



**Careers
Australia**

Our Experience - Your Education

Apprentice & Trainee Student Information Handbook

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Welcome!

Welcome to Careers Australia Institute of Training. We trust you will enjoy learning with us, developing new skills and knowledge.

This Student Handbook is designed to introduce you to Careers Australia Institute of Training and give you information on the institute. Careers Australia Institute of Training has responsibilities related to the standards of courses, their delivery and assessment. In addition to this, Careers Australia Institute of Training has responsibilities related to the educational interests and welfare of its students. Students also have a responsibility to the institute, their colleagues, and the institute staff to ensure everyone has the opportunity to achieve their goals and perform to the best of their ability.

It is a student's responsibility to ensure all policies and procedures are clearly understood, and to seek clarification from their trainer or student administration, if necessary, to achieve this. All institute policies will be covered in detail during induction. If you have any questions at any time, please ask your trainer or designated institute representative for assistance.

We look forward to assisting you in achieving your goals.

Paul Scaysbrook
Chief Executive
Careers Australia Institute of Training

Careers Australia Institute of Training has Training Centres located at:

Brisbane North Training Centre
42 Kremzow Road
Brendale QLD 4500

Brisbane South Training Centre
460-490 Beaudesert Road
Salisbury QLD 4107

Gold Coast Training Centre
2 Palings Court
Nerang QLD 4211

Toowoomba Training Centre
4E, 7 Gardner Road
Toowoomba QLD 4350

Townsville Training Centre
11 Leyland Street
Garbutt QLD 4814

Bowen Hills Training Centre
16 & 18 Thompson Street
Bowen Hills QLD 4006

Cairns Training Centre
Unit 13, 149 Newell Street,
Bungalow, QLD, 4870

Gladstone Training Centre
1/28 Beckinsale St,
Gladstone, Queensland 4680

Contact Phone Number for all Training Centres is: 1300 887 696

DISCLAIMER

Careers Australia Institute of Training has taken appropriate measures to ensure the information published in the Student Handbook is current and accurate at the time of printing. Due to some circumstances beyond our control, information may change prior to the next version. The Management at Careers Australia Institute of Training apologises for any inaccuracy in information supplied that may cause confusion. The Management reserves the right to make changes where required, however any changes will be published and circulated through the student body.

Student Fees

Careers Australia Institute of Training is required, by the State Government to collect student fees for courses with an outcome of Australian Qualification Framework Level III or above.

Effective from the 1st of January 2010, Student Contribution fees are calculated at the following rate:

- \$1.45 per nominal hour for each module or unit of competency

Fee Exemptions

A student may be exempt from paying full/partial fees, if it can be shown that they fall into one or more of the following exemption categories:

- A student has not completed Year 12 and was or will be under 17 years of age at the end of February, in the year in which the RTO delivered training is undertaken. (Proof of age is required).
- Where the student is an Aboriginal or Torres Strait Islander person.
- A student holds a Health Care Card or pensioner card or issues our training organisation with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a health care card or pensioner concession card.
- A student may also be exempt from paying tuition fees if it can be shown that payment would cause extreme financial hardship.
- A student is a School Based Apprentice or Trainee.

Student Contribution fees are to be charged and collected for all modules or units of competency where training is conducted, including any units completed through the Recognition of Prior Learning Process (RPL). Provision exists for partial and full exemptions.

Please note that course fees are not subject to GST.

Students eligible for concessions will be required to provide the appropriate identification and will be able to pay 100% of their fees to ensure they receive full concession entitlement.

Fee Payments

Fees are payable at 12 months intervals and Careers Australia Institute of Training will provide a reminder prior to the due date.

Payment of tuition fees is required thirty (30) days from receipt of invoice. A negotiated payment plan is available for students experiencing financial difficulty. Please contact Student Fees on 1300 887 696 for more information.

Possible Additional Fees and Charges

Description	Cost
Replacement student ID	\$15
Replacement Training Record Book	\$15
Re-Issue of qualification or statement of attainment	\$20
Re-Issue of textbook/learning materials	As applicable
Replacement safety glasses	\$9
Replacement hearing protection	\$11
Replacement Study Guides	\$5
Replacement Security Tag (Building access)	\$50
Replacement White Card	\$15

Travel and Accommodation Allowance

The Queensland Department of Education, Training and the Arts (DETA) provides financial assistance to apprentices and trainees who are required to travel from their usual place of residence to attend training with their supervising registered training organisation (SRTO), i.e. institute. To be eligible for these subsidies, the apprentice or trainee must travel at least 100 kilometres (round trip). The subsidies are paid to the closest supervising registered training organisation that is able to deliver the training program. Claim forms are available through Careers Australia Institute of Training Support Services or from the DETA website. (www.trainandemploy.qld.gov.au)

Training Record Book

Each student will receive a Training Record Book prior to the commencement of training. This book records evidence that all competencies required for the chosen qualification have been achieved. Your work supervisor is required to sign this record of work evidence. This work evidence is regularly submitted to CAIT for the purpose of recording on-the-job competency. CAIT uses these records as additional evidence to confirm competence. This process requires the cooperation of all parties involved – you, your employer and your trainer.

The book also provides a permanent record of your workplace activities and achievements during your period of training. It is also a guide for you and your employer for the on-site training that should occur during your apprenticeship or traineeship, in accordance with your Training Plan for the qualification you are seeking.

The Importance of the Training Record Book

You have responsibility for the care and security of this book because it provides a permanent record of your workplace training. If your training is interrupted by illness or you move to another workplace, this Record will show what has been completed and where your training should recommence.

The Training Record Book is used to:

- ✓ Record the results of observing the demonstration of skills and comment on the progress of the apprentice
- ✓ Track progress by demonstrating work evidence from the workplace

How to use the Training Record Book

Demonstrating or achieving tasks should be completed as part of your routine work and not as a special activity. When you successfully complete a task and provide the required work evidence, your employer/supervisor initials and dates each performance criteria and signs and date the bottom of each unit. This certifies that you have undertaken all of the tasks listed.

Important notes

- ✓ Each performance criteria must be initialled and dated by you and your employer
- ✓ Your trainer will initial and date each performance criteria
- ✓ You must bring your Training Record Book to work each day so that records can be kept up to date
- ✓ You must bring your Training Record Book to every CAIT training session

Training Packages

Training Packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills. Training Packages do not describe how an individual should be trained. Teachers and trainers develop the learning strategies based on the needs, capabilities and circumstances of the learner.

Transition to a New Training Package

Training packages/curricula are regularly reviewed and revised to ensure they meet current industry needs. It is a requirement under the AQTF to ensure that steps are taken to manage the transition to new or reviewed Training Packages within 12 months of their publication. If a new training package is introduced during your apprenticeship, you may be required to transition to this new training package, which will require a new training plan.

Student Support

Careers Australia Institute of Training is committed to offering appropriate information, advice and support services to assist students and clients in achieving identified outcomes.

These services include:

- Student Induction
- Change of courses or further study
- Student Library
- Student Counselling Services
- Student Career Guidance
- Numeracy & Literacy Support

Access to Information

All students have access to current and accurate records of their progress by contacting the Administration Department at their relevant Training Centre.

Attendance and Absenteeism

All students must sign the Student Attendance Register on arrival and departure at CAIT.

If you intend to be absent or expect to be late for a scheduled class, please contact Reception at least 30 minutes prior to your scheduled class start time, on the following:

- Brendale Training Centre (07)3889 8762
- Salisbury Training Centre (07)3216 6478
- Nerang Training Centre (07) 5561 3333
- Toowoomba Training Centre (07) 4634 9267
- Townsville Training Centre (07)4728 3633
- Bowen Hills Training Centre (07) 3620 0700

If Reception is unattended, leave a message on the answering machine.

Should you arrive to class late, without any prior notice, you may be refused entry to CAIT and your employer (and parent or guardian if applicable) will be advised.

Failure to attend CAIT as per your Training Plan and notified dates is a breach of your Training Contract. In the event of a breach, Careers Australia Institute of Training will advise both your employer and the Department of Employment and Training and the Arts (DETA).

Workplace Health and Safety

Careers Australia Institute of Training values high standards of health and safety. These high standards are achieved through students and staff being committed to identifying and managing hazards and risks.

Students have a responsibility to ensure all Personal Protective Equipment (PPE) is worn when and where required, and as instructed by their trainer. This includes the wearing of steel-capped boots at all times. In the event that a student arrives for class without steel-capped boots, the student will be refused entry to the Training Centre.

Any exposed jewellery may become caught on machinery/workshop equipment and cause serious injury; therefore all exposed jewellery must be either covered or removed prior to attending training at CAIT.

Safety requirements necessitate that long hair be tied back and students should avoid wearing loose clothing, in the interest of health and safety.

Mobile Phones

Careers Australia Institute of Training is committed to providing a working environment for all students that is conducive to learning. All students are required to ensure that mobile phones are turned off or on silent whilst at CAIT. Should a student be required to make or receive a phone call, this is to be done during a scheduled break. This also includes the sending and receiving of text messages.

Food and Drink

All Training Centres are smoke free areas. This includes in front of the buildings, all outside areas and car parks, or any other area that has been legislated by the QLD Government.

For health, hygiene and safety issues, no food or drink is to be consumed in classrooms or practical work areas. The only exception to this is water in either a bottle or spill-proof vessel.

Students are required to ensure all such areas are free of rubbish at all times.

Restricted Areas

Each Training Centre has restricted areas that are out of bounds for students. These areas include staff lunch and administration areas, offices, and storerooms. Other areas that are restricted are clearly identified. If you need the attention of staff, please contact the Reception desk for assistance.

Student Misconduct and Behaviour

All students are required to follow any lawful directive given by a staff member, particularly if it is in relation to safety. A high standard of professional behaviour is to be maintained at all times. The use of inappropriate or obscene language will not be tolerated at any time.

Student behaviour must not cause damage to property or interfere with any other person lawfully on site at CAIT. A student may, at the discretion of the Manager- Training Delivery be suspended and/or billed for damage caused by any actions of a student. An appeals process is available to a student in such circumstances.

Academic Misconduct

Careers Australia does not condone the practice of cheating or plagiarism.

Plagiarism has been **defined** as “the copying of sections of any published work without acknowledging the source”.

Cheating is **defined** as:

- handing in someone else’s work as your own (with or without the original authors knowledge)
- allowing someone to hand up your work as his or her own
- several people writing an assignment and handing up multiple copies, all represented (implicitly or explicitly) as individual work; or
- using any part of someone else’s work without proper acknowledgement.

Academic misconduct means:

- presentation of data with respect to laboratory work, field trips or other work that has been copied, falsified or in other ways obtained improperly;
- inclusion of material in individual work that has involved significant assistance from another person, where such assistance is not expressly permitted in the relevant Study Guide or Stage outline;
- providing assistance to a student in the presentation of individual work, where such assistance is not expressly permitted in the relevant Study Guide or Stage outline;
- falsification or misrepresentation of academic records;
- plagiarism, as defined above;
- other actions not covered by the above clauses that may be judged to be acts of academic misconduct.

During the assessment process an educator may become aware of a potential academic misconduct issue. All instances of alleged academic misconduct will be referred to the Program Manager or the Head of School for investigation. Students will be given an opportunity to discuss an allegation of academic misconduct or plagiarism at a meeting of relevant parties. Students will be given the opportunity to have a support person present at the meeting. Based on evidence provided, the Program Manager, the Head of School, or a delegate will provide recommendations to the Managing Director and/or General Manager.

Where an educator believes that the action of a student may involve academic misconduct the Program Manager, the Head of School, or a delegate will notify the student within 5 working days and request that the student attend a meeting with the educator and Program Manager, the Head of School, or a delegate to discuss the matter. The meeting should occur within 14 days of the initial notification. Where the student is unable to attend the meeting, the discussion may occur via email or teleconference.

Where a student chooses not to participate, the Program Manager, the Head of School, or a delegate will immediately advise the General Manager who will then determine and take action.

Where the student does participate in the discussion, the student and the Program Manager, the Head of School, or a delegate may each elect to invite a nominee, or any staff member or student nominee, to be present at this meeting, or to participate in the email/teleconference discussion.

If, as a result of this discussion, the Program Manager, the Head of School, or a delegate concludes that no academic misconduct was involved, no further action will be taken and no record of the discussion will be placed in the student's file.

If, as a result of this discussion, the Program Manager, the Head of School, or a delegate concludes that the action of the student was an example of inadvertent academic misconduct, the student will be counselled by the Program Manager, the Head of School, or a delegate and will be permitted to resubmit the piece of assessment. The Program Manager, the Head of School, or a delegate will place a note to that effect in the student's file.

If, as a result of this discussion, the Program Manager, the Head of School, or a delegate concludes that the action of the student constitutes deliberate academic misconduct, the educator may determine the appropriate penalty which may be:

- failure, with a zero score, in the component of the course, a note in the student's file and a reprimand from the General Manager.
- failure in the course and suspension from the course for a period not exceeding one year;
- suspension from the College/Institute for a period not exceeding three years;
- expulsion from the College/Institute.

The Program Manager, the Head of School, or a delegate will prepare a written statement setting out the findings on the facts, referring to the evidence or other material on which the findings were based. This statement is to indicate any penalty/ies to be applied. This statement will be forwarded to the General Manager.

The Program Manager, the Head of School, or a delegate will, within 10 working days, provide a copy of the report to the student and the General Manager and a copy of the report will be added to the student record.

Where the Program Manager, the Head of School, or a delegate concludes that the case involves deliberate academic misconduct and either:

- the student does not admit to academic misconduct; or
- the student does not agree to accept the penalty;

The Principal Educator/Program Manager, the Head of School, or a delegate shall advise the General Manager who will conduct an initial inquiry following the procedures outlined above.

The student has the right of appeal against the decision of the inquiry and may appeal in writing to the General Manager. See the Complaints, Academic Appeals and Appeals policy available from the website for further information – www.careersaustralia.edu.au

With the exception of placements, students may continue their program of study pending the outcome of an appeal, but may be required to amend their enrolment if the appeal is denied, and the course was a prerequisite for courses in which they are currently enrolled. The student's transcript will record suspension (only during the period of suspension) or expulsion.

The investigation and outcome of any allegation will be recorded as a College/Institute Report event on the Student Information System for all students concerned.

Theft

It is a criminal offence to steal from Careers Australia Institute of Training, its staff, a client, or a fellow student. The relevant authorities will be notified and immediate expulsion from the institute will occur. Careers Australia Institute of Training accepts no responsibility for lost or stolen items.

Re-Issues

In the event that a student requires a re-issue of a Training Record Book, Statement of Attainment, Certificate, etc. a nominal administration fee will apply.

Competency Based Assessment

What are competency standards?

Competency standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards. They are nationally agreed benchmarks for effective performance.

What are competency standards used for?

Competency standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more - they can form the basis for a complete and integrated human resource system.

The standards can be used for:

- Compiling job descriptions and organising work structures
- Recruitment
- Determining training needs
- Developing training and training resources / materials
- Appraisals and skills assessment
- Linkages between skills and industry awards

What is assessment?

Competency based assessment is what has always been done – checking that the job can be done properly – not just once, but every time. It can then be confidently said that a person is competent. The only thing that has changed is that progress and the relevant wage rate can depend on the achievement of competence, rather than the old time based wage progression.

How will assessment take place?

Employers / trainers will assess continually by:

- watching the apprentice /trainee on the job
- discussions with other supervisors
- asking the apprentice / trainee questions regarding their job
- client feedback on the quality of the completed job

The training record book divides the task (competencies) expected into levels of difficulty. Employers / supervisors check that the apprentice /trainee is completing the job to the required level, as they are in the best position to know the standard of work being completed.

What is learning?

Learning is something everyone does, every day. It involves acquiring new facts and interpreting and applying this information to show that you are competent or have mastered it. During training you will complete a series of tasks to learn information (knowledge) and acquire new skills. This could involve being trained on-the-job by your supervisor and completing a series of tasks as identified in the learning and assessment strategy for each unit, or completing tasks under the direction of a trainer.

During the learning process you will need to seek advice and information from many resources. The skills you acquire will need to be practiced many times under the watchful eye of your supervisors / trainers to demonstrate your competence.

You will only be assessed after you have learnt the required information and mastered the tasks.

How do you know if you are competent?

Your employer / trainer will ensure that you have learnt the theory behind the task, and practiced the work to the satisfaction of your industry / company standards and workplace health and safety practices.

There may also be a quality performance system in place, or someone available to check the work is done properly. If these procedures are used, your employer can be confident you are competent for this task and can sign-off the particular competency.

What do you do if you are not making satisfactory progress?

The tasks listed in the learning and assessment strategy give the opportunity to plan work to make sure you become fully qualified. If there is any area that is not up to standard, an employer has the chance to provide opportunities for you to further develop the necessary skills. This might mean having you work with another staff member or spending a little extra time showing how the job should be done. Practice makes perfect!

Code Of Practice**Commitment To Access And Equity**

Careers Australia Institute of Training will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines.

We will provide vocational training to all groups and ensure that equity principles for all people are implemented through the fair and appropriate allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives. All trainees will be recruited in an ethical and responsible manner consistent with the requirements of the curriculum or National Training Package and trainee selection decisions will comply with equal opportunity legislation.

Marketing Standards

Careers Australia Institute of Training markets all vocational education and training products with integrity, accuracy, and professionalism. It is our policy to avoid vague and ambiguous statements, and when providing information, no false or misleading comparisons are drawn with any other training provider, or course.

Delivery Methods Designed To Meet Client Needs

Careers Australia Institute of Training is a Supervising Registered Training Organisation delivering training through a combination of modes, which are negotiated with the student and employer during sign-up to ensure client needs are met. Available delivery modes include “on-the-job” and “off-the-job” and “flexible delivery”.

Assessment Which Meets The National Assessment Principles

Careers Australia Institute of Training develops assessment materials based on the following principles:

- The purpose of assessment is to establish whether the participant has achieved the required levels of competence as described in the National Competency Standards.
- The assessment involves making a judgement on the participant’s competency.
- The criteria are holistic.
- Assessment conditions will be or simulate the contemporary, authentic workplace situation.

Commitment To Recognition Of Prior Learning

Careers Australia Institute of Training offers apprentices / trainees recognition for skills and knowledge that they already possess. This way apprentices / trainees need not attend all programs, but can apply for Recognition of Prior Learning (RPL). Where recognition is granted, the apprentice / trainee is granted full equivalent status equal to those who would normally complete the program by attendance and assessment.

Commitment To Credit Transfer

Careers Australia Institute of Training is committed to ensuring every student can gain credit transfers for recognised units that have been completed at TAFE or with other private Registered Training Organisations. We will assess the currency and validity of the documentation that you provide. Credit transfer means that you do not have to complete a unit of competency again, if you have already completed it previously.

Appeals Policy

Careers Australia Institute of Training is committed to ensuring that all concerns, complaints and/or appeals are considered in a professional and ethical manner and, as such, in the event of a student having a complaint about any assessment result, it will be dealt with through an investigation process. Careers Australia Institute of Training will acknowledge in writing any complaint and/or appeal received and also the results of the outcomes of any complaint and/or appeal. For further information please refer to the Complaints, Academic Appeals & Appeals policy available from the CAG website: www.careersaustralia.edu.au

Grievance Process

Careers Australia Institute of Training is committed to resolving any conflict with students in a professional and ethical manner, and as such, in the event of a student having a complaint on any general issue, the following is to be followed:

- In the first instance approach the person concerned to resolve the complaint.
- If the student is not satisfied with the response given, the student is welcome to further discuss the issue with the Manager – Training Delivery, who will investigate the grievance. The student shall then be notified of the decision, and advised they have 20 days to lodge an appeal in writing.
- If the student is not satisfied with this decision, the complaint should be sent, in writing within 20 days to the Operations Manager at the Training Centre you attend Outlining the nature of the complaint, which will be acknowledged within 7 days of receipt.
- The Operations Manager shall undertake an investigation into the grievance and notify the student in writing of the outcome of the complaint.
- The company shall ensure that the students are assured that all grievances will be handled fairly and equitably at all times.

Course/Qualification Information

Careers Australia Institute of Training will issue a certificate on completion of all course units. If a qualification is only partially achieved, a Statement of Attainment will be issued for assessments that have been successfully completed. Training can be continued at a later date and additional competencies added to the Statement of Attainment until a full qualification is achieved. This means that training and assessment are truly portable. Registered Training Organisations will recognise the competencies already achieved and recorded on the Statement of Attainment.

Possible Vocational Outcomes

Careers Australia Institute of Training encourages all students to recognise both the career and Australian Qualifications Framework pathways available to them via the student handbook produced for each training stream.

Refund Policy

On cancellation of an apprentice from a course, student fees will be refunded for any units paid for, but not yet achieved, at the time of cancellation.

Careers Australia Institute of Training reserves the right to cancel or postpone programs. Where cancellation of a course by Careers Australia Institute of Training occurs, student fees will be refunded for any units paid for, but not yet achieved, at the time of cancellation.

Student Welfare And Guidance Services

Careers Australia Institute of Training has additional services that are available to students. These include library study resources, counselling services and tutoring. Should you require any assistance to access these resources, contact your trainer.

Language, Literacy And Numeracy Support

Careers Australia Institute of Training has access to high quality educators who can train, tutor and support trainees identified with literacy and numeracy deficiencies. At all times, when language, literacy or numeracy deficiencies are identified, support is provided.

Compliance With Relevant Legislation

Careers Australia Institute of Training ensures all relevant personnel are aware of and implement legislative and regulatory requirements, including:

- Workplace Health and Safety Act
- Industrial Relations Act
- Anti-Discrimination Act
- The Vocational Education, Training and Employment Act 2000
- Privacy Act
- The Vocational Education, Training and Employment Regulation 2000
- Australian Quality Training Framework

Privacy

Your personal information is generally held in your Student File. Information is also held in our computer database. At all times your personal information is treated as confidential and any sensitive information is treated as highly confidential. Students are able to access the information contained within their student files upon request.

Guarantees

Careers Australia Institute of Training will honour all guarantees outlined in this code of practice. It is clearly understood that if we do not meet the obligations of this code, or support all regulatory requirements, our registration as a training provider may be at risk of being withdrawn.

Quality Indicator Surveys

From time to time you will be invited to take part in surveys being conducted by Careers Australia to seek your views on the quality of our education and training.

Surveys are conducted to collect feedback from students and employers about their training experiences. Careers Australia uses the feedback it receives as part of its continuous improvement processes to ensure it provides quality training and assessment. Careers Australia must also provide a summary report of feedback to its Registering Body to provide an indication of its performance. This is a condition of registration.

Responses are private and confidential. Individual respondents will not be identified in any data or reports and survey responses will not be linked with enrolment records. Participation in surveys is highly valued, but voluntary. We will protect your anonymity and the confidentiality of your response to the fullest possible extent within the limits of the law.

Contacts

Additional information on wages, employer incentives, and training packages are available.

The Department of Education and Training (DET) will advise and give information on any student enquiry/issue.

Contact: 1300 369 935

Web: <http://www.training.qld.gov.au/>

Australian Apprenticeship Centres

Australian Apprenticeship Centres process incentives and register training contracts with DETA and give advice. These organisations are usually the first point of contact for students and employer queries.

Contact: 1800 639 629

Web: <http://www.australianapprenticeships.gov.au/>

Fair Work Australia

Fair Work Australia is a national workplace relations tribunal who can provide students and employers with information on awards and conditions.

Contact: 1300 799 675

Web: <http://www.fwa.gov.au>

Apprenticeships Info

Provides free advice, referrals and support to all Queenslanders about apprenticeships, traineeships and training options.

Contact: 1800 210 210

Web: <http://www.apprenticeshipsinfo.qld.gov.au/>

Useful Links

Adult Learning Australia	http://www.ala.asn.au/
AEShareNet	http://www.aesharenet.com.au/
Apprenticeships Information	http://www.apprenticeshipsinfo.qld.gov.au/
Australian Apprenticeships	http://www.australianapprenticeships.gov.au/default.asp
Australian Building Codes Board	http://www.abcb.gov.au/
Australian Flexible Learning Framework	http://www.flexiblelearning.net.au/flx/go
Australian Food News	http://www.ausfoodnews.com.au/
Australian Qualifications Framework	http://www.aqf.edu.au/
Building and Construction Industry Training Fund (BCITF)	http://www.beconstructive.com.au/
Department of Education, Employment and Workplace Relations (DEEWR)	http://www.deewr.gov.au/
Department of Education and Training (DET)	http://deta.qld.gov.au/
Department of Employment and Industrial Relations (DEIR)	http://www.deir.qld.gov.au/workplace/
Education Network Australia (EDNA)	http://www.edna.edu.au/edna/go
Food Standards Australia New Zealand	http://www.foodstandards.gov.au/
Housing Industry Australia (HIA)	http://hia.com.au/
Licensing Line News	http://www.licensinglinenews.com/
Master Builders Australia (MBA)	http://www.masterbuilders.com.au/index.asp
My Future	http://www.myfuture.edu.au/
National Training Information Service (NTIS)	http://www.ntis.gov.au/
Queensland Government Legislation	http://www.legislation.qld.gov.au/OQPChome.htm
Safe Food Queensland	http://www.safefood.qld.gov.au/
The Mars Café Chef's Portal	http://www.marscafe.com/index.php?page=8
The National Centre for Vocational Education Research	http://www.ncver.edu.au/
Train and Employ	http://www.trainandemploy.qld.gov.au/
Training.com	http://www.training.com.au/