Mall.



## STUDENT SUPPORT SERVICES

QAT's Student Services team is here to assist you and resolve any problems you may have. If you need assistance please ask our friendly reception staff, who will direct you the relevant Domestic Administration personnel.

Learner support takes the following forms:

- a. Regular contact with class teacher or trainer during lessons
- b. Academic counseling if course progress is unsatisfactory
- c. Special assistance by student request

Should QAT not be in a position to provide the support required by a learner, it will make every endeavor to identify an appropriate external source of support and advise the learner. It will then be the responsibility of the learner to contact the external source and to make arrangements for the provision of support.

QAT values the feedback of its students. Regular Learner Surveys are conducted to collect up-to-date feedback from the students. The feedback is reviewed by academic staff for continuous improvement purposes.



# FACILITIES

QAT has modern facilities and technology available for students. We offer:

- Bright, modern, fully air-conditioned classrooms situated in our spacious multi-level city-center campus.
- 3 modern computer rooms with free, broadband internet access.
- Up-to-date computer software, including a professional pronunciation program.
- Modern audiovisual equipment such as LCS, TVs, DVD players, CD players, MP3 players and digital projectors.
- Generous student kitchen facilities with large refrigerator and microwaves. These are located on the Ground Floor.
- Library annex, with books, reference material and DVDs.

## Internet and Computers

At QAT, students can use the computers and the internet during breaks or before and after school. This gives student an opportunity to look at recommended websites by the trainer, and search for learning material and ideas.

### **Please note:**

Students cannot download their own software onto QAT computers. Eating or drinking (except for bottled water) is not allowed in the computer rooms.

## Photocopying and Printing

Any photocopying or printing that trainees do onsite at QAT will be charged a flat rate of \$0.10 per page.

Online students are free to attend the college and make use of the school's facilities. Please bring your student ID card with you.

## Non-tuition and Tuition Fees

First-Aid Workshop (Required to complete unit HLTAID004) *Refer to QAT Website\**

Installment plan:	<i>Subject for Approval*</i>
Reprint of certificate, statement, or qualification:	\$50
ID card replacement:	\$10
Postage fee within Australia (e.g. Certificates):	\$10
Photocopying:	\$0.10 per page



Your course fee are paid prior to enrollment and includes the delivery and assessment of your qualification, all resources and study materials for the course as well as the support you receive from our Academic team.

You can find all current QAT fees on our website <https://domestic.qat.qld.edu.au/>

QAT accepts the following methods of payment for fees and charges.

- Direct deposit payment
- Transfer or Direct Deposit (it is compulsory to email the proof of payment to admin@qat.qld.edu.au)

## CERTIFICATE 3 GUARANTEE & HIGHER SKILLS FUNDING

The Certificate 3 Guarantee supports eligible individuals to complete their first post- school certificate III qualification. It also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing fee- free training in high priority qualifications.

The Higher Level Skills program provides a government subsidy to support eligible individuals to access subsidized training in selected certificate IV and above qualifications, or priority skill sets.

The aim is to assist individuals to gain the higher level skills required to secure employment or career advancement in priority industries or to transition to university. Employers may also be able to access training to address workforce development needs.

For more information on C3G and Higher Skills funding e.g. eligibility requirement, visit the following websites.

- <https://training.qld.gov.au/providers/funded/certificate3>
- <https://training.qld.gov.au/providers/funded/higher-level-skills>

## ORIENTATION

Each student at QAT will receive information specific to the course you have enrolled in. During your first day at the college students who will be attending classes on campus will receive a course overview containing your timetable and study/training plan. For VET students, this will include unit and module information, due dates for assessments, and any scheduled break.

We will take a digital photo of you and create a student card for you. You can then obtain student discounts at some cinemas, theme parks, and in certain cases public transport. Online students will need to e-mail us a high-resolution image of self.

## UNIQUE STUDENT IDENTIFIER (USI)

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, makes it compulsory for all Australians who undertake Vocational Education and Training (VET) to have a USI.

For further information, please refer to: <http://www.usi.gov.au/Pages/default.aspx>

It is a student's responsibility to obtain a USI. The USI can be obtained online and at no cost.

As the approved VET provider, Queensland Academy of Technology must not issue a qualification or statement of attainment without the student identifier.

VET providers approved under the Higher Education Support Act 2003 (HESA) are required to report data for all eligible students in approved VET courses.



# WORKING with CHILDREN CHECKS

Working with children checks are compulsory for all adults who work or volunteer in child-related organizations.

State and territory legislation governs child protection services. Each state and territory has their own requirements and a check in one jurisdiction will not satisfy requirements of another.

Visit [www.bluecard.qld.gov.au](http://www.bluecard.qld.gov.au) for more information.

Queensland [www.bluecard.qld.gov.au](http://www.bluecard.qld.gov.au)

## Legislative Framework

QAT is a Registered Training Organisation under the Australian Skills Quality Authority (ASQA); and complies with the standards of the VET Quality Framework including the Standards for Registered Training Organisations (RTOs) 2015.

The key principles of natural justice and procedural fairness are integrated into all levels of our operation. As an RTO, our policies and procedures meet the requirements and regulations of all Commonwealth, State and/or Territory Legislation relevant to our scope of delivery. QAT is committed to being fair, reasonable, and ethical when dealing with complaints and appeals; client information; training standards; confidentiality and privacy; and access and equity.

QAT abides by other legal requirements for State and Commonwealth including, but not limited to:

- Complaints and appeals
- Equal opportunity
- Fair Work Australia
- Workplace Health and Safety

## Access and Equity

All students are recruited in an ethical and responsible manner consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that students selection decisions comply with equal opportunity legislation.

## Rules of Access and Equity

Access and equity means ensuring that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training. QAT maintains a policy of non-discrimination in accordance with the Anti-Discrimination Act 1997 (amended 2002) towards all learners.

QAT strives to meet the needs of individuals, and the community as a whole, through the integration of access and equity guidelines. Please request our Access and Equity Policy for more information.

## Continuous Quality Improvement

QAT is committed to acting on opportunities for improvement identified by any means and continually look for ways to improve our courses and systems. Continuous quality improvement is implemented through:

- Course evaluations: These include a feedback sheet during and at the completion of your course. We also encourage graduates to contact us by phone, email or in person at any time with any further comments and suggestions they may have.
- Course content moderation and validation meetings
- Internal audits: These are based on the Training and Employment
- Recognition Council's ASQA Internal Audit and Self-Assessment Checklist.

## Privacy

QAT is legally required to collect personal information from you, but we will only collect personal information that is necessary for our functions or activities and for the purpose of conducting training associated with our status as both RTO and CRICOS provider. The information will be held by QAT and may be accessed and used by staff employed or engaged by the organisation in the delivery of services to the individual. The information may be used or disclosed to external organisations where permitted by relevant legislation. Furthermore, QAT abides by the National Privacy Principles which detail privacy standards organisations must follow in order to protect your personal information and to ensure that information is handled responsibly.

The provision of information is voluntary. However, if this information is not provided, QAT may be unable to proceed with delivery of your chosen course. An individual also has the right to access and correct their personal information in accordance with the Privacy Legislation.

Please direct any Inquiries you may have in relation to privacy to QAT's Executive Director.

## Records

Your records are kept by QAT in accordance with the NVR Standards, the Privacy Act 1988, and ASQA's General Direction on Retention of student assessment.

Students have the right of access to training and teaching records. All requests from an individual student to view student records should be referred to Administrative Officer. The Information Privacy Principles Code of Practice will be followed when fulfilling this request. Requests by third parties to obtain information from student's records will only be granted after written permission is received from the student.



## Marketing and Advertising

QAT markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. Marketing for any government-funded enrollments is carried out within the specification of the relevant contract or guidelines.

## Training and Assessment Standards

QAT has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment meets the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials are used to ensure the learning environment is conducive to the success of learners.

## Appeals Mechanism

QAT ensures that appeals for learning or assessment outcomes are dealt with fairly and with regard to the learner's level of understanding and needs. **Please request** QAT's **Complaints and Appeals Policy** for more information.



# POLICIES & PROCEDURES

All of the policies & Procedures referred to in this Handbook may be requested from QAT (Queensland Academy of Technology).

Other policies and procedures that support QAT's operations are listed below.

- Teaching, Training and Assessment Policy (Credit Transfer & RPL)
- Assessing Deferments, suspensions and Cancellations Policy
- Student Misconduct Policy incorporating the QAT Code of Conduct
- Privacy Policy
- Fair Treatment, Equal Benefits, Opportunity & Access Policy
- Domestic Refund Policy

## Deferring or Suspending Your Studies

Learners wishing to defer their studies must contact QAT prior to their start date.

Learners may wish to suspend their studies due to personal circumstances. Each suspension is judged on a case-by-case basis, and is given due consideration.

Any request for a deferment or suspension of studies must notify QAT in writing and it will need to be supported by appropriate evidence, using the Special Consideration Form, available on the QAT website ([www.qat.qld.edu.au/domestic](http://www.qat.qld.edu.au/domestic)).

**Please request** QAT's **Deferments, suspensions and Cancellations Policy** for more information.

## Withdrawing From Your Studies

Students wishing to terminate their enrollment must notify QAT in writing, providing sufficient documentary evidence and fill out a Special Consideration Form. on the QAT website, [www.qat.qld.edu.au](http://www.qat.qld.edu.au).

QAT may decide to withdraw a student from their course on the following grounds:

- Student misbehavior and/or;
- Non-payment of fees

**Please request** QAT's **Deferments, suspensions and Cancellations Policy** for more information.

## Refunds

Learners may be entitled to a refund of student contribution fees depending on when the application for withdrawal is received. **Please request** QAT's **Refund Policy** for more information.

# ASSESSMENT at QAT

## Assessment Methods

QAT provides flexible learning and assessment procedures which take into account the learning styles and preferences of learners.

QAT will endeavor, to the best of its ability, to support each student and aim to offer ongoing assistance to enable each student to achieve success in their studies.

QAT assessment principles are as follows:

- Open and accountable with emphasis on fairness and openness to the student being assessed.
- Outcome oriented –QAT has a focus on the achievement of learning outcomes.
- Flexible-encompassing a wide variety of assessment tools and methods depending on the circumstances surrounding the assessment.
- Validity – assessment methods will assess what they claim to assess.
- Reliability-assessment procedures will result in consistent interpretation of evidence from the students within given contexts.
- Fairness-assessment procedures will be fair and not disadvantage to particular students. Hence assessment procedures will:
  - i. Involve procedures in which assessing criteria for performance are made clear to students.
  - ii. Employ a collaborative/participatory approach.
  - iii. Be equitable and culturally appropriate.
  - iv. Allow students to undertake assessment at appropriate times.

Other methods include but not limited to:

- Observation of performance
- Written Assignments
- Written / oral questioning
- Oral presentations
- Workplace performance
- Workplace projects
- Case studies / role plays/ simulations
- Demonstration of skills
- Portfolio of evidence

## Credit Unit Transfer and Recognition of Prior Learning (RPL)

Credit transfer applies to VET learners who have completed part of their course or similar course through another Registered Training Organisation (RTO). If you wish to gain credit for courses studied, you are required to provide certified copies of Qualifications or Statements of Attainment. Credit will only be viewed once you have enrolled. There is no Fee for a student applying for credit transfer.

RPL is an assessment process for giving candidates credit for skills, knowledge and experience gained through previous situations and applies them specifically to the units/competencies of the course you are hoping to achieve accreditation in. Relevant knowledge/skills can come from a number of different areas provided you can demonstrate their direct pertinence to the competencies outlines in your courses of study. Your knowledge /skills must be current i.e. they should have been acquired within the last 5 years. You will be required to prepare a portfolio of evidence and attend an interview as part of your submission. RPL will incur a fee.

Please contact QAT for more information about the RPL/Credit Transfer process.

## Assessment Guidelines – VET Students

- Assignments and assessment tasks must be submitted by the due date as outlined on each student's individual training plan.
- Extensions must be discussed with and approved by your trainer.
- You may have special needs and reasonable adjustments may need to be made during the assessment process. Learners with special needs may include students:
  - i. With disability or impairment.
  - ii. Are anxious or inexperienced.
- If your assessment is unsatisfactory, you will have **ten working days** in which to resubmit your work. The maximum number of submissions is **three**.
- Grading is based on assessment tasks being marked as either 'Satisfactory' or 'Unsatisfactory'. You need to be deemed 'Satisfactory' in all assessments in order to gain competency in each unit/module. You need to be deemed 'Competent' in all units/modules to successfully complete the course or qualification
- QAT ensures that qualifications and Statements of Attainment are issued in accordance with the requirements of the AQF Guidelines and the specific qualification requirements of the relevant endorsed training packages and accredited courses.



## Complaint or Appeal in Writing

If you are not satisfied with the assessment process or decision, you can make a complaint or appeal in writing. Your complaint should be factual and concise. **Please request** QAT's **Complaint and Appeals Policy** for more information. If you have special needs which require consideration during your studies, please inform QAT at the time of enrolment for further information and assistance. QAT will always respond within 5 working days. Any other written complaints will also be responded to within 5 working days.

## Course Progress (VET) Requirements

Your progress will be monitored at the end of each 4-week study period (minimum) as outlined on your training plan. You are required to have passed a minimum of 50% of your assessments in each period. QAT does this because we wish to ensure that you are maintaining your involvement with the course and its assessments at all times.

## Monitoring Process

If you fail to submit, or are unsatisfactory in, 50% of your assessments in a study period you will be identified for an intervention meeting with the Head Trainer to determine what steps need to be taken to improve your course progress.



# Student Conduct

## What is Student Misconduct?

*Misbehavior* is defined as any student who:

- is consistently late or absent from class
- is disruptive in class
- fails to participate in class and/or;
- consistently fails to submit assessments by the due date

*Gross misconduct* is defined as any student who:

- steals or damages the property of the school or another student
- recklessly disregards WH&S legislation (e.g. smoking inside the school)
- physically or verbally threatens another student or any school staff member
- is physically or verbally abusive towards another student or any school staff member. This includes violent or inappropriate behavior towards others on the basis of gender, race, religion or sexual orientation
- directly disobeys a directive issued by QAT

## Consequences of Misconduct

In the case of misconduct, the student will first be counselled by a member of the Student Support Team. If the misconduct occurs a second time, the course will be cancelled and the student notified of QAT's Appeal process.

In the case of gross misconduct, the course will immediately be cancelled and the student notified of QAT's Appeal process.

In both cases, QAT may proceed with legal action against the student if required. **Please request QAT's Deferment, Suspension, and Cancellation Policy** for more information.

## Right of Reply

During the disciplinary proceedings, a learner has a right to:

- State his or her case at any stage, and
- Be represented

Please also be aware that you will always have the right to appeal any decision made by QAT that affects your enrollment. If your internal appeal is rejected and you still disagree with QAT's decision, you will be advised on how to make an external appeal. **Please request the QAT Complaint and Appeals Policy** for more information.

## Documentation of Process

QAT ensures that the discipline process is progressively documented and that you are kept informed of its progress.

## Issuing Certificate

We hope you do well at QAT! Certificates or Statement of Attainments for units that have been completed and marked competent will be issued within 30 days of being assessed, provided your fees are paid. All Certificates issued by QAT are nationally recognized and meet the requirements of a completed training program as per ASQA.

## Graduation

QAT hosts a graduation ceremony twice a year. This ceremony gives students an opportunity to celebrate their academic success with their teachers, classmates, family and friends. All students who have been awarded a QAT qualification since the previous ceremony will receive an invitation via email. Invitations are usually sent out at least one month prior to the event.

To avoid missing out on receiving your graduation invitation, please check your emails regularly and ensure that your email address is up-to-date.

If your email address changes at any time, please inform our student services team at Ground Floor Reception and they will update your email in our system.



# QAT RULES

## QAT Code of Conduct

The QAT Code of Conduct is that students and staff should show mutual respect and courtesy to all of their colleagues and participate in college activities in such a way that does not harm or disrupt the work of others.

## Moving

If you change your address, telephone number, or email address you must advise the QAT administration as soon as possible. QAT will always need to know your accurate contact details.

## Requests for Leave of Absence

If you require a break from your studies, you must seek approval from QAT at least 10 school days before the start of your expected absence. Any leave is considered to be weekly and not by days. Please submit your request at reception. **No leave of absence will be approved unless you have a compelling or compassionate reason, please request our Deferment, Suspension, and Cancellation Policy.**

## Recording Attendance

Attendance for VET courses is recorded progression. In cases where information on course progress and attendance is required by government agencies such as Center link or Job Services Australia Providers, QAT will provide the information requested only if you have given written consent.

## In the Classroom

Please turn off your mobile phone and your MP3 players while you are in the classroom. Also, you can only bring water into the classroom. Please don't eat your food in the classroom as we have breaks for snacks and drinks.

## Cheating/Plagiarism

QAT regards cheating/plagiarism as a very serious offence, it will not be tolerated and can result in instant dismissal from your course. Any person found cheating or plagiarizing in a particular unit of competency will be asked to explain and provide further evidence of competency, which may include repeating that unit of study. A second offence may be subject to instant dismissal from the course, at the Academic Manager and/or delegates discretion. Assignments, projects and essays must be the student's own work and not copied directly from any other source. This includes material from staff, students or the internet. Where a student has cheated in particular in



copying another student's work, the assessment will be marked as a Not Yet Competent (NYC), and the unit will need to be undertaken again at the students' expense. Whenever a student uses the words or work of another person either by direct quotation, paraphrasing or by the use of the other's ideas, the author and the source must be identified through the use of formal referencing.

QAT trainers and Assessors ask students to use the Harvard referencing style for any material taken from published materials. Please refer to the Citing and Referencing Guide: Harvard Style for referencing information

[http://www.otago.ac.nz/library/pdf/harvard\\_citing\\_and\\_referencing\\_guide\\_2007.pdf](http://www.otago.ac.nz/library/pdf/harvard_citing_and_referencing_guide_2007.pdf)

Anyone who gives the impression that the ideas, words or work of another person are their own ideas, words or work is guilty of plagiarism.

## Behavior

At QAT we expect our students to behave in an honest and respectful manner.

Examples of misbehavior are:

- A person or group of people repeatedly act unreasonably towards them or a group of students
- A behavior which creates risk to health and safety
- Behaving aggressively
- Teasing or practical jokes on a consistent basis
- Pressuring someone to behave inappropriately

## Drugs and Alcohol

QAT is committed to protecting the safety, health and well-being of all employees, students and other individuals. We recognize that alcohol abuse and drug use pose a significant threat to our goals. Any Student, Guests or other individuals found to be in possession of or under the influence of alcohol or unauthorized substances on College premises will be immediately asked to leave the premises.

## Smoking

QAT is a smoke free zone. Smoking is not permitted inside any QAT premises. Students wishing to smoke must do so outside and away from the premises. Please listen to the instructions of any QAT staff as to where the designated smoking area is. Students are not to stand in front of the building and smoke, as it portrays an unprofessional image.

For details on the Queensland Government Smoking Policy, please visit the Queensland Public Service Commission:

<http://www.psc.qld.gov.au/publications/assets/policies/smoking.pdf>

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+61 7 3002 0888  
study@qat.qld.edu.au  
<https://domestic.qat.qld.edu.au>  
<https://www.facebook.com/studyatqat/>  
<https://www.instagram.com/qataustralia/>  
<https://twitter.com/QATAustralia>

Ground Floor, 333 Adelaide Street,  
Brisbane QLD 4000



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