

Form of Agreement

The organisation agrees to accept the terms and conditions as detailed below.



TAFE Queensland
Queensland Government

Department of
Education, Training and the Arts

Quote Date: 24/08/09 **Quote expiry date:** 28/08/09
Client Trading Name: SEQ Water
CEO/Manager/Owner Name: Ralph Burch
Position title: Project Manager
Signature: _____
Date: _____
Agreement start date: _____ **Agreement end date:** _____

Details of Resource Development

Topic Details	Duration
Topic 2: Water Supply Safety and Reliability Act	Development to be completed 10 working days after receipt by the Institute of updated information from SEQ Water on the fluoridation resources.

Total cost
\$5,250.00

Payment schedule

\$5,250.00 due on receipt of Tax Invoice

Billing details

Contact name: Ralph Burch
Purchase order no (if applicable): _____
Billing address: _____
Town/State/Postcode: _____
ABN: _____
Phone: _____
Mobile: 0423028194
Fax: _____
Email: rburch@seqwater.com.au

On completion, please return this form by fax to (07) 4120 2466 or mail to:

Executive Support Officer
Training Solutions
Wide Bay Institute of TAFE
LMB 279
MARYBOROUGH QLD 4650

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Client Trading Name: SEQ Water
CEO/Manager/Owner Name: Ralph Burch
Position title: Project Manager
Signature: _____
Date: _____
Agreement start date: _____ **Agreement end date:** _____

Details of Resource Development

Topic Details	Duration
Topic 1: Refresher of Fluoride Code of Practice and Regulations with emphasis on reporting	Development to be completed 10 working days after receipt by the Institute of updated information from SEQ Water on the fluoridation resources

Total cost
\$6,000.00

Payment schedule

\$6,000.00 due on receipt of Tax Invoice

Billing details

Contact name: Ralph Burch
Purchase order no (if applicable): _____
Billing address: _____
Town/State/Postcode: _____
ABN: _____
Phone: _____
Mobile: 0423028194
Fax: _____
Email: rburch@seqwater.com.au

On completion, please return this form by fax to (07) 4120 2466 or mail to:

Executive Support Officer
Training Solutions
Wide Bay Institute of TAFE
LMB 279
MARYBOROUGH QLD 4650

25 August 2009

Mr Ralph Burch
Project Manager
SEQ Water
BRISBANE Q 4000

All Mail

Locked Mail Bag 279
Maryborough Qld 4650
Australia

Web

widebay.tafe.qld.gov.au

Phone

1300 656 188

Bundaberg

Walker Street
Bundaberg Qld 4670
Fax 07 4150 5891

Gympie

71 Cartwright Road
Gympie Qld 4570
Fax 07 5480 3650

Hervey Bay

Urraween Road
Pialba Qld 4655
Fax 07 4120 6423

Maryborough

Nagel Street
Maryborough Qld 4650
Fax 07 4123 4184

Dear Ralph

Wide Bay Institute of TAFE on behalf of TAFE Queensland thanks you for the opportunity to submit this revised quote for resource development in the topics listed below for your organisation.

As discussed with Kate Niblett, I have prepared a proposal designed to meet your needs in terms of desired services and value.

Staff

TAFE Queensland is able to draw upon the vast experience and resources of Queensland's largest training provider. Our highly qualified and experienced staff provide the skills and knowledge that will ensure the development of a industry relevant, quality product.

Details of Resource Development

Topic Details	Duration	Fee
Topic 1: Refresher of Fluoride Code of Practice and Regulations with emphasis on reporting	Development to be completed 10 working days after receipt by the Institute of updated information from SEQ Water on the fluoridation resources	\$6,000.00

Topic Details	Duration	Fee
Topic 2: Water Supply Safety and Reliability Act	Development to be completed 10 working days after receipt by the Institute of updated information from SEQ Water on the fluoridation resources	\$5,250.00

Timeframe

Development to be completed 10 working days after receipt by the Institute of updated information from SEQ Water on the fluoridation resources.

Quotation validity

This quotation will remain valid until Friday, 28th August 2009.



Quality assurance

Wide Bay Institute of TAFE is currently operating a third party certified Quality Assurance System. This certification complies with the requirements of AS/NZS ISO 9001:2000 and is effective from 4 December 2007. The certification number is 7298.

Goods and services tax

Where a goods and services tax (GST) is imposed in Australia and has application to any supply of a product or services in this contract, pay to Wide Bay Institute of TAFE (the Institute), subject to the Institute issuing a valid tax invoice, such amounts as the Institute shall, by law, be required to collect GST.

Confirmation of course particulars

It would be appreciated if you could notify Wide Bay Institute of TAFE as soon as possible in regard to and changes to the delivery of services. This will allow us time for preparation and organisation.

Confirmation of acceptance – method of payment

Acceptance of this offer shall be made in writing. For your convenience, a Form of Agreement is attached. Should you wish to accept this quote please complete, sign and return the Form of Agreement via fax prior to service commencement. Payment will be required as agreed on the Form of Agreement payment schedule.

We are very keen to deliver these services for you and will be happy to commence negotiations regarding a start date as soon as you have completed the attached Form of Agreement.

Cancellation/withdrawal clause

The organisation agrees to accept the terms and conditions as detailed below:

- a) **Refund if program or course cancelled by Institute Director**
 - If the Institute Director cancels a course before it starts, the Institute Director **must refund** the fees paid for the program or course.
- b) **Refund if enrolment cancelled more than 5 Days before program or course starts**
 - If a student cancels enrolment in a non-government funded course five days before it starts, the Institute Director **must refund** the fees the student paid for the program or course after deducting an administration charge of \$10.00.
- c) **Refund if enrolment cancelled less than 5 days before program or course starts**
 - If a student cancels enrolment in a non-government funded course less than 5 days before it starts or a student starts the course, the Institute Director **shall not refund** any fees and charges paid by/for the student and **shall not cancel any remaining payments** due in respect of the enrolment.
- d) **Refused applications for fee exemptions, refunds and time to pay**
 - If the Institute Director refuses a person's application for a fee exemption, refund or time to pay, the Institute Director must give the person written notice of the reasons for refusal.
 - The person may, within 7 days after the written notice is given, apply to the Institute Director for a reconsideration of the refusal.

- An Institute staff member more senior than the staff member who refused the original application must reconsider the refusal.

All cancellation/withdrawals relating to non-government funded programs must be made on the prescribed form in accordance with the TAFE Qld Student Refund Policy.

If you require any further information or clarification, please feel free to contact me on **07 41202459**.

Citizenship of Participants

Please note that any participants covered by this agreement who are not Australian Citizens may not be eligible to receive training at the above quoted price. Should this situation arise, please contact the Administration Officer on the number below for further clarification.

Point of contact – acceptance of agreement

To allow us to offer you a point of contact once agreement has been accepted, you have been assigned to:

- **Donna Norman** on **07 41202459** for all program delivery issues.
- **Lorelle Nordling**, Administration Officer Sales and International on (07) 4120 2467 for all administrative and financial enquiries.

Again, thank you for allowing TAFE Queensland the opportunity to quote on providing you with high quality services.

Yours sincerely



DONNA NORMAN
Director, Training Solutions
Wide Bay Institute of TAFE

Leeson, Helen

From: Norman, Donna
Sent: Friday, 28 August 2009 1:41 PM
To: Niblett, Kate
Cc: Leeson, Helen; Shang, Nicole
Subject: Receipt of SEQ Water Form of Agreement
Importance: High
Attachments: Scan7903.pdf

Hi Kate

Please find attached the signed FOA from SEQ Water. As you will note they have signed off on the old FOA for the full amount of \$11,250 and the development of the resources by Friday, 28 August 2009 which is today!! What now!!

Can you please give me a call when you get this email to discuss?

Many thanks

Donna Norman

Donna Norman | Director, Training Solutions | Industry Engagement and Marketing Unit | Wide Bay
Institute of TAFE | LMB 279 Maryborough Q 4650 |
Phone +61 7 41202459 Fax +61 7 41202466 CRICOS Provider No. 02013A

Form of Agreement

The organisation agrees to accept the terms and conditions as detailed below.



TAFE Queensland
Queensland Government

Department of
Education, Training and the Arts

Quote Date: 28/07/09 Quote expiry date: 28/08/09
 Client Trading Name: SEQ Water
 CEO/Manager/Owner Name: Ralph Burch
 Position title: Project Manager
 Signature: Project Manager
 Date: Ralph Burch 24/8/09
 Agreement start date: _____ Agreement end date: 28/08/09

Details of Resource Development

Topic Details	Duration
Topic 1: Refresher of Fluoride Code of Practice and Regulations with emphasis on reporting; and Topic 2: Water Supply Safety and Reliability Act	Development to be completed by 28 th August, 2009

Total cost
\$11,250.00

Payment schedule

\$11,250.00 due on receipt of Tax Invoice

Billing details

Contact name: Ralph Burch
 Purchase order no (if applicable): 002703
 Billing address: 240 MARGARET STREET
 Town/State/Postcode: BRISBANE QLD 4000
 ABN: 75 450 239 876
 Phone: (07) 3035 5500
 Mobile: 0423028194
 Fax: (07) 3229 7926
 Email: rburch@seqwater.com.au

On completion, please return this form by fax to (07) 4120 2466 or mail to:

Executive Support Officer
 Training Solutions
 Wide Bay Institute of TAFE
 LMB 279
 MARYBOROUGH QLD 4650

28 July 2009

Mr Ralph Burch
Project Manager
SEQ Water
BRISBANE Q 4000



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Timeframe

Development to be completed by 28th August, 2009.

Quotation validity

This quotation will remain valid for 30 days from the date herein.

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All Mail

Locked Mail Bag 279
Maryborough Qld 4850
Australia

Web

widebay.tafe.qld.gov.au

Phone

1300 656 188

Bundaberg

Walker Street
Bundaberg Qld 4670
Fax 07 4150 5891

Gympie

71 Cartwright Road
Gympie Qld 4570
Fax 07 5480 3650

Hervey Bay

Urraween Road
Pialba Qld 4655
Fax 07 4120 6423

Maryborough

Nagai Street
Maryborough Qld 4650
Fax 07 4123 4184



TAFE Queensland
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Again, thank you for allowing TAFE Queensland the opportunity to quote on providing you with high quality services.

Yours sincerely



DONNA NORMAN
Director, Training Solutions
Wide Bay Institute of TAFE



QBWSA trading as Seqwater

Level 3, 240 Margaret Street
Brisbane, QLD 4000
PO Box 16146
City East QLD 4002

PURCHASE ORDER

ABN: 75450239875

Telephone: 07 3035 5500

Facsimile: 07 3229 7926

Any queries please contact
LOIS SAEDDER
P: 07 3437 4002
E: lsaedder@seqwater.com.au

Wide Bay Institute Of Tafe
Locked Mail Bag 279
MARYBOROUGH QLD 4650

Fax No. 0741202589

Order No.: PO002703**Date Issued:** 24/08/2009**Supplier No.:** 102717**Date Required:** 23/09/2009

Attention :

Description	Product Code	Quantity	Unit Price (Ex GST)	Amount (Ex GST)	Amount (Inc GST)
Contractor - General Refresher of Fluoride Code of Practice and Regulations	000001	1.00 EACH	11,250.00	11,250.00	12,375.00

GST Total: \$1,125.00

Order Total: \$11,250.00 \$12,375.00

Invoice To: QBWSA Trading as Seqwater
Level 3, 240 Margaret St
PO Box 16146
City East Qld 4002
Please Quote "PO002703" on your invoice

Deliver Order To: Head Office
Level 3, 240 Margaret Street
Brisbane
QLD 4000

Purchase Order Terms and Conditions**DEFINED TERMS**

Goods means the goods described in the Purchase Order (PO), including any part(s) of them.

Force Majeure Event means an event beyond the control of a party which causes delay in the performance of that party's obligations under the Contract and which cannot be prevented or remedied by that party's exercise of a high standard of care and diligence.

Legal Requirements means binding legal requirements such as acts, regulations, by-laws, orders, local laws, statutes, and mandatory codes, decisions or directions of any competent authority, government department, regulatory body, minister, agency.

Relationship Agreement means an existing standing offer, preferred supplier, sole supplier or similar agreement between the Supplier and Queensland Bulk Water Supply Authority trading as Seqwater (Seqwater).

Services means the services described in the PO, including any part(s) of them.

1 APPLICATION OF TERMS

These terms are the only terms upon which Seqwater is prepared to deal with the Supplier and together with the PO they form the Contract to the exclusion of all other terms (other than the terms of any Relationship Agreement). No terms contained in any document of the Supplier will form part of the Contract and the Supplier waives any right to rely on such terms.

2 QUALITY

The Supplier must:

- perform the Services or deliver the Goods in accordance with the Contract ensuring that the Goods/Services comply with Legal Requirements and any applicable Australian Standards;
- at all times exercise due skill, care and diligence in preparing and delivering the Goods or performing the Services;
- supply the Goods/Services in a competent manner and in accordance with the Contract, any induction given and the directions of Seqwater's Site Manager;
- not do or cause or allow to be done any thing that would materially and adversely affect Seqwater's rights concerning the site, or any property on the site.

3 DESCRIPTION

The Goods/Services must comply with the specifications and the description in the PO, and must correspond with any sample of Goods provided by the Supplier.

4 DELIVERY

The Supplier must:

- deliver the Goods/Services in the area specified by Seqwater on the specified date for delivery and in accordance with the Site Manager's directions;
- ensure there is no damage to the Goods, the site or any party's property on the site;
- when delivering Goods, provide full documentation identifying the contents of each package delivered and comply with clause 12; and
- store its property in a safe manner according to the Site Manager's directions.

5 INSPECTION

Provided Seqwater complies with all reasonable safety measures required by the Supplier, Seqwater is at all reasonable times and at its own expense entitled to:

- inspect Goods before they are despatched from the Supplier's premises to a site, and before Seqwater agrees to accept delivery of them;
- inspect Services (and any related works) being carried out by the Supplier at a site.

6 ACCEPTANCE

(a) Seqwater will not be deemed to have accepted:

- Goods until Seqwater has had a reasonable time to inspect them after delivery and issued a notice of acceptance; or
 - Services until Seqwater has had a reasonable time to inspect and test them.
- (b) If Seqwater deems any Goods to be defective, Seqwater may reject the defective goods by returning them to the Supplier or making good the defective goods.
- (c) If Seqwater deems any Services to be defective, Seqwater may reject the defective service by giving notice to the Supplier, with a proposed rectification strategy.
- (d) At Seqwater's option and request, the Supplier agrees to:
- refund to Seqwater any payments made by Seqwater (including any freight charges) in respect of any defective goods that Seqwater rejects; or
 - make good any defective goods that Seqwater rejects; or
 - reimburse Seqwater for any expenses incurred in making good defective goods.
- (e) Seqwater's inspection, testing or acceptance of Goods/Services does not affect Seqwater's rights to claim for any damage or loss suffered because of the Supplier's breach of warranty or failure to fulfil any other obligations under the Contract.
- (f) If Seqwater accepts any Goods/Services from the Supplier which do not comply with the Contract, Seqwater is not bound to accept future non-complying Goods/Services.

7 TITLE AND RISK

Title and risk in the Goods does not pass until Seqwater takes delivery of the Goods.

8 PERSONNEL

- The Supplier must provide appropriate personnel with appropriate safety equipment to perform the Contract.
- The Supplier and its personnel must, prior to entering a Seqwater site, successfully complete all inductions and sign all undertakings required by Seqwater.
- The Supplier must ensure that its personnel adhere to the Contract, and Seqwater's rules, practices, policies, procedures and requirements.
- The Site Manager may, in his/her absolute discretion, direct the Supplier to remove from the site any of the Supplier's personnel or subcontractors.

9 SUBCONTRACTING

Save for delivery of Goods, the Supplier may only engage a subcontractor to supply or hire on the Supplier's behalf any of the Goods/Services with the prior written approval of Seqwater. The Supplier will be responsible for any acts or omissions of its subcontractors under the Contract.

10 AUTHORISATIONS

The Supplier must obtain and maintain at its cost all of the authorisations (including permits, approvals, licences, certificates and standards) required to supply the Goods/Services.

11 PRICE

- Seqwater agrees to pay the Supplier the price in the PO (Price) for the Goods/Services in accordance with clause 12.
- Unless stated otherwise in the Contract, the Price is inclusive of all costs incurred by the Supplier in complying with its obligations under the Contract including charges for packaging, packing, insurance and delivery of the Goods and any taxes.
- The Price may not be increased without Seqwater's prior written consent.

12 PAYMENT AND INVOICING**12.1 Payment**

Seqwater will pay correctly rendered invoices within 30 business days of receipt provided:

- the amount complies with all Legal Requirements and reflects the amount in the PO;
- in Seqwater's reasonable opinion, the Goods/Services supplied comply with all of the requirements in the Contract and;
- comply with the warranties in clause 16.2;
- for the Goods, they have not been rejected by Seqwater, and
- the Supplier has not been requested to make changes to the Goods/Services to make them comply with the Contract.

12.2 Correctly Rendered Invoices

An invoice is correctly rendered if:

- the invoice is in accordance with the PO in all respects;
- the invoice:
 - identifies the Goods/Services supplied, the Seqwater contact and PO number;
 - specifies the relevant location(s) and/or Seqwater site(s);
 - details the amount claimed and the calculation of that amount (including records of time spent by personnel verified by the Site Manager);
 - certifies that the Goods/Services comply with the Contract;
 - includes any other details required by Seqwater;
 - identifies the GST exclusive amount and the GST amount separately;
 - is a tax invoice for GST purposes and allows Seqwater to make a claim for input tax credits;
 - complies with Legal Requirements.

12.3 Disputed Invoices

Where Seqwater considers an invoice is not correctly rendered, Seqwater will issue within 10 business days a notice setting out the reasons and identifying amounts in dispute. The Supplier must cancel the old invoice and issue a new invoice for the undisputed amount.

12.4 Set off

Seqwater may withhold, retain or set off from any payment due to the Supplier under the Contract amounts Seqwater deems necessary to protect it against any costs, expenses and damages for which the Supplier may be liable under or in connection with the Contract. This right does not limit Seqwater's right to recover those amounts in any other way.

13 GOODS AND SERVICES TAX**13.1 Interpretation**

Words or expressions used in this clause 13 are defined in Commonwealth legislation concerning tax and tax arrangements for the supply of the Goods/Services.

13.2 Consideration is GST Inclusive

Any consideration to be paid for a supply made under or in connection with the Contract, unless described as 'GST exclusive', is deemed to include an amount of GST.

13.3 Gross up of consideration

Despite any other provision in the Contract, if a party (GST Supplier) makes a supply under or in connection with the Contract on which GST is imposed and is specifically described in the Contract as 'GST exclusive':

- the consideration payable or to be provided for that supply under the Contract but for the application of this clause 13 (GST exclusive consideration) is increased by, and the recipient of the supply (Recipient) must also pay to the GST Supplier, an amount equal to the GST payable by the GST Supplier on that supply; and
- the amount by which the GST exclusive consideration is increased must be paid to the GST Supplier by the Recipient without set off, deduction or requirement for demand, at the same time as the GST exclusive consideration is payable.

13.A Reimbursements

If a payment to a party under or in connection with the Contract is a reimbursement or indemnification, calculated by reference to a loss, cost or expense incurred by that party, then the payment will be reduced by the amount of any input tax credit to which that party is entitled for that loss, cost or expense.

13.B Adjustment Events

If, at any time, an Adjustment Event arises for any supply made by a party under the Contract, a corresponding adjustment must be made between the parties for any amount paid under paragraph 13.2. Payment to give effect to the adjustment must be made between the parties and the GST Supplier must issue a valid Adjustment Note in relation to the Adjustment Event.

14 WITHHOLDING TAX

If a law requires Seqwater to deduct an amount in respect of taxes from a payment under the Contract, then Seqwater agrees to deduct the amount for the taxes and pay an amount equal to that amount to the relevant authority as required by applicable law. Any amount withheld is deemed to have been paid to the Supplier on the date on which the remainder of the payment is paid to the Supplier. The Supplier has no claim against Seqwater for any amounts withheld and paid to the Commissioner of Taxation under this clause.

15 INSURANCE

- (a) The Supplier must effect and maintain any insurance required by Legal Requirements in connection with the supply of Goods/Services or the Seqwater under any Relationship Agreement.
- (b) Before the Supplier commences the supply of Goods/Services and whenever requested by Seqwater, the Supplier must produce evidence to Seqwater's satisfaction that the insurances required have been effected and maintained.
- (c) If the Supplier fails to produce evidence of insurance, Seqwater may effect and maintain one or more insurance policies, and the costs of such insurance will be a debt due and payable from the Supplier to Seqwater. Seqwater may withhold payment to the Supplier and/or suspend the supply of Goods/Services until evidence of compliance with insurance obligations is produced or Seqwater is reimbursed for fees.

16 WARRANTIES & INDEMNITY**16.1 Supplier Warranties**

The Supplier warrants that the Supplier:

- (a) has met the insurance and compliance requirements in the Contract;
- (b) will exercise due skill, care and diligence in preparing and delivering the Goods or carrying out the Services;
- (c) will comply with any material conditions imposed by an authorisation.

16.2 Supplier warranties about the Goods or Services

- (a) The Supplier warrants that all Goods/Services supplied will be of merchantable quality and fit for the purpose for which Seqwater intends to use them.
- (b) The Supplier warrants that Goods will be free of encumbrances at the time of delivery, and remain so until Seqwater accepts ownership of them under clause 7.

16.3 Continuing Representation

The representations and warranties set out in clauses 16.1 and 16.2 survive the termination of the Contract.

16.4 Indemnity

The Supplier indemnifies Seqwater for any loss whatsoever (including, but not limited to, consequential loss and damage, and fines, penalties or charges) arising directly or indirectly out of:

- (a) the performance or breach of the Contract;
- (b) claims by a third party arising out of the Supplier's acts or omissions under the Contract;
- (c) personal injury or death of any person (including the Supplier and its personnel);
- (d) loss of, damage to or loss of use of any property;
- (e) the breach of any Legal Requirements; and
- (f) any act, default or omission of any person,
- except to the extent that the loss is caused by Seqwater's own negligence or breach, or that of its servants, employees or agents or is not otherwise recoverable by law.

17 INTELLECTUAL PROPERTY**17.1 Intellectual Property Rights in works**

The Supplier assigns to Seqwater all intellectual property rights in any material created in the course of performing its obligations under this Contract, except to the extent material is pre-existing material of the Supplier at the date of the Contract. The Supplier grants Seqwater a perpetual, non-exclusive, non-transferable, irrevocable, royalty-free license to use such material in any manner for the purpose of Seqwater carrying on its business.

17.2 Intellectual Property warranty

The Supplier warrants that it will not infringe the intellectual property rights of any person in providing the Goods/Services.

17.3 Indemnity

The Supplier must (either directly itself or by procuring sub-contractors to do so):

- (a) at Seqwater's request and sole option, defend at its cost all Infringement Claims and provide assistance reasonably required by Seqwater relating to Infringement Claims;
- (b) indemnify Seqwater against all costs, losses, damages and expenses that Seqwater may sustain or incur as a result of an Infringement Claim; and
- (c) satisfy any settlement or judgement given in an Infringement Claim.

18 CONFIDENTIALITY

(a) Each party undertakes that it will not (except as necessary to comply with its obligations under the Contract) disclose to any person any information of or relating to the other party including the terms of the Contract.

(b) Nothing in the Contract prohibits disclosure of information which:

- (i) is in the public domain otherwise than as a result of a breach of this clause 18;
- (ii) is received from a third party provided that it was not acquired directly or indirectly by that third party as a result of a breach of this clause 18; or
- (iii) is required to be disclosed by law or government having authority over a party.
- (c) The obligations under this clause 18 survive termination of the Contract.

19 DISPUTES

(a) A party must comply with this clause 19 before commencing dispute resolution.

(b) Where a party considers that a dispute exists, that party must give the other party a written Notice of Dispute within 10 business days, detailing the nature of the dispute.

(c) Within 10 business days after the service of a Notice of Dispute the CEO of Seqwater, or their delegate and the Supplier's business owner, must enter at least once to attempt to resolve the dispute and, failing resolution, to attempt to agree on an alternative method of resolving the dispute.

20 TERMINATION**20.1 For breach**

Seqwater may terminate the Contract with immediate effect, by giving written notice to the Supplier if the Supplier breaches a provision of the Contract and:

- (a) if the breach is capable of remedy, fails to remedy the breach within a reasonable time (not exceeding 20 Business Days) after receiving notice of the breach; or
- (b) the breach cannot be remedied.

20.2 For convenience

(a) Seqwater may, at any time without cause terminate the Contract by written notice.

(b) If Seqwater terminates the Contract under this clause, Seqwater must, subject to paragraph 20.2(c), pay to the Supplier:

- (i) any amounts payable to the Supplier for the performance of the work under the Contract in accordance with the Contract;
- (ii) an amount to compensate the Supplier for those costs reasonably and necessarily incurred by the Supplier in consequence of the termination of the Contract.

(c) Seqwater will not be liable to make any payment to the Supplier:

- (i) for the loss of prospective profit or consequential costs, loss or damage; or
- (ii) in excess of the amount that would have been paid had the work under the Contract been completed however, the Supplier must do its best to minimise those costs to Seqwater.

21 MISCELLANEOUS PROVISIONS**21.1 Governing law**

The Contract is governed by the laws of Queensland and each party irrevocably and unconditionally submits to the jurisdiction of the courts of Queensland.

21.2 Notices and other communications

A notice, demand, consent or communication under the Contract (Notice) must be in writing, in English and signed by a person duly authorised by the sender and hand delivered or sent by prepaid post or facsimile to the recipient's contact address specified in the PO, as varied by any notice given by the recipient to the sender.

21.3 Force Majeure

(a) If a Force Majeure Event occurs, and it affects either party (Affected Party), the Affected Party may give the other party a written notice of the Force Majeure Event and notifying that the obligations of the Affected Party are suspended to the extent that they are affected by the event, from the date of the written notice until cessation of the Force Majeure Event.

(b) On cessation of the Force Majeure Event, the Affected Party must within a reasonable time give written notice to the other party of the cessation of the event; and resume performance of the obligations suspended as a result of the event.

21.4 Assignment

(a) Seqwater may assign any of its rights under the Contract, or may novate its rights and obligations under this agreement without the consent of the Supplier. The Supplier must execute all documents necessary to give effect to any novation or assignment permitted under this clause 21.4(a).

(b) The Supplier must not assign, sub-licence or novate the Contract or any right under the Contract unless it has Seqwater's written consent.

21.5 Successors and permitted assigns

The Contract is binding upon and takes effect for the benefit of the parties, and their respective successors and permitted assigns.

21.6 Relationship

The Supplier is an independent supplier for the purposes of the Contract and nothing in the Contract creates a relationship of partnership, joint venture or employer and employee.

Collins, Kristie

From: bounce@janison.com.au on behalf of kelvino@widebaywater.qld.gov.au
Sent: Tuesday, 29 September 2009 9:37 AM
To: Leeson, Helen
Subject: Announcement: Email subscription list to the Queensland Water Directorate

Dear Group

The Queensland Water Directorate is an industry body that is comprised of member Water Utilities within Queensland.

The Directorate undertakes a number of activities on behalf of the Qld Water Industry. One of the services they provide is a e-flash service whereby they pass on information of potential use to subscribers via email.

Below is one of the most recent e-flashes for you to have a look at. At the bottom are instructions on how to subscribe to this email service if you would like.

Queensland Water Directorate (qldwater) e-flash

Information for Water Industry Managers and Practitioners in Queensland
(Issue #66) 25 September 2009

~~~~~  
1. Important Update on Changes to Drinking Water Quality Management  
~~~~~

As anyone with even a small connection to the Queensland Water Industry now knows, legislation that came into effect in January this year has forever changed the way that safety of drinking water supplies is managed across the State. These changes are among the most momentous for the management of water in Queensland for many years. Four key issues require urgent attention from all Drinking Water Service Providers.

1. Quarterly Reporting

The significance of the new requirements has been recognised by Service Providers and the quarterly reporting regime introduced under the legislation (see e-Flash #59, and e-Flash #63) is now being addressed by nearly all reporting entities. If you have not addressed these requirements you are among a small minority and there is a suggestion that the State may have to use a range of approaches including compliance notices to ensure full compliance. Ongoing accurate reporting is a key part of providing a drinking water service under the new legislation.

2. Incident Reporting

More concerning are reports that a number of Service Providers have not submitted incident reports (see e-Flash #56) to DERM (for example when E. coli is detected in a drinking water supply). All Drinking Water Service Providers are encouraged to comply with this requirement or if you are experiencing difficulties, please contact either qldwater (Rob Fearon 3252 4701), LGAQ (Mark Piorkowski 3000 2226) or the Office of the Water Supply Regulator (DERM - 07 3247 0375) to discuss these issues.

3. Guideline for Drinking Water Quality Management Plans

When the Bill introducing Water Supply (Safety and Reliability) Act 2008 was introduced, the industry, qldwater and LGAQ were not consulted (see e-Flash #37). However, at that time, the industry was guaranteed that broad input would be sought on the regulatory guideline that will determine how Drinking Water Quality Management Plans are written. This consultation phase has now commenced.

DERM have formed an industry reference group to advise on the creation of the guideline with broad representation from WSPs across the state, LGAQ and qldwater. When the draft guideline is prepared it will be distributed through various avenues, including future e-Flashes and LGAQ circulars, to gather feedback from the broader industry.

4. Drinking Water Scheme Assessment Program

As mentioned in e-Flash # 62, site visits by DERM to over 40 (small and medium) Drinking Water Service Providers across the state commenced this month and will

continue for the remainder of the year. If you are to be visited, you will have been notified in a letter to the CEO of the DWSP or Council.

The aim of the program is to gain an overview of infrastructure and management practices of small to medium drinking water service providers and to help identify the challenges and key issues that the drinking water industry face in meeting their regulatory obligations

In discussions with several members it has become apparent that word of this assessment program has not been communicated fully across all service providers. Given the number of small and medium providers in the State, it is likely that most will receive a visit of some sort in the next few months. If you and your staff haven't heard about this program, it's time to find out whether and when you will be visited. Please contact qldwater (Rob Fearon 3252 4701) if you have any questions.

~~~~~  
This message may be passed on to interested individuals and organisations.  
To add your name to the distribution list, email 'osubscribe' to hgold@qldwater.com.au To remove your name from the distribution list, email 'ounsubscribe' to hgold@qldwater.com.au Visit qldwater at <http://www.qldwater.com.au/>  
~~~~~

Kelvin O'Halloran
<http://widebay.janison.com>

7. FILE



**Queensland
Government**

Our ref: 09/5147

23 FEB 2009

Mr Trevor Schwenke
Institute Director
Wide Bay Institute of TAFE
Locked Mail Bag 279
Maryborough QLD 4650

Department of
Infrastructure and Planning

RECEIVED
25 FEB 2009

BY: WBO9-2A

Dear Mr Schwenke

As you are aware, the Queensland Government is committed to a timetable for the introduction of water fluoridation in Queensland.

A key supporting element of the Queensland Water Fluoridation project has been the development of a Queensland focussed unit of competence (NPW276), led by Kate Niblett from your Institute while on secondment to the Department of Infrastructure and Planning.

Kate's leadership in this process ensured the successful development of the unit within tight timeframes to ensure that fluoridation plant operators in Queensland are now able to achieve the requirements of the *Water Fluoridation Regulation 2008*, whereby operators must have the necessary training, skills and knowledge to operate a fluoridation plant.

I recognise the significant contribution of the Innovations Team, located at the Hervey Bay Campus for their leadership and effort in the timely development of the web-based material to support this unit. I understand they were awarded Institute recognition for 'innovation in product design' for the development of the on-line training program for water fluoridation operators. Please extend my thanks and congratulations to the team.

Staff from the Infrastructure Delivery Group have enjoyed developing and maintaining the positive working relationship with the Wide Bay Institute of TAFE to implement this phase of the Queensland Water Fluoridation project. They look forward to continuing to work with the team to continue the project though 2009.

Thank you for the support and positive approach demonstrated by the Wide Bay Institute of TAFE staff towards this project, and I look forward to further success in 2009.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Colin Jensen'.

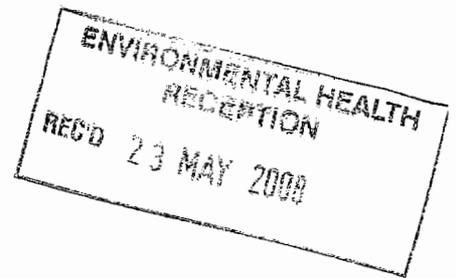
Colin Jensen
Coordinator-General
Director-General

Executive Building
100 George Street
PO Box 15009
City East Queensland 4002
Telephone +61 7 3227 8548
Facsimile +61 7 3224 4683
Website www.dip.qld.gov.au



NSW Government

Department of Water & Energy



Lynne Dixon
Queensland Health
PO Box 48
BRISBANE QUEENSLAND 4001

Contact: Bill Ho
Phone: 02 8281 7326
Fax: 02 8281 7353
Email: bill.ho@dwe.nsw.gov.au

Our ref:
Your ref:
File:

20 May 2008

Dear Ms Dixon

OPERATOR TRAINING COURSE NOTES]

As requested by Helen Clifford, enclosed is a copy NSW Fluoridation Operator Training Course Notes for Queensland Health to develop its own course.

These notes are developed by NSW Health and the NSW Department of Water and Energy.

It would be appreciated that recognition is given to these two organisations if materials from these course notes are used.

Feel free to contact me if I can be of further assistance,

Yours sincerely

Bill Ho
Manager Water & Sewerage
Infrastructure & Funding

Document Registered
In RecFind

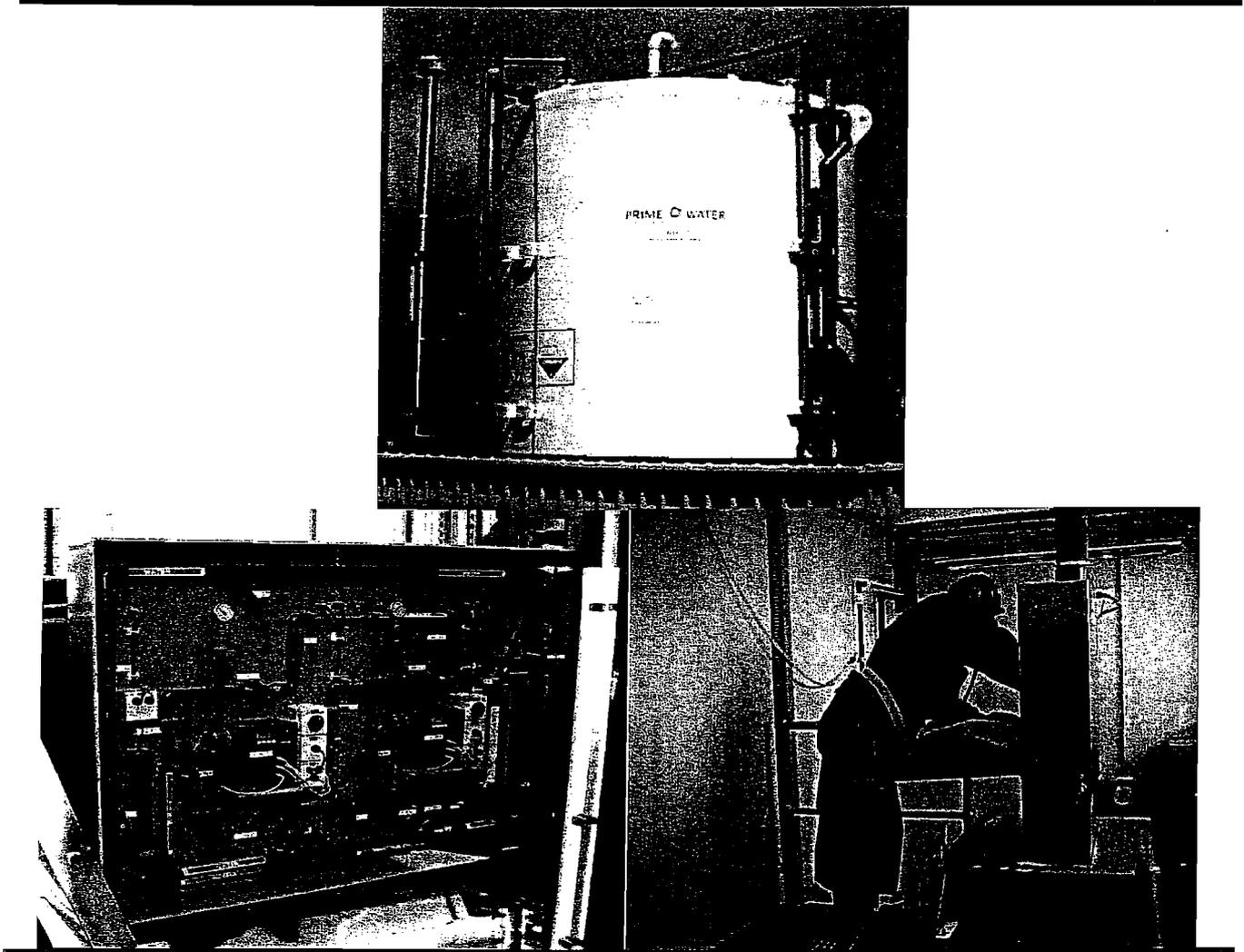
Reg # EH 000234

NSW HEALTH



NSW Government
Department of Water & Energy

Fluoridation of Public Water Supplies



Operator Training Course Notes March 2008

*presented 12 March 09.
AFLF 2-Gems.*

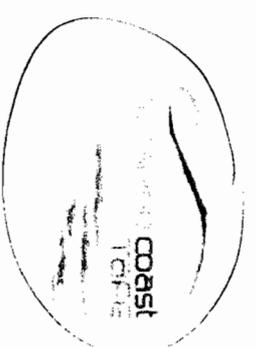
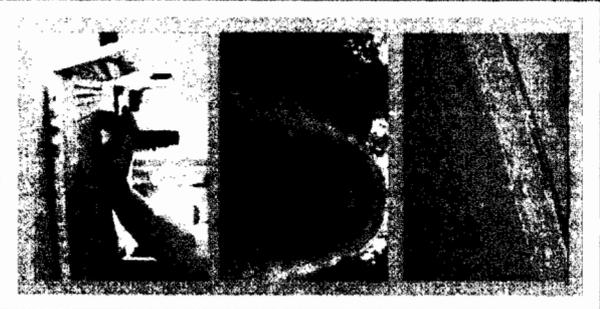
Qld Water Fluoridation Project

Queensland Water Fluoridation Project (QWFP) is an environmental health State Government priority for the next four years.

December 2007 the State Government announced it would implement mandatory fluoridation of public water supplies where the supply services populations of 1000 or more people.

Water Treatment plant operators would require training to meet the new legal requirements

It also involves fluoridating the water supplies to indigenous communities where the existing infrastructure is able to accommodate it.



TAFE Queensland
Queensland Government

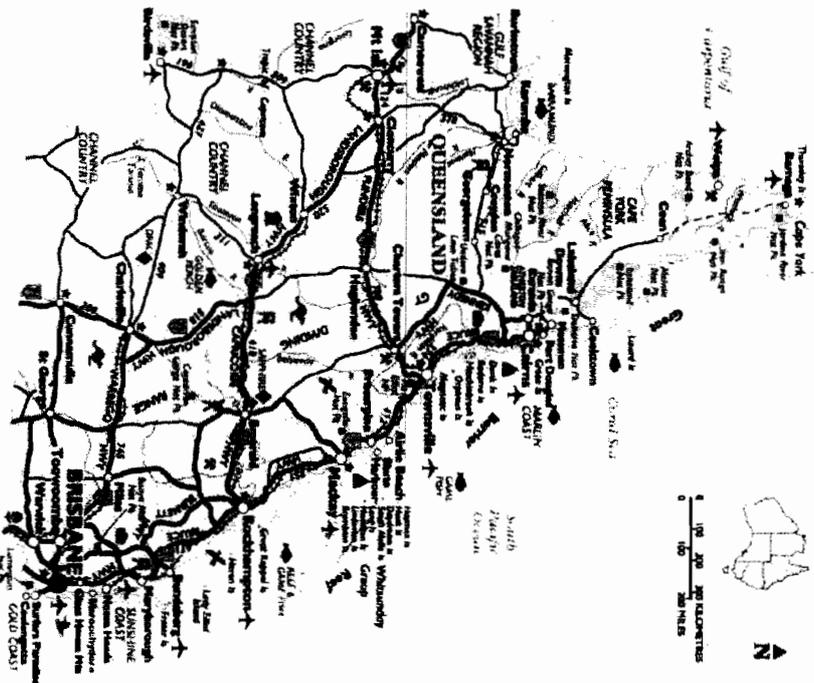
So why choose e-learning?

400+ Students

135 sites from the tip of Cape York to the Border

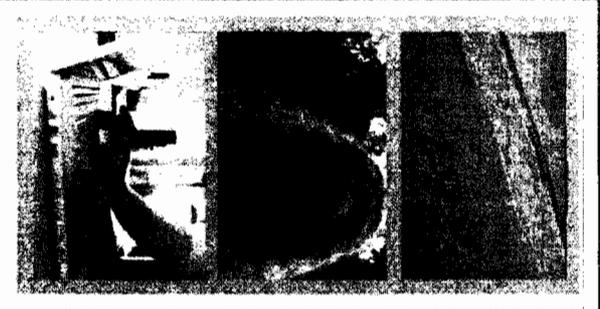
Over 4 years

Must co-ordinate with equipment rollout



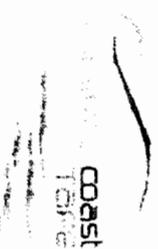
Who are the students?

- Metropolitan
- Regional and remote
- Indigenous
- Experienced operators (over 45)
- Low computer literacy
- No previous qualifications



Project Scope

- Consistent standardised training across the state and over 4 years
- Must meet quality guidelines of AQTF, Qld Health, DLG, DIP
- Must be accessible by all
- Must be co-ordinated with equipment roll out
- Must be cost effective



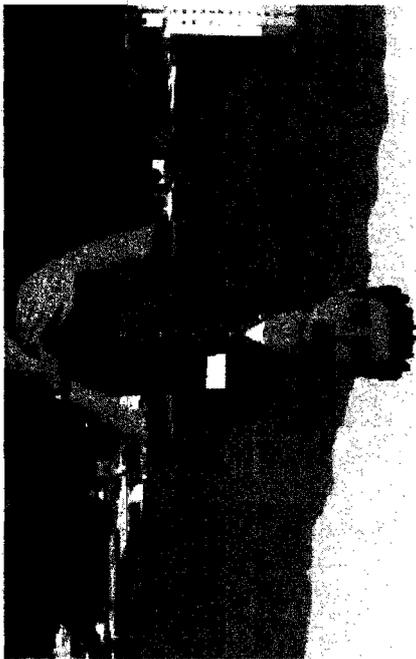
So what did we do?

- Qld Water Directorate and TAFE Qld convinced the Qld Govt that e-learning was a viable option for operator training
- Ran a pilot for 70 operators
- Reviewed and re-jigged the pilot



What did the learning product look like?

Welcome to NWP278 Fluoridation



play

pause

rewind

Lots of workplace
based activities

Interactive – use of
avatars

Discuss with your mates

 How does your workplace identify risks and hazards? Discuss how the addition of a fluoride dosing system will affect existing risk management procedures.

COAST
TAFE



TAFE Queensland
Queensland Government

On-line assessment

Answer Not Yet Checked, Question Value: 1

6 Chlorine may be stored in a fluoride storage area.

- True
- False

Answer Not Yet Checked, Question Value: 1

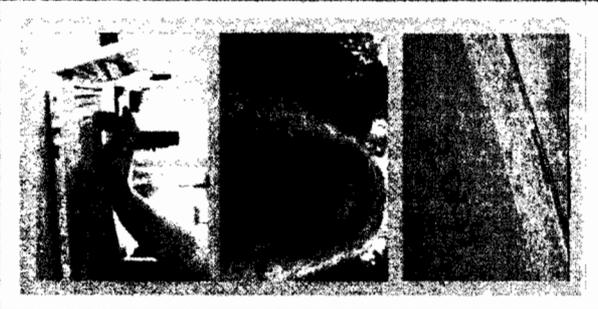
7 If fluoridation chemicals are stored in an indoor area, warning signs must be displayed at:

- a) the main point of entry to the building where the store is located
- b) either, at every point of entry to the storeroom or enclosure, or adjacent to the fluoridation chemicals
- c) both a) and b)

Answer Not Yet Checked, Question Value: 1

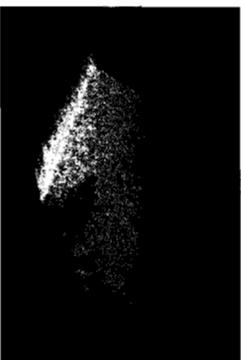
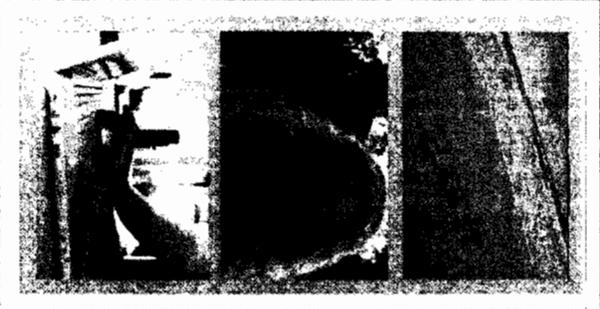
8 Inventory issue and processing involves: (you may select more than one answer)

- checking the materials usage forms have been completed
- goods issued
- transfers



Outcomes

- Over seventy students completing
- Decision by Govt agencies to continue operator training on-line
- By 2012 every water treatment plant in Qld will have experienced on-line learning



University of
Coast
TAFE

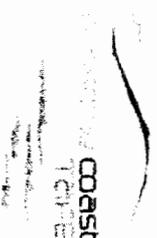


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Queensland Government

Breaking down the Barriers

Research indicates that the largest
barrier to acceptance of on-line
learning isperception

“The course was excellent; the only reason I
was a little uncomfortable was that I’ve
never done a course before in this manner”



TAFE Queensland
Queensland Government

Norman, Donna

From: Niblett, Kate
Sent: Thursday, 5 March 2009 11:53 AM
To: Norman, Donna
Cc: lynne.dixon@dip.qld.gov.au; david.atley@dip.qld.gov.au
Subject: RE: Gold Coast Water

Thank you Donna but as the project manager for DIP it is my responsibility to ensure that any issues with the PPWS have been resolved. Therefore I would like:

1. A report from Tracie on when / how the issues have been resolved
2. Contact details for Gold Coast Water so I can assess any process flaws which have occurred throughout the pilot. This issue may impact on future delivery and I would like to rectify any problems prior to the larger state-wide roll out

Should you have an issues with supplying me the contact details for GCWater, then perhaps you would oblige me by giving me a call on 0438 160 232 to discuss the matter

Regards
 Kate

From: Norman, Donna
Sent: Thu 5/03/2009 11:42 AM
To: Niblett, Kate
Cc: Regan, Tracie; Leeson, Helen
Subject: RE: Gold Coast Water

Hi Kate

Tracie will contact Gold Coast Water's manager to resolve their training concerns as she has advised that she has been in contact with him previously.

Cheers

Donna Norman

Donna Norman | Director, Training Solutions | Sales and Marketing Unit | Wide Bay Institute of TAFE |
 LMB 279 Maryborough Q 4650 |
 Phone +61 7 41202459 Fax +61 7 41202466 CRICOS Provider No. 02013A

From: Niblett, Kate
Sent: Thursday, 5 March 2009 10:25 AM
To: Norman, Donna
Cc: Regan, Tracie
Subject: Gold Coast Water

Good morning Donna

Could you please forward the details (name, phone and email address) for your contact at Gold Coast Water. The trainer contacted me yesterday with some concerns regarding the training for a number of fellows currently enrolled.

I would prefer to talk directly with their manager and sort it out rather than try to go through individual students - hence my request

Regards
 Kate

Project Manager - Operator Training
Qld Fluoridation Project
0438 160 232

20 October 2008

Mr Jim Pruss
 Executive General Manager, Sustainable Water & Asset Delivery
 Seqwater
 PO Box 16146
 City East QLD 4002

All Mail
 Locked Mail Bag 279
 Maryborough Qld 4650
 Australia

Web
 widebay.tafe.qld.gov.au

Phone
 1300 656 188

Dear Mr Pruss

On behalf of TAFE Qld I would like to thank you for the opportunity to submit this quote for training in NWP276A Monitor, Operate and Report Fluoridation Systems to your organisation.

Bundaberg
 Walker Street
 Bundaberg Qld 4670
 Fax 07 4150 5891

From your discussions with Kate Niblett, I have prepared a proposal designed to meet your needs in terms of desired services and value.

Gympie
 71 Cartwright Road
 Gympie Qld 4570
 Fax 07 5480 3650

Delivery staff

Wide Bay Institute of TAFE and Skillstech are part of TAFE Queensland and, as such, are able to draw upon the vast experience and resources of Queensland's largest training provider. Our modern facilities, combined with our highly qualified and experienced staff, means students are provided with the skills and knowledge that will ensure enhanced work performance. This means your organisation is assured of quality, up to date training that provides recognised qualifications.

Hervey Bay
 Urraween Road
 Pialba Qld 4655
 Fax 07 4120 6423

Maryborough
 Nagel Street
 Maryborough Qld 4650
 Fax 07 4123 4184

Details of Student Enrolment and Assessment Cost:

Program details	Per Student Fee
NWP276A Monitor, Operate and Report Fluoridation Systems	\$500.00

Details of Training Cost:

Program details	Duration wks/hrs	No. of participants per session	Session fee
NWP276A Monitor, Operate and Report Fluoridation Systems	5 x 2 Days Face to Face Onsite 17/11/08 to 02/12/08	s.47(3) per class	\$22,545.00



TAFE Queensland
 Queensland Government

Department of
 Education, Training and the Arts

Details of the Observation Cost:

Program details	Duration Term	Dates	Fee
NWP276A Monitor, Operate and Report Fluoridation Systems	5 Days Onsite	1/12/08 to 15/12/08	\$10,980.00

The above fee includes:

- Delivery and assessment
- Learning and study materials
- Course evaluations
- Enrolment and administration processes
- TAFE Statement of Attendance

Quotation validity

This quotation will remain valid for 30 days from the date herein.

Quality assurance

Wide Bay Institute of TAFE is currently operating a third party certified Quality Assurance System. This certification complies with the requirements of AS/NZS ISO 9001:2000 and is effective from 4 December 2007. The certification number is 7298.

Goods and services tax

Where a goods and services tax (GST) is imposed in Australia and has application to any supply of a product or services in this contract, pay to Wide Bay Institute of TAFE (the Institute), subject to the Institute issuing a valid tax invoice, such amounts as the Institute shall, by law, be required to collect GST.

Confirmation of course particulars

It would be appreciated if you could notify Wide Bay Institute of TAFE as soon as possible in regard to and changes to the delivery of services. This will allow us time for preparation and organisation.

Confirmation of acceptance – method of payment

Acceptance of this offer shall be made in writing. For your convenience, a Form of Agreement is attached. Should you wish to accept this quote please complete, sign and return the Form of Agreement via fax prior to program commencement. Payment will be required as agreed on the Form of Agreement payment schedule.

We are very keen to deliver these services for you and will be happy to commence negotiations regarding a start date as soon as you have completed the attached Form of Agreement.

Cancellation/withdrawal clause

The organisation agrees to accept the terms and conditions as detailed below:

- a) **Refund if program or course cancelled by Institute director**
 - If the Institute Director cancels a course before it starts, the Institute Director **must refund** the fees paid for the program or course.
- b) **Refund if enrolment cancelled more than 5 Days before program or course starts**
 - If a student cancels enrolment in a non-government funded course five days before it starts, the Institute Director **must refund** the fees the student paid for the program or course after deducting an administration charge of \$10.00.
- c) **Refund if enrolment cancelled less than 5 days before program or course starts**
 - If a student cancels enrolment in a non-government funded course less than 5 days before it starts, the Institute Director **shall not refund** any fees and charges paid by/for the student and shall not cancel any remaining payments due in respect of the enrolment.
- d) **Refused applications for fee exemptions, refunds and time to pay**
 - If the Institute Director refuses a person's application for a fee exemption, refund or time to pay, the Institute Director must give the person written notice of the reasons for refusal.
 - The person may, within 7 days after the written notice is given, apply to the Institute Director for a reconsideration of the refusal.
 - An Institute staff member more senior than the staff member who refused the original application must reconsider the refusal.

All cancellation/withdrawals relating to non-government funded programs must be made on the prescribed form in accordance with the TAFE Qld Student Refund Policy.

If you require any further information or clarification, please feel free to contact me on **07 41 202459**.

Citizenship of Participants

Please note that any participants covered by this agreement who are not Australian Citizens may not be eligible to receive training at the above quoted price. Should this situation arise, please contact the Administration Officer on the number below for further clarification.

Point of contact – acceptance of agreement

To allow us to offer you a point of contact once agreement has been accepted, you have been assigned to:

- **Donna Norman** on **07 41202459** for all program delivery issues.
- **Lorelle Nordling**, Administration Officer Sales and International on (07) 4120 2467 for all administrative and financial enquiries.

Again, thank you for allowing TAFE Qld the opportunity to quote on providing you with high quality services.

Yours sincerely

Sighted & Signed

DONNA NORMAN
A/Director, Training Solutions
Wide Bay Institute of TAFE

Form of Agreement

The organisation agrees to accept the terms and conditions as detailed below.



TAFE Queensland
Queensland Government

Department of
Education, Training and the Arts

Quote Date: 20/10/08 **Quote expiry date:** 20/11/08
Client Trading Name: Jim Pruss
CEO/Manager/Owner Name: Seqwater
Position title: Executive General Manager, Sustainable Water & Asset Delivery
Signature: _____
Date: _____
Agreement start date: 17/10/08 **Agreement end date:** 15/01/08

Description of Services to be provided:

Details of Student Enrolment Cost:

Program details	Per Student Enrolment Fee
NWP276A Monitor, Operate and Report Fluoridation Systems	\$500.00

Payment schedule

\$500.00/enrolled student To be reconciled for payment to the Institute on a monthly basis

Details of Training Cost:

Program details	Duration wks/hrs	No. of participants per session	Session fee
NWP276A Monitor, Operate and Report Fluoridation Systems	10 Days Face to Face Onsite 17/11/08 to 02/12/08	s.47(1) per class	\$22,545.00

Details of the Observation Cost:

Program details	Duration Term	Dates	Fee
NWP276A Monitor, Operate and Report Fluoridation Systems	5 Days Onsite	1/12/08 to 15/12/08	\$10,980.00

Total cost
\$33,525.00

Payment schedule

\$33,525.00 Due 15/12/08 upon receipt of an Invoice the Client will transfer this expense to the Institute via Internal Journal Transfer

Billing details

Contact name: Jim Pruss
Purchase order no (if applicable):
Billing address: Seqwater, PO Box 16146,
Town/State/Postcode: City East QLD 4002
ABN:
Phone:
Mobile:
Fax:
Email: jpruss@seqwater.com.au

On completion, please return this form by fax to **(07) 4120 2466** or mail to:

Administration Officer, Sales and International
Training Solutions
Wide Bay Institute of TAFE
LMB 279
MARYBOROUGH QLD 4650

PAGE 2 – TAFE USE ONLY – SALES OFFICER TO COMPLETE

Sales Officer Name	DONNA NORMAN		
Client Trading Name	SEQWATER		
Client Contact Name	JIM PRUSS		
Qualification Program Code	NWP276A MONITOR, OPERATE AND REPORT FLUORIDATION PROCESSES.		
Qualification Name/Title			
LIST OF UNITS (if not full program)			
Delivery Mode	INTERNAL <input type="checkbox"/>	ONLINE <input type="checkbox"/>	EXTERNAL <input type="checkbox"/> BLENDED <input checked="" type="checkbox"/>
Location of Training	Landers Shute/ Westbank/ Molindinar - Online		
Campus doing delivery <small>(if different from Location of Training)</small>	Skillstech & Wide Bay Institute of TAFE		
Training commencement date:	10/11/08		
Training completion date	15/01/08		
Trainer Name	Wide Bay Water Corporation		
Fee to be charged <small>(please indicate fee per person or per group)</small>	\$33,525.00 Training & Observation Services	\$500.00 Per Enrolled Student	
Fund Source	<input checked="" type="checkbox"/> FEE FOR SERVICE	<input type="checkbox"/> DIRECT GRANT	<input type="checkbox"/> LEVERAGED <small>(if leveraged you need to attach a costing matrix which includes each unit of competency)</small>
Notes which may assist in setting up the Delivery Package:			
Requires a CNQ code for NWP276			

Administration Officer Sales & International to complete

Recorded on CRM	
Contract Code:	
Schedule ID:	
Notes for Customer Care Leader	

Form of Agreement

The organisation agrees to accept the terms and conditions as detailed below.



TAFE Queensland
Queensland Government

Department of
Education, Training and the Arts

Quote Date: 20/10/08 Quote expiry date: 20/11/08
 Client Trading Name: Jim Pruss
 CEO/Manager/Owner Name: Seqwater
 Position title: Executive General Manager, Sustainable Water & Asset Delivery
 Signature: *J. Pruss*
 Date: 28/10/08
 Agreement start date: 17/10/08 Agreement end date: 15/01/08

Description of Services to be provided:

Details of Student Enrolment Cost:

Program details	Per Student Enrolment Fee
NWP276A Monitor, Operate and Report Fluoridation Systems	\$500.00

Payment schedule

\$500.00/enrolled student To be reconciled for payment to the Institute on a monthly basis

Details of Training Cost:

Program details	Duration wks/hrs	No. of participants per session	Session fee
NWP276A Monitor, Operate and Report Fluoridation Systems	10 Days Face to Face Onsite 17/11/08 to 02/12/08	20 per class	\$22,545.00

Details of the Observation Cost:

Program details	Duration Term	Dates	Fee
NWP276A Monitor, Operate and Report Fluoridation Systems	5 Days Onsite	1/12/08 to 15/12/08	\$10,980.00

Total cost
\$33,525.00

Payment schedule

\$33,525.00 Due 15/12/08 upon receipt of an invoice the Client will transfer this expense to the Institute via Internal Journal Transfer

Billing details

Contact name: Jim Pruss
Purchase order no (if applicable): _____
Billing address: Seqwater, PO Box 16146,
Town/State/Postcode: City East QLD 4002
ABN: _____
Phone: _____
Mobile: _____
Fax: _____
Email: jpruss@seqwater.com.au

On completion, please return this form by fax to (07) 4120 2466 or mail to:

Administration Officer, Sales and International
Training Solutions
Wide Bay Institute of TAFE
LMB 279
MARYBOROUGH QLD 4650

PAGE 2 – TAFE USE ONLY – SALES OFFICER TO COMPLETE

Sales Officer Name	DONNA NORMAN		
Client Trading Name	SEQWATER		
Client Contact Name	JIM PRUSS		
Qualification Program Code	NWP276A MONITOR, OPERATE AND REPORT FLUORIDATION PROCESSES.		
Qualification Name/Title			
LIST OF UNITS (If not full program)			
Delivery Mode	INTERNAL <input type="checkbox"/>	ONLINE <input type="checkbox"/>	EXTERNAL <input type="checkbox"/> BLENDED <input checked="" type="checkbox"/>
Location of Training	Landers Shute/ Westbank/ Molindinar - Online		
Campus doing delivery (if different from Location of Training)	Skillstech & Wide Bay Institute of TAFE		
Training commencement date:	10/11/08		
Training completion date	15/01/08		
Trainer Name	Wide Bay Water Corporation		
Fee to be charged (please indicate fee per person or per group)	\$33, 525.00 Training & Observation Services	\$500.00 Per Enrolled Student	
Fund Source	<input checked="" type="checkbox"/> FEE FOR SERVICE	<input type="checkbox"/> DIRECT GRANT	<input type="checkbox"/> LEVERAGED (if leveraged you need to attach a costing matrix which includes each unit of competency)
Notes which may assist in setting up the Delivery Package:			
Requires a CNQ code for NWP276			

Administration Officer Sales & International to complete

Recorded on CRM	
Contract Code:	
Schedule ID:	
Notes for Customer Care Leader	

Norman, Donna

From: Norman, Donna
Sent: Wednesday, 10 December 2008 1:30 PM
To: Lynne Dixon
Cc: Niblett, Kate; Leeson, Helen
Subject: Proposal for NWP276A Monitor, Operate and Report Fluoridation Systems
Importance: High
Attachments: Proposal Dept Infrastructure & Planning NWP276A.pdf

Hi Lynne

Please find attached Wide Bay Institute of TAFE's confirmation letter to deliver NWP276A Monitor, Operate and Report Fluoridation Systems to Public Potable Water Suppliers.

Please do not hesitate to contact me should require any further information.

Cheers for now.

Donna Norman

Donna Norman | A/Director, Training Solutions | Sales and Marketing Unit | Wide Bay Institute of TAFE
| LMB 279 Maryborough Q 4650 |
Phone +61 7 41202459 Fax +61 7 41202466 CRICOS Provider No. 02013A

10 December 2008

Lynne Dixon
Department Infrastructure and Planning
Comalco House
30/12 Creek St
Brisbane

Dear Lynne

This letter is to confirm that Wide Bay Institute of TAFE will provide training in NWP276A Monitor, Operate and Report Fluoridation Systems to Public Potable Water Suppliers for the period 2009 to 2012.

The training will be delivered via an online course through Wide Bay TAFE's Learning Management System, Janison.

In 2009, the training will be quoted to Public Potable Water Suppliers at a cost of \$500 per student. This cost will be reviewed on an annual basis and will be subject to an annual CPI increase. GST is not applicable to this fee.

Public Potable Water Suppliers will be invoiced upon enrolment of a student with invoice terms of 30 days.

Wide Bay TAFE looks forward to working with the Department of Infrastructure and Planning to deliver flexible, quality, and relevant training for Public Potable Water Suppliers.

Kind regards



DONNA NORMAN

A/Director

Training Solutions

 07 4120 2459

 donna.norman@deta.qld.gov.au

Wide Bay Institute of TAFE

Locked Mail Bag 279

Maryborough Queensland 4650

Telephone 1300 656 188

Facsimile +61 7 4123 4184

Website www.widebay.tafe.qld.gov.au

E-mail wbit.enquiries@deta.qld.gov.au

Campus Locations

Bundaberg

Gympie

Hervey Bay

Maryborough

ABN 54 456 676 679

Norman, Donna

From: Norman, Donna
Sent: Wednesday, 17 December 2008 2:08 PM
To: Lynne Dixon
Subject: RE: Proposal for NWP276A Monitor, Operate and Report Fluoridation Systems

Great, thanks very much.

Cheers

Donna Norman

Donna Norman | A/Director, Training Solutions | Sales and Marketing Unit | Wide Bay Institute of TAFE
| LMB 279 Maryborough Q 4650 |
Phone +61 7 41202459 Fax +61 7 41202466 CRICOS Provider No. 02013A

From: Lynne Dixon [mailto:Lynne.Dixon@dip.qld.gov.au]
Sent: Wednesday, 17 December 2008 2:07 PM
To: Norman, Donna
Subject: RE: Proposal for NWP276A Monitor, Operate and Report Fluoridation Systems

Hi Donna,

The chat on Fri is intended to sort a lot of this stuff out. We will be back to you then.

Cheers

Lynne

Lynne Dixon
Director, Infrastructure Delivery
Department of **Infrastructure and Planning**

tel +61 7 3898 0450
mob 0417 196 818
fax +61 7 3898 0486
post PO Box 15009 City East Qld 4002
Level 4 | Cromwell House | 200 Mary Street | Brisbane Qld 4000
lynne.dixon@dip.qld.gov.au

www.dip.qld.gov.au

From: Norman, Donna [mailto:Donna.Norman@deta.qld.gov.au]
Sent: Wednesday, 17 December 2008 2:06 PM
To: Lynne Dixon
Subject: RE: Proposal for NWP276A Monitor, Operate and Report Fluoridation Systems

Hi Lynne

I spoke with Kate Niblett about this and she said that she is meeting with you on Friday and should be able to clear this up with you then.

Is that OK? Or do you need me to source some information for you?

Please let me know.

Many thanks

Donna Norman

Donna Norman | A/Director, Training Solutions | Sales and Marketing Unit | Wide Bay Institute of TAFE
| LMB 279 Maryborough Q 4650 |
Phone +61 7 41202459 Fax +61 7 41202466 CRICOS Provider No. 02013A

From: Lynne Dixon [mailto:Lynne.Dixon@dip.qld.gov.au]

Sent: Wednesday, 17 December 2008 1:22 PM

To: Norman, Donna

Subject: FW: Proposal for NWP276A Monitor, Operate and Report Fluoridation Systems

Importance: High

Hi Donna,

Thanks for sending through the attached letter, however, it only deals with 1 component of the delivery that I require for the fluoride competency unit for public potable water suppliers.

I would like to get some more clarity around all elements of delivery before it any delivery agreements or assumptions are made.

I am sorry if this has caused any inconvenience or confusion.

Please call if you wish to discuss.

Cheers

Lynne

Lynne Dixon
Director, Infrastructure Delivery
Department of **Infrastructure and Planning**

tel +61 7 3898 0450

mob 0417 196 818

fax +61 7 3898 0486

post PO Box 15009 City East Qld 4002

Level 4 | Cromwell House | 200 Mary Street | Brisbane Qld 4000

lynne.dixon@dip.qld.gov.au

www.dip.qld.gov.au

From: Norman, Donna [mailto:Donna.Norman@deta.qld.gov.au]
Sent: Wednesday, 10 December 2008 1:30 PM
To: Lynne Dixon
Cc: Niblett, Kate; Leeson, Helen
Subject: Proposal for NWP276A Monitor, Operate and Report Fluoridation Systems
Importance: High

Hi Lynne

Please find attached Wide Bay Institute of TAFE's confirmation letter to deliver NWP276A Monitor, Operate and Report Fluoridation Systems to Public Potable Water Suppliers.

Please do not hesitate to contact me should require any further information.

Cheers for now.

Donna Norman

Donna Norman | A/Director, Training Solutions | Sales and Marketing Unit | Wide Bay Institute of TAFE
| LMB 279 Maryborough Q 4650 |
Phone +61 7 41202459 Fax +61 7 41202466 CRICOS Provider No. 02013A

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If not an intended recipient of this email, you must not copy, distribute or take

Unless stated otherwise, this email represents only the views of the sender and n

Norman, Donna

From: Norman, Donna
Sent: Wednesday, 10 June 2009 2:34 PM
To: gsearle@seqwater.com.au
Subject: Quote for NWP276A Monitor operate and report fluoridation systems
Importance: High
Attachments: QUOTE_Geoff Searle_SEQ Water.doc; FOA~Geoff Searle_SEQ Water _Fluoridation Unit.doc

Hi Geoff

Please find attached Wide Bay Institute of TAFE's quote and Form of Agreement for the delivery of NWP276A Monitor operate and report fluoridation systems for your consideration.

Should you wish to accept this quote please complete and sign the Form of Agreement and return via fax as indicated on this document.

Please do not hesitate to contact me should you have any questions regarding this proposal.

Cheers for now.

Donna Norman

Donna Norman | Director, Training Solutions | Industry Engagement and Marketing Unit | Wide Bay Institute of TAFE | LMB 279 Maryborough Q 4650 |
Phone +61 7 41202459 Fax +61 7 41202466 CRICOS Provider No. 02013A

10 June 2009

Geoff Searle
SEQ Water

All Mail
Locked Mail Bag 279
Maryborough Qld 4650
Australia

Dear Geoff

Web
widebay.tafe.qld.gov.au

Wide Bay Institute of TAFE thanks you for the opportunity to submit this quote for training in fluoridation.

Phone
1300 656 188

From your discussions with Mary Ward, I have prepared a proposal designed to meet your needs in terms of desired services and value.

Bundaberg
Walker Street
Bundaberg Qld 4670
Fax 07 4150 5891

Delivery staff

Wide Bay Institute of TAFE is part of TAFE Queensland and, as such, is able to draw upon the vast experience and resources of Queensland's largest training provider. Our modern facilities, combined with our highly qualified and experienced staff, means students are provided with the skills and knowledge that will ensure enhanced work performance. This means your organisation is assured of quality, up to date training that provides recognised qualifications.

Gympie
71 Cartwright Road
Gympie Qld 4570
Fax 07 5480 3650

Hervey Bay
Urraween Road
Pialba Qld 4655
Fax 07 4120 6423

Details of Individual's Training

Maryborough
Nagel Street
Maryborough Qld 4650
Fax 07 4123 4184

Program details	Duration Term	Participant fee
NWP276A Monitor operate and report fluoridation systems (Online Delivery)	6 -8 Wks	\$500.00

The above fee includes:

- Online Delivery and assessment
- Learning and study materials
- Course evaluations
- Enrolment and administration processes
- TAFE Statement of Attainment

Venue

The specified training will be delivered online. On successful completion of this training, participants will receive a nationally recognised TAFE Statement of Attainment.

Date/s

Delivery dates to be confirmed at time of acceptance of quote.



TAFE Queensland
Queensland Government
Department of
Education, Training and the Arts

d) Refused applications for fee exemptions, refunds and time to pay

- If the Institute Director refuses a person's application for a fee exemption, refund or time to pay, the Institute Director must give the person written notice of the reasons for refusal.
- The person may, within 7 days after the written notice is given, apply to the Institute Director for a reconsideration of the refusal.
- An Institute staff member more senior than the staff member who refused the original application must reconsider the refusal.

All cancellation/withdrawals relating to non-government funded programs must be made on the prescribed form in accordance with the TAFE Qld Student Refund Policy.

If you require any further information or clarification, please feel free to contact me on **07 41202459**.

Citizenship of Participants

Please note that any participants covered by this agreement who are not Australian Citizens may not be eligible to receive training at the above quoted price. Should this situation arise, please contact the Executive Support Officer on the number below for further clarification.

Point of contact – acceptance of agreement

To allow us to offer you a point of contact once agreement has been accepted, you have been assigned to:

- **Donna Norman** on **07 41202459** for all program delivery issues.
- **Lorelle Nordling**, Executive Support Officer, Training Solutions on (07) 4120 2467 for all administrative and financial enquiries.

Again, thank you for allowing Wide Bay Institute of TAFE the opportunity to quote on providing you with high quality services.

Yours sincerely



DONNA NORMAN
Director, Training Solutions
Wide Bay Institute of TAFE

Form of Agreement

The organisation agrees to accept the terms and conditions as detailed below.



TAFE Queensland
Queensland Government

Department of
Education, Training and the Arts

Quote Date: 10/09/09 **Quote expiry date:** 10/10/09

Client Trading Name: SEQ Water

CEO/Manager/Owner Name: Geoff Searle

Position title: _____

Signature: _____

Date: _____

Agreement start date: _____ **Agreement end date:** _____

Number of participants per group (if group training, then list of participants names needs to be provided by client approx. 1 week prior to commencement of training) OR	1	Description of Training to be provided	
		NWP276A Monitor operate and report fluoridation systems (Online Delivery)	
Participant's name if individual		Duration of training eg hrs, wks, mths or yrs.	6 - 8 weeks

Total cost per person
\$500.00

Payment schedule

\$500.00/person Due by 100% on enrolment

* Please note Cancellation / withdrawal clause applies to the Payment schedule as detailed in the Quote letter.

Billing details

Contact name: Geoff Searle

Purchase order no (if applicable): _____

Billing address: _____

Town/State/Postcode: _____

ABN: _____

Phone: _____

Mobile: _____

Fax: _____

Email: gsearle@seqwater.com.au

On completion, please return this form by fax to (07) 4120 2466 or mail to:

Executive Support Officer
Training Solutions
Wide Bay Institute of TAFE
LMB 279
MARYBOROUGH QLD 4650

Norman, Donna

From: Norman, Donna
Sent: Tuesday, 25 August 2009 3:58 PM
To: 'rburch@seqwater.com.au'
Cc: Leeson, Helen
Subject: Revised Quote & Forms of Agreement for Development of Fluoridation Resources - SEQ Water
Importance: High
Attachments: FOA~SEQ Water Resource Development_Topic 2.doc; FOA~SEQ Water Resource Development_Topic 1.doc; QUOTE_SEQ Water Resource Development Ver 2.doc

Tracking:

Recipient	Read
'rburch@seqwater.com.au'	
Leeson, Helen	Read: 25/08/2009 4:40 PM

Hi Ralph

Please find attached the revised quote and forms of agreements for the development of fluoridation resources under Topics 1 and 2 as discussed with Kate Niblett.

You will note that two (2) Forms of Agreement have been supplied to allow for your financial limitations.

Please ensure that both of the Forms of Agreement are completed and signed and returned via fax to 07 41202466 by **Friday 28th August 2009** as detailed in the quote letter.

Please do not hesitate to contact me or Kate Niblett should you have any questions regarding this matter.

Cheers for now.

Donna Norman

Donna Norman | Director, Training Solutions | Industry Engagement and Marketing Unit | Wide Bay Institute of TAFE | LMB 279 Maryborough Q 4650 |
 Phone +61 7 41202459 Fax +61 7 41202466 CRICOS Provider No. 02013A

25 August 2009

Mr Ralph Burch
Project Manager
SEQ Water
BRISBANE Q 4000

Dear Ralph

Wide Bay Institute of TAFE on behalf of TAFE Queensland thanks you for the opportunity to submit this revised quote for resource development in the topics listed below for your organisation.

As discussed with Kate Niblett, I have prepared a proposal designed to meet your needs in terms of desired services and value.

Staff

TAFE Queensland is able to draw upon the vast experience and resources of Queensland's largest training provider. Our highly qualified and experienced staff provide the skills and knowledge that will ensure the development of a industry relevant, quality product.

Details of Resource Development

Topic Details	Duration	Fee
Topic 1: Refresher of Fluoride Code of Practice and Regulations with emphasis on reporting	Development to be completed 10 working days after receipt by the Institute of updated information from SEQ Water on the fluoridation resources	\$6,000.00

Topic Details	Duration	Fee
Topic 2: Water Supply Safety and Reliability Act	Development to be completed 10 working days after receipt by the Institute of updated information from SEQ Water on the fluoridation resources	\$5,250.00

Timeframe

Development to be completed 10 working days after receipt by the Institute of updated information from SEQ Water on the fluoridation resources.

Quotation validity

This quotation will remain valid until Friday, 28th August 2009.

All Mail

Locked Mail Bag 279
Maryborough Qld 4650
Australia

Web

widebay.tafe.qld.gov.au

Phone

1300 656 188

Bundaberg

Walker Street
Bundaberg Qld 4670
Fax 07 4150 5891

Gympie

71 Cartwright Road
Gympie Qld 4570
Fax 07 5480 3650

Hervey Bay

Urraween Road
Pialba Qld 4655
Fax 07 4120 6423

Maryborough

Nagel Street
Maryborough Qld 4650
Fax 07 4123 4184



- An Institute staff member more senior than the staff member who refused the original application must reconsider the refusal.

All cancellation/withdrawals relating to non-government funded programs must be made on the prescribed form in accordance with the TAFE Qld Student Refund Policy.

If you require any further information or clarification, please feel free to contact me on **07 41202459**.

Citizenship of Participants

Please note that any participants covered by this agreement who are not Australian Citizens may not be eligible to receive training at the above quoted price. Should this situation arise, please contact the Administration Officer on the number below for further clarification.

Point of contact – acceptance of agreement

To allow us to offer you a point of contact once agreement has been accepted, you have been assigned to:

- **Donna Norman** on **07 41202459** for all program delivery issues.
- **Lorelle Nordling**, Administration Officer Sales and International on (07) 4120 2467 for all administrative and financial enquiries.

Again, thank you for allowing TAFE Queensland the opportunity to quote on providing you with high quality services.

Yours sincerely



DONNA NORMAN
Director, Training Solutions
Wide Bay Institute of TAFE

Form of Agreement

The organisation agrees to accept the terms and conditions as detailed below.



TAFE Queensland
Queensland Government

Department of
Education, Training and the Arts

Quote Date:	24/08/09	Quote expiry date:	28/08/09
Client Trading Name:	SEQ Water		
CEO/Manager/Owner Name:	Ralph Burch		
Position title:	Project Manager		
Signature:	_____		
Date:	_____		
Agreement start date:	_____	Agreement end date:	_____

Details of Resource Development

Topic Details	Duration
Topic 1: Refresher of Fluoride Code of Practice and Regulations with emphasis on reporting	Development to be completed 10 working days after receipt by the Institute of updated information from SEQ Water on the fluoridation resources

Total cost
\$6,000.00

Payment schedule

\$6,000.00 due on receipt of Tax Invoice

Billing details

Contact name:	Ralph Burch
Purchase order no (if applicable):	_____
Billing address:	_____
Town/State/Postcode:	_____
ABN:	_____
Phone:	_____
Mobile:	0423028194
Fax:	_____
Email:	rburch@seqwater.com.au

On completion, please return this form by fax to (07) 4120 2466 or mail to:

Executive Support Officer
Training Solutions
Wide Bay Institute of TAFE
LMB 279
MARYBOROUGH QLD 4650

Form of Agreement

The organisation agrees to accept the terms and conditions as detailed below.



TAFE Queensland
Queensland Government

Department of
Education, Training and the Arts

Quote Date: 24/08/09 **Quote expiry date:** 28/08/09
Client Trading Name: SEQ Water
CEO/Manager/Owner Name: Ralph Burch
Position title: Project Manager
Signature:
Date:
Agreement start date: **Agreement end date:**

Details of Resource Development

Topic Details	Duration
Topic 2: Water Supply Safety and Reliability Act	Development to be completed 10 working days after receipt by the Institute of updated information from SEQ Water on the fluoridation resources.

Total cost

\$5,250.00

Payment schedule

\$5,250.00 due on receipt of Tax Invoice

Billing details

Contact name: Ralph Burch
Purchase order no (if applicable):
Billing address:
Town/State/Postcode:
ABN:
Phone:
Mobile: 0423028194
Fax:
Email: rburch@seqwater.com.au

On completion, please return this form by fax to **(07) 4120 2466** or mail to:

Executive Support Officer
Training Solutions
Wide Bay Institute of TAFE
LMB 279
MARYBOROUGH QLD 4650

Norman, Donna

From: Norman, Donna
Sent: Wednesday, 26 August 2009 10:39 AM
To: 'Ralph Burch'
Cc: Leeson, Helen
Subject: RE: Revised Quote & Forms of Agreement for Development of Fluoridation Resources - SEQ Water
Importance: High

Tracking: **Recipient** **Read**
 'Ralph Burch'
 Leeson, Helen Read: 26/08/2009 10:39 AM

Hi Ralph

I have left a message on your mobile and just wanted to confirm the information left.

I have talked with Kate this morning and I would like to confirm that the only quote previously sent through to you by me was for a total of \$11,250 on 28 July 2009 via email.

The reason for the revised quote sent via email yesterday splitting the total amount was to assist you with your financial limitations of not accepting a quote totalling over \$10,000 hence the two Forms of Agreement separating the fees for Topic 1 and 2 (but still totalling \$11,250).

I hope this has provided clarification of this matter and please give me a call if you wish to discuss further.

It would be greatly appreciated if you could complete and sign both of the Forms of Agreement and return via fax by COB Friday 28 August as we are keen to work together to develop the resources for fluoridation.

Cheers for now.

Donna Norman

Donna Norman | Director, Training Solutions | Industry Engagement and Marketing Unit | Wide Bay Institute of TAFE | LMB 279 Maryborough Q 4650 |
 Phone +61 7 41202459 Fax +61 7 41202466 CRICOS Provider No. 02013A

From: Ralph Burch [mailto:rburch@seqwater.com.au]
Sent: Wednesday, 26 August 2009 9:30 AM
To: Norman, Donna
Subject: RE: Revised Quote & Forms of Agreement for Development of Fluoridation Resources - SEQ Water

Hi Donna, I understand that the attached quote is not the correct one.

I think Kate is going to contact you.

Ralph

From: Norman, Donna [mailto:Donna.Norman@deta.qld.gov.au]
Sent: Tuesday, 25 August 2009 3:58 PM
To: Ralph Burch
Cc: Leeson, Helen
Subject: Revised Quote & Forms of Agreement for Development of Fluoridation Resources - SEQ Water
Importance: High

Hi Ralph

Please find attached the revised quote and forms of agreements for the development of fluoridation resources under Topics 1 and 2 as discussed with Kate Niblett.

You will note that two (2) Forms of Agreement have been supplied to allow for your financial limitations.

Please ensure that both of the Forms of Agreement are completed and signed and returned via fax to 07 41202466 by **Friday 28th August 2009** as detailed in the quote letter.

Please do not hesitate to contact me or Kate Niblett should you have any questions regarding this matter.

Cheers for now.

Donna Norman

Donna Norman | Director, Training Solutions | Industry Engagement and Marketing Unit | Wide Bay Institute of TAFE | LMB 279 Maryborough Q 4650 |
Phone +61 7 41202459 Fax +61 7 41202466 CRICOS Provider No. 02013A

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Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).

Browning, Alison

From: Niblett, Kate
Sent: Monday, 15 December 2008 2:32 PM
To: Browning, Alison; Kahler, Tanyalee
Subject: Info sheet for fluoridation
Attachments: Info sheet training course 15_08_08.doc

Good afternoon ladies

I am attaching the info sheet I discussed with Al last week. Could you please put it into a TAFE Qld Flyer shell and perhaps tart up the formatting a bit.

Give me a call if you need any further info

Thanks
Kate

Browning, Alison

From: Niblett, Kate
Sent: Wednesday, 17 December 2008 8:31 AM
To: Nowack, Dan; Browning, Alison
Subject: RE: Fluoridation Operator Training - Customer Information

Hi Dan

Thank you for this. Could I just ask you to remove the word "certified". The IPMG (the guys who authorise the payment dont actually want the copies certified).
Apart from that perfect!

When you have taken out certified could you please forward it to Alison Browning. I will ask her to put it into the TAFE Qld flyer shell

Cheers
Kate

From: Nowack, Dan
Sent: Tue 16/12/2008 3:38 PM
To: Niblett, Kate; Regan, Tracie
Cc: Lakin, Krystene; Leeson, Helen
Subject: Fluoridation Operator Training - Customer Information

Hi Kate and Tracie,

I have finished the 'housekeeping' now. I don't know whether you would like to run this by Alison – perhaps some logo's etc should be added. Let me know if you need any changes made.

Regards,

Dan Nowack

A/Program Co-ordinator - Water Studies
Wide Bay Institute of TAFE

Phone: (07) 4120 2505
Fax: (07) 4123 4184
Email: dan.nowack@deta.qld.gov.au

Browning, Alison

From: Niblett, Kate
Sent: Wednesday, 17 December 2008 12:18 PM
To: Browning, Alison
Subject: RE: Info sheet for fluoridation
Attachments: Fluoridation Training - Customer information draft.vsd

Thanks Al - this looks like I've been doing some work, hey?
I am attaching the flow chart. Can you just remove the word certified, please

Cheers
kate

From: Browning, Alison
Sent: Wed 17/12/2008 12:00 PM
To: Niblett, Kate
Subject: RE: Info sheet for fluoridation

Hi Kate

I have left you a message on your mobile, Dan is away today, can you email me the other document to ad?

I have attached the first draft, let me know if its what you are looking for.

Note the image hasn't been changed as I wanted to ask you what sort of image I should use? Do you have specific ones we can use for fluoridation? I can put an image on the front page then too.

Al

Alison Browning
Marketing Support Officer
WideBay TAFE

Ph: 07 4120 2573
Fx: 07 4120 2466

From: Niblett, Kate
Sent: Monday, 15 December 2008 2:32 PM
To: Browning, Alison; Kahler, Tanyalee
Subject: Info sheet for fluoridation

Good afternoon ladies
I am attaching the info sheet I discussed with Al last week. Could you please put it into a TAFE Qld Flyer shell and perhaps tart up the formatting a bit.

Give me a call if you need any further info

Thanks
Kate

Browning, Alison

From: Niblett, Kate
Sent: Wednesday, 17 December 2008 2:18 PM
To: Browning, Alison
Subject: RE: Info sheet for fluoridation

Thanks Al - much appreciated

Regards
kate

From: Browning, Alison
Sent: Wed 17/12/2008 1:48 PM
To: Niblett, Kate
Subject: RE: Info sheet for fluoridation

Hi Kate

Here is the final version for you.

Al

Alison Browning
Marketing Support Officer
WideBay TAFE

Ph: 07 4120 2573
Fx: 07 4120 2466

From: Niblett, Kate
Sent: Wednesday, 17 December 2008 12:18 PM
To: Browning, Alison
Subject: RE: Info sheet for fluoridation

Thanks Al - this looks like I've been doing some work, hey?
I am attaching the flow chart. Can you just remove the word certified, please

Cheers
kate

From: Browning, Alison
Sent: Wed 17/12/2008 12:00 PM
To: Niblett, Kate
Subject: RE: Info sheet for fluoridation

Hi Kate

I have left you a message on your mobile, Dan is away today, can you email me the other document to ad?

I have attached the first draft, let me know if its what you are looking for.

Note the image hasn't been changed as I wanted to ask you what sort of image I should use? Do you have specific ones we can use for fluoridation? I can put an image on the front page then too.

Al

Alison Browning
Marketing Support Officer
WideBay TAFE

Ph: 07 4120 2573
Fx: 07 4120 2466

From: Niblett, Kate
Sent: Monday, 15 December 2008 2:32 PM
To: Browning, Alison; Kahler, Tanyalee
Subject: Info sheet for fluoridation

Good afternoon ladies

I am attaching the info sheet I discussed with Al last week. Could you please put it into a TAFE Qld Flyer shell and perhaps tart up the formatting a bit.

Give me a call if you need any further info

Thanks
Kate

Browning, Alison

From: Nowack, Dan
Sent: Friday, 19 December 2008 8:45 AM
To: Browning, Alison
Subject: FW: Fluoridation Operator Training - Customer Information
Attachments: Fluoridation Training - Customer information draft.vsd

Hi Alison,

Kate also asked me to send this file to you.

Regards,

Dan Nowack

A/Program Co-ordinator - Water Studies
Wide Bay Institute of TAFE

Phone: (07) 4120 2505
Fax: (07) 4123 4184
Email: dan.nowack@deta.qld.gov.au

From: Nowack, Dan
Sent: Friday, 19 December 2008 8:43 AM
To: Niblett, Kate
Subject: RE: Fluoridation Operator Training - Customer Information

Hi Kate,

Have removed 'certified' as requested.

Regards,

Dan Nowack

A/Program Co-ordinator - Water Studies
Wide Bay Institute of TAFE

Phone: (07) 4120 2505
Fax: (07) 4123 4184
Email: dan.nowack@deta.qld.gov.au

From: Niblett, Kate
Sent: Wednesday, 17 December 2008 8:31 AM
To: Nowack, Dan; Browning, Alison
Subject: RE: Fluoridation Operator Training - Customer Information

Hi Dan

Thank you for this. Could I just ask you to remove the word "certified". The IPMG (the guys who authorise the payment dont actually want the copies certified).
Apart from that perfect!

When you have taken out certified could you please forward it to Alison Browning. I will ask her to put it into

the TAFE Qld flyer shell

Cheers
Kate

From: Nowack, Dan
Sent: Tue 16/12/2008 3:38 PM
To: Niblett, Kate; Regan, Tracie
Cc: Lakin, Krystene; Leeson, Helen
Subject: Fluoridation Operator Training - Customer Information

Hi Kate and Tracie,

I have finished the 'housekeeping' now. I don't know whether you would like to run this by Alison – perhaps some logo's etc should be added. Let me know if you need any changes made.

Regards,

Dan Nowack

A/Program Co-ordinator - Water Studies
Wide Bay Institute of TAFE

Phone: (07) 4120 2505
Fax: (07) 4123 4184
Email: dan.nowack@deta.qld.gov.au

Validation of Prior Learning Information

Validation Regulation 2009 requires that operators have the necessary skills, training, knowledge and experience to ensure that the necessary health and safety competence (NWP2754) for the competence is from a relevant source.

Your operators will be responsible for the safe use of your equipment. Each water treatment plant will be installed during the installation period. You may also be responsible for the costs of the equipment. This will not be subsidised by the State government.

Once operators have successfully completed all the requirements, they will be issued with a Statement of Attainment, which shows they have the necessary knowledge.

The theory component of the training will be completed on-line. The practical component will be completed during commissioning.

Operators will need an e-mail address and a computer with internet access. The training is web based so it can occur at the workplace, at home or even at a local library. The operator has access to the internet.

For more information, please contact us. You will find student details forms and a form for the enrolment process.

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1300 656 188
www.widebay.tafe.qld.gov.au



Learn from industry professionals



FAQ's

Do I really have to do the course?

If you are a public potable water supplier (PPWS) operating a fluoridation plant then, your operators must have the necessary training. Queensland Health considers that the nationally recognised unit of competence NWP276A – Monitor, operate and report on fluoridation systems, would satisfy this requirement and this is stated in The Water Fluoridation Code of Practice 2008. It is also a requirement that each person involved in operating the fluoridation plant has the necessary training, skills and knowledge. It is recommended that a minimum of two people be trained.

Who should do the course?

If you are operating a fluoridation plant then your operators should be trained. There may be others in your organisation who may also benefit from this training, such as maintenance or service personnel; OH&S practitioners; laboratory technicians testing water quality or engineers.

How is the training provided?

The training is provided on-line using a facilitated learning resource. Operators will learn about:

- Fluoride – its chemical composition and where it is used
- The reason for its introduction to Queensland's drinking water
- Working safely with fluoride – use of PP&E, safe unloading and storage, preventing cross contamination
- What to do in the event of an accident or incident
- Material Safety Data Sheets
- Safe Dosing – raw water, under and over dosing, calculations and measurement.
- Testing and reporting fluoride levels
- Requirements under the Water Fluoridation Regulation 2008 and the Water Fluoridation Code of Practice 2008

Operators should complete an on-line test prior to the commencement of equipment commissioning.

While the fluoridation equipment is being commissioned an observation check list and third party report will be signed off by the equipment installers. Participants will also collect some typical examples of workplace documents which they should have completed in the course of their routine work.

Students will be supported by an on-line industry teacher who is available to answer queries and provide assistance.

To experience on-line learning go to: <http://tinyurl.com/wbit-fluoro>



Learn from industry professionals



When should I do the training?

The optimal time to commence training is 6 – 8 weeks prior to the installation and commissioning of your fluoridation equipment. This will allow operators to complete the theory component of the course and to work through the practical tasks when the equipment is installed. The information gained in the theoretical component of the course will be current and relevant as operators apply their learning. Four courses will be run each year in:

- February – April
- April – June
- July – September
- September - November

Operators should choose the course which commences at least 6 – 8 weeks prior to the anticipated commissioning date and contact Wide Bay TAFE with their preferred course.

Do I need training if I am working at an existing fluoridation plant?

Some plants in Qld have been previously fluoridated. Operators working in one of these plants will still need to demonstrate that they have the necessary training, skills and knowledge to operate these plants. Your operators have twelve months from the introduction of the Water Fluoridation Regulation 2008 to complete training. Operators will need to enrol and complete all the assessments. However, based on operator experience, they may be able to complete the process more quickly.

What if I already have a Water Industry Qualification?

If operators already possess a Water Industry qualification you will need to check the Statement of Attainment which was issued by the registered training organisation. If the list contains the unit of competence NWP276A (Monitor, operate and report on fluoridation systems) then operators will not need to do the course. They will however need to provide the water supplier with a copy of the statement so they can demonstrate compliance with the legislation.

If NWP276A does not appear on the statement of attainment the operator will still need to complete this training, even though they already hold a Certificate.

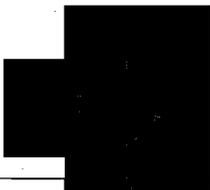
Who pays for the course?

The PPWS should pay for the course. The information pack contains a quotation for training and a form of agreement to be signed by the employer which will allow TAFE Qld to invoice the PPWS for the training.

Operators are not personally responsible for costs associated with this course. The training is being offered in conjunction with the Qld State Government and will be subsidised as part of the state wide fluoridation project.



Learn from industry professionals



What subsidy is available?

Upon satisfactory completion of the training the PPWS can apply to the State Government for subsidy for two workers for each nominated water treatment plant. The PPWS will need to produce a copy of the operators' statement of attainment to be eligible for the training subsidy.

For further information go to the Department of Infrastructure and Planning website:
<http://www.dip.qld.gov.au/projects/water/water-fluoridation.html>

Or

Department of Local Government, Sport and Recreation
<http://www.lgp.qld.gov.au>

How do I enrol an Operator?

A TAFE Qld personal details form is attached to this information pack. Please complete one form for each employee undertaking training. As the course is an on-line course, it is essential that an email address is included and internet access confirmed.

A Form of Agreement is also attached giving Wide Bay TAFE permission to invoice the PPWS for training. Please fill this out with numbers of students and contact details for the responsible person within the organisation.

A Third Party Release form is also provided. This form must be signed by the operator to allow TAFE to provide their employer with copies of their Statement of Attainment.

Our Operators don't have very good computer skills

The on-line course has been deliberately designed for participants with minimal computer skills. Once they have logged onto the site they only require simple mouse skills. The course facilitator will provide an on-line induction with each participant showing them how to move around the screen and where to access the learning content and assessment resources.

Some of our operators have difficulty reading and writing

Where students indicate they require learning support Wide Bay Institute of TAFE will arrange appropriate support in consultation with the PPWS.

If I need more information about TAFE Qld Training?

Prior qualifications: Tracie Regan PH (07) 41505845
email: tracie.regan@deta.qld.gov.au

The course: Tracie Regan PH (07) 41505845
email: tracie.regan@deta.qld.gov.au

Enrolment: Mary Ward PH (07) 41202526
Email: mary.ward@deta.qld.gov.au



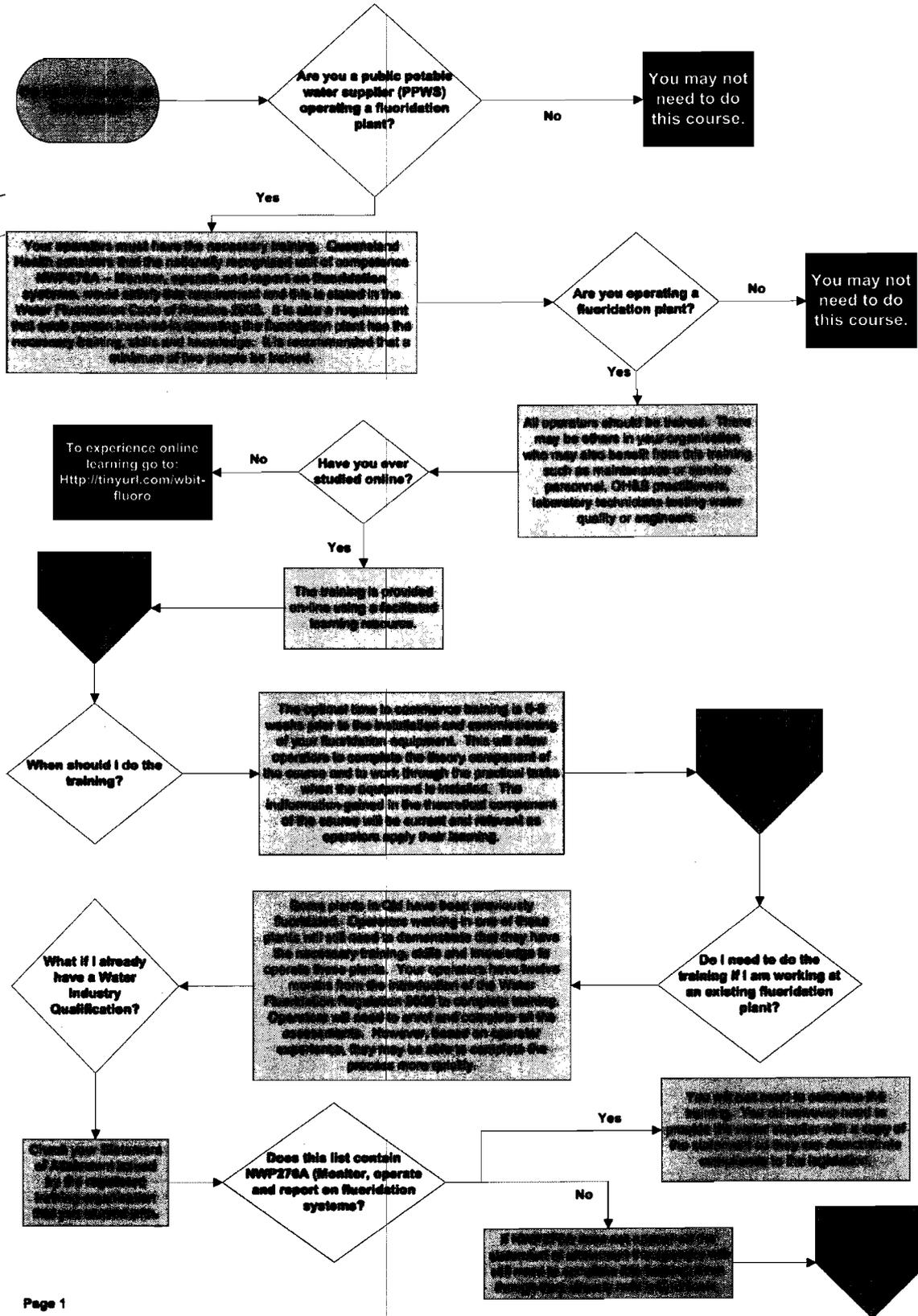
Learn from industry professionals



What do I do next?

1. Determine which operators will undertake training
2. Check if they have prior qualifications (NWP276A Monitor, operate and report fluoridation systems)
3. If not, fill out the student personal details form and the form of agreement and remit to External Delivery Unit, Wide Bay TAFE, LMB279, Maryborough 4650
4. Operators will receive a log on and password once their enrolment is confirmed
5. Operators will be contacted by their teacher for an on-line induction
6. Operators complete their studies
7. During commissioning, operators submit:
 - I. (a) Observation form
 - II. (b) Documentary evidence
 - III. (c) Third party report
8. Upon successful completion operators will receive a Statement of Attainment
9. Submit copies of Statement of Attainment to IPMG with your final submission

Fluoridation Operator Training – Customer Information



vanderValk, Vicki

From: Shang, Nicole
Sent: Tuesday, 8 September 2009 5:38 PM
To: 'Stan Stevenson'
Cc: Morgan, Denise
Subject: Request for Permission to use Seqwater Images

Dear Mr Stevenson

I am writing on behalf of the Department of Education and Training, Queensland (DET) seeking permission to use the following images as supplied by you on 8 September 2009:

Dangerous Goods Placard.JPG
 Dry Chemical Batching System.JPG
 Dry Chemical Feeder.JPG
 Empty Bag Disposal.JPG
 Fluoridation Plant.JPG
 Fluoridation Plant(2).JPG
 Fluoride Dosing Pumps.JPG
 Fluoride Solution Tank.JPG
 Liquid Waste Disposal.JPG
 On-Line Analyser.JPG
 On-Line Analyser(2).JPG
 Security Access.JPG
 Storage Handling.JPG
 Storage Hopper.JPG
 Bulk Bag Loader.JPG

We would like to use this resource for our students including possibly authorised external third party users in our course/s. These may be accessed via our learning management system (LMS) and the resource/s will be stored on a learning content management system (LCMS), which provides the ability for teachers and staff of DET to search content/learning objects across the LMS and LCMS.

If you grant us this permission, we would appropriately acknowledge your copyright ownership of these images and your release for use. A sample image label (or equivalent) would be as follows:

Reproduced and made available for copying and communication by the State of Queensland (Department of Employment and Training) for its educational purposes with the permission of Seqwater.

Please indicate whether you agree to release these images for above mentioned educational usage and your satisfaction with copyright acknowledgement details. If you would prefer, please specify the company details and acknowledgement you would like recorded in the copyright details with the resource?

(Note: This permission document will be stored in a learning content management system as a copy/or scanned copy)

Regards

Nicole Shang | Learning Technologies Coordinator | Innovations Team | WideBay TAFE
 Phone 07 4120 6321 | Fax 07 4124 8233 | Email Nicole.Shang@deta.qld.gov.au | Web www.widebay.tafe.qld.gov.au

vanderValk, Vicki

From: Shang, Nicole
Sent: Friday, 4 September 2009 10:25 AM
To: Morgan, Denise; Norman, Donna
Cc: Rodger, Ana
Subject: FW: Fluoride Operator Training

And here is the email that has just come through from Kate re Fraser Gifford.

Nicole Shang
 Learning Technologies Coordinator
 Innovations Team
 x6321

From: Niblett, Kate
Sent: Friday, 4 September 2009 10:16 AM
To: Fraser Gifford
Cc: Toni Stiles; Shang, Nicole; Regan, Tracie
Subject: RE: Fluoride Operator Training

Good morning Fraser

Thank you for your enquiry. Nicole Shang is doing the development of the new fluoride course. She is in the process of doing a few updates based on SEQWater's feedback. At the conclusion of that she would welcome a final review of the course by either yourself or Toni before going live. The anticipated completion of the new course is end of September. Nicole will send you a link next week to have a look and review the course.

In the meantime I'll send you through the information that goes out to the water suppliers (which includes a quote for training and a form of agreement). To commence the enrolment process simply fax the form of agreement to Wide Bay TAFE and they will arrange personal details forms for each of the participants. Please advise Wide Bay TAFE when you enrol that your team wont be undertaking practical assessment.

If you have any more queries please dont hesitate to contact me - 0438 160 232

Regards
 Kate

From: Fraser Gifford [mailto:Fraser_Gifford@health.qld.gov.au]
Sent: Wed 2/09/2009 11:35 AM
To: Niblett, Kate
Cc: Toni Stiles
Subject: Fluoride Operator Training

Hi Kate,
 I am the Chair of the QH Working Group for fluoride dosing of public water supplies. Our main issue at the moment is to undertake audits of the existing drinking water fluoridation plants across Queensland. As such we require that a number of our Environmental Health Officers are trained in a similar way that the staff at WTPs are required to be trained prior to undertaking fluoride operations.

Toni Stiles suggested that I contact you to get an update on the progress of the course at Wide Bay TAFE and the expected start date.

We are having a teleconference today at 1pm and I would like to be able to give an update to the other group members so if you can provide any further information on the course I'd be very grateful.

Also, I've left a message on your mobile.

30/09/2009

Thanks
Fraser

Fraser Gifford
Senior Environmental Health Officer
Brisbane Northside and Sunshine Coast Population Health Units
Central Population Health Services
Population Health Queensland
Queensland Health

Tel: (07) 3624 1111
Fax: (07) 3624 1159
Mobile 0438 144 631
fraser_gifford@health.qld.gov.au

Locked Bag 2
Stafford DC
QLD 4053

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Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

vanderValk, Vicki

From: Shang, Nicole
Sent: Friday, 4 September 2009 10:23 AM
To: Morgan, Denise; Leeson, Helen
Cc: Rodger, Ana; Norman, Donna
Subject: Fluoride Update - Phone Call from Kate...

Denise

Just thought I would send through a quick update on a phone call I have just had with Kate Niblett.

She rang me for a few reasons:

- Quick update on where I was up to with Seqwater – progress on review & refresher product, quality of relationship etc
- She had a phone discussion with Fraser Gifford from Qld Health (works for Toni Stiles and is the manager of the audit team who will be auditing the fluoride facilities)
 - Fraser is going to put his audit team through the next Fluoride course – Kate is going to give him a quote and indication of timing, she was thinking late Sept?
 - She has promised to get him access to the developers group to look at the course content so he is aware what it covers. I said I would make this happen but would wait until this last round of edits has been finalised. (I am still a little antsy about giving so many people access to this course material, but I guess I can see valid reasons most of the time.)
 - Given that discussion, I then mentioned that I would also like a last sign-off from Qld Health after all the edits that have been finalised. She said it would probably be appropriate for Fraser to do this as well and would discuss it with him.

Just thought I would pass this on so you are in the loop as to current/emerging discussions.

Regards

Nicole Shang | Learning Technologies Coordinator | Innovations Team | WideBay TAFE
Phone 07 4120 6321 | Fax 07 4124 8233 | Email Nicole.Shang@deta.qld.gov.au | Web www.widebay.tafe.qld.gov.au



vanderValk, Vicki

From: Shang, Nicole
Sent: Friday, 28 August 2009 3:02 PM
To: Morgan, Denise
Subject: FW: Receipt of SEQ Water Form of Agreement

fyi

Nicole Shang
 Learning Technologies Coordinator
 Innovations Team
 x6321

From: Norman, Donna
Sent: Friday, 28 August 2009 1:49 PM
To: Shang, Nicole
Subject: FW: Receipt of SEQ Water Form of Agreement

Hi Nic

For your information.

Cheers

Donna Norman

Donna Norman | Director, Training Solutions | Industry Engagement and Marketing Unit | Wide Bay Institute of TAFE |
 LMB 279 Maryborough Q 4650 |
 Phone +61 7 41202459 Fax +61 7 41202466 CRICOS Provider No. 02013A

From: Niblett, Kate
Sent: Friday, 28 August 2009 1:43 PM
To: Norman, Donna
Subject: RE: Receipt of SEQ Water Form of Agreement

No dramas Donna. I'll talk to them this afternoon. I wouldn't worry too much about the end date. Now we have the agreement we can negotiate, particularly as we are still waiting for content from them

Cheers
 Kate

From: Norman, Donna
Sent: Fri 28/08/2009 1:41 PM
To: Niblett, Kate
Cc: Leeson, Helen; Shang, Nicole
Subject: Receipt of SEQ Water Form of Agreement

Hi Kate

Please find attached the signed FOA from SEQ Water. As you will note they have signed off on the old FOA for the full amount of \$11,250 and the development of the resources by Friday, 28 August 2009 which is today!! What now!!

Can you please give me a call when you get this email to discuss?

Many thanks

Donna Norman

Donna Norman | Director, Training Solutions | Industry Engagement and Marketing Unit | Wide Bay Institute of TAFE |

30/09/2009

vanderValk, Vicki

From: Shang, Nicole
Sent: Friday, 28 August 2009 1:42 PM
To: Morgan, Denise
Subject: FW: Receipt of SEQ Water Form of Agreement
Importance: High
Attachments: Scan7903.pdf

Nicole Shang
Learning Technologies Coordinator
Innovations Team
x6321

From: Norman, Donna
Sent: Friday, 28 August 2009 1:41 PM
To: Niblett, Kate
Cc: Leeson, Helen; Shang, Nicole
Subject: Receipt of SEQ Water Form of Agreement
Importance: High

Hi Kate

Please find attached the signed FOA from SEQ Water. As you will note they have signed off on the old FOA for the full amount of \$11,250 and the development of the resources by Friday, 28 August 2009 which is today!! What now!!

Can you please give me a call when you get this email to discuss?

Many thanks

Donna Norman

Donna Norman | Director, Training Solutions | Industry Engagement and Marketing Unit | Wide Bay Institute of TAFE |
LMB 279 Maryborough Q 4650 |
Phone +61 7 41202459 Fax +61 7 41202466 CRICOS Provider No. 02013A

Form of Agreement

The organisation agrees to accept the terms and conditions as detailed below.



TAFE Queensland
Queensland Government

Department of
Education, Training and the Arts

Quote Date: 28/07/09 Quote expiry date: 28/08/09
 Client Trading Name: SEQ Water
 CEO/Manager/Owner Name: Ralph Burch
 Position title: Project Manager
 Signature: *Project Manager*
 Date: *R. Burch 24/8/09*
 Agreement start date: Agreement end date: 28/08/09

Details of Resource Development

Topic Details	Duration
Topic 1: Refresher of Fluoride Code of Practice and Regulations with emphasis on reporting; and Topic 2: Water Supply Safety and Reliability Act	Development to be completed by 28 th August, 2009

Total cost
\$11,250.00

Payment schedule

\$11,250.00 due on receipt of Tax Invoice

Billing details

Contact name: Ralph Burch
 Purchase order no (if applicable): 002703
 Billing address: 240 MARGARET STREET
 Town/State/Postcode: BRISBANE QLD 4000
 ABN: 75 450 239 876
 Phone: (07) 3035 5500
 Mobile: 0423028194
 Fax: (07) 3229 7926
 Email: rburch@seqwater.com.au

On completion, please return this form by fax to (07) 4120 2466 or mail to:

Executive Support Officer
 Training Solutions
 Wide Bay Institute of TAFE
 LMB 279
 MARYBOROUGH QLD 4650



28 July 2009

Mr Ralph Burch
Project Manager
SEQ Water
BRISBANE Q 4000

Dear Ralph

Wide Bay Institute of TAFE on behalf of TAFE Queensland thanks you for the opportunity to submit this quote for resource development in the topics listed below for your organisation.

As discussed with Kate Niblett, I have prepared a proposal designed to meet your needs in terms of desired services and value.

Staff

TAFE Queensland is able to draw upon the vast experience and resources of Queensland's largest training provider. Our highly qualified and experienced staff provide the skills and knowledge that will ensure the development of a industry relevant, quality product.

Details of Resource Development

Topic Details	Duration	Fee
Topic 1: Refresher of Fluoride Code of Practice and Regulations with emphasis on reporting; and Topic 2: Water Supply Safety and Reliability Act	Development to be completed by 28 th August, 2009	\$11,250.00

Timeframe

Development to be completed by 28th August, 2009.

Quotation validity

This quotation will remain valid for 30 days from the date herein.

Quality assurance

Wide Bay Institute of TAFE is currently operating a third party certified Quality Assurance System. This certification complies with the requirements of AS/NZS ISO 9001:2000 and is effective from 4 December 2007. The certification number is 7298.

All Mail

Locked Mail Bag 278
Maryborough Qld 4650
Australia

Web

widebay.tafe.qld.gov.au

Phone

1300 656 188

Bundaberg

Walker Street
Bundaberg Qld 4670
Fax 07 4150 5891

Gympie

71 Cartwright Road
Gympie Qld 4570
Fax 07 5480 3650

Hervey Bay

Urraween Road
Pialba Qld 4655
Fax 07 4120 6423

Maryborough

Nagel Street
Maryborough Qld 4650
Fax 07 4123 4184



TAFE Queensland
Queensland Government

Department of
Education, Training and the Arts

Goods and services tax

Where a goods and services tax (GST) is imposed in Australia and has application to any supply of a product or services in this contract, pay to Wide Bay Institute of TAFE (the Institute), subject to the Institute issuing a valid tax invoice, such amounts as the Institute shall, by law, be required to collect GST.

Confirmation of course particulars

It would be appreciated if you could notify Wide Bay Institute of TAFE as soon as possible in regard to and changes to the delivery of services. This will allow us time for preparation and organisation.

Confirmation of acceptance – method of payment

Acceptance of this offer shall be made in writing. For your convenience, a Form of Agreement is attached. Should you wish to accept this quote please complete, sign and return the Form of Agreement via fax prior to service commencement. Payment will be required as agreed on the Form of Agreement payment schedule.

We are very keen to deliver these services for you and will be happy to commence negotiations regarding a start date as soon as you have completed the attached Form of Agreement.

Cancellation/withdrawal clause

The organisation agrees to accept the terms and conditions as detailed below:

- a) **Refund if program or course cancelled by Institute Director**
 - If the Institute Director cancels a course before it starts, the Institute Director **must refund** the fees paid for the program or course.
- b) **Refund if enrolment cancelled more than 5 Days before program or course starts**
 - If a student cancels enrolment in a non-government funded course five days before it starts, the Institute Director **must refund** the fees the student paid for the program or course after deducting an administration charge of \$10.00.
- c) **Refund if enrolment cancelled less than 5 days before program or course starts**
 - If a student cancels enrolment in a non-government funded course less than 5 days before it starts or a student starts the course, the Institute Director **shall not refund** any fees and charges paid by/for the student and **shall not cancel any remaining payments** due in respect of the enrolment.
- d) **Refused applications for fee exemptions, refunds and time to pay**
 - If the Institute Director refuses a person's application for a fee exemption, refund or time to pay, the Institute Director must give the person written notice of the reasons for refusal.
 - The person may, within 7 days after the written notice is given, apply to the Institute Director for a reconsideration of the refusal.
 - An Institute staff member more senior than the staff member who refused the original application must reconsider the refusal.

All cancellation/withdrawals relating to non-government funded programs must be made on the prescribed form in accordance with the TAFE Qld Student Refund Policy.

If you require any further information or clarification, please feel free to contact me on **07 41202459**.

Citizenship of Participants

Please note that any participants covered by this agreement who are not Australian Citizens may not be eligible to receive training at the above quoted price. Should this situation arise, please contact the Administration Officer on the number below for further clarification.

Point of contact – acceptance of agreement

To allow us to offer you a point of contact once agreement has been accepted, you have been assigned to:

- **Donna Norman** on **07 41202459** for all program delivery issues.
- **Lorelle Nordling**, Administration Officer Sales and International on (07) 4120 2467 for all administrative and financial enquiries.

Again, thank you for allowing TAFE Queensland the opportunity to quote on providing you with high quality services.

Yours sincerely



DONNA NORMAN
Director, Training Solutions
Wide Bay Institute of TAFE



QBWSA trading as Seqwater

Level 3, 240 Margaret Street
Brisbane, QLD 4000
PO Box 16146
City East QLD 4002

PURCHASE ORDER

ABN: 75450239876

Telephone: 07 3035 5500

Facsimile: 07 3228 7926

Any queries please contact
LOIS SAEDDER
P: 07 3437 4002
E: lsaedder@seqwater.com.au

Wide Bay Institute Of Tafe
Locked Mail Bag 279
MARYBOROUGH QLD 4650

Fax No. 0741202589

Order No.: **PO002703**

Date Issued: 24/08/2009

Supplier No.: 102717

Date Required: 23/09/2009

Attention :

Description	Product Code	Quantity	Unit Price (Ex GST)	Amount (Ex GST)	Amount (Inc GST)
Contractor - General Refresher of Fluoride Code of Practice and Regulations	000001	1.00 EACH	11,250.00	11,250.00	12,375.00

GST Total: \$1,125.00

Order Total : \$11,250.00 \$12,375.00

Invoice To: QBWSA Trading as Seqwater
Level 3, 240 Margaret St
PO Box 16146
City East Qld 4002

Please Quote "PO002703" on your invoice

Deliver Order To: Head Office
Level 3, 240 Margaret Street
Brisbane
QLD 4000

Purchase Order Terms and Conditions**DEFINED TERMS**

Goods means the goods described in the Purchase Order ("PO"), including any part(s) of them.

Force Majeure Event means an event beyond the control of a party which causes delay in the performance of that party's obligations under the Contract and which cannot be prevented or remedied by that party's exercise of a high standard of care and diligence.

Legal Requirements means binding legal requirements such as acts, regulations, by-laws, orders, local laws, statutes, and mandatory codes, decisions or directions of any competent authority, government department, regulatory body, minister, agency.

Relationship Agreement means an existing standing offer, preferred supplier, sole supplier or similar agreement between the Supplier and Queensland Bulk Water Supply Authority trading as Seqwater (Seqwater).

Services means the services described in the PO, including any part(s) of them.

1 APPLICATION OF TERMS

These terms are the only terms upon which Seqwater is prepared to deal with the Supplier and together with the PO they form the Contract to the exclusion of all other terms (other than the terms of any Relationship Agreement). No terms contained in any document of the Supplier will form part of the Contract and the Supplier waives any right to rely on such terms.

3 QUALITY

The Supplier must:

- perform the Services or deliver the Goods in accordance with the Contract ensuring that the Goods/Services comply with Legal Requirements and any applicable Australian Standards;
- at all times exercise due skill, care and diligence in preparing and delivering the Goods or performing the Services;
- supply the Goods/Services in a compliant manner and in accordance with the Contract, any induction given and the directions of Seqwater's Site Manager;
- not do or cause or allow to be done anything that would materially and adversely affect Seqwater's rights concerning the site, or any property on the site.

3 DESCRIPTION

The Goods/Services must comply with the specifications and the description in the PO, and must correspond with any sample of Goods provided by the Supplier.

4 DELIVERY

The Supplier must:

- deliver the Goods/Services in the area specified by Seqwater on the specified date for delivery and in accordance with the Site Manager's directions;
- ensure there is no damage to the Goods, the site or any party's property on the site;
- when delivering Goods, provide full documentation identifying the contents of each package delivered and comply with clause 12; and
- store its property in a safe manner according to the Site Manager's directions.

5 INSPECTION

Provided Seqwater complies with all reasonable safety measures required by the Supplier, Seqwater is at all reasonable times and at its own expense entitled to:

- inspect Goods before they are dispatched from the Supplier's premises to a site, and before Seqwater agrees to accept delivery of them;
- inspect Services (and any related work) being carried out by the Supplier at a site.

6 ACCEPTANCE

(a) Seqwater will not be deemed to have accepted:

- Goods until Seqwater has had a reasonable time to inspect them after delivery and issued a notice of acceptance; or
 - Services until Seqwater has had a reasonable time to inspect and test them.
- (b) If Seqwater deems any Goods to be defective, Seqwater may reject the defective goods by returning them to the Supplier or making good the defective goods.
- (c) If Seqwater deems any Services to be defective, Seqwater may reject the defective service by giving notice to the Supplier, with a proposed rectification strategy.
- (d) At Seqwater's option and request, the Supplier agrees to:

- refund to Seqwater any payments made by Seqwater (including any freight charges) in respect of any defective goods that Seqwater rejects; or
- make good any defective goods that Seqwater rejects; or
- reimburse Seqwater for any expenses incurred in making good defective goods.

(e) Seqwater's inspection, testing or acceptance of Goods/Services does not affect Seqwater's rights to claim for any damage or loss suffered because of the Supplier's breach of warranty or failure to fulfil any other obligations under the Contract.

(f) If Seqwater accepts any Goods/Services from the Supplier which do not comply with the Contract, Seqwater is not bound to accept future non-complying Goods/Services.

7 TITLE AND RISK

Title and risk in the Goods does not pass until Seqwater takes delivery of the Goods.

8 PERSONNEL

- The Supplier must provide appropriate personnel with appropriate safety equipment to perform the Contract.
- The Supplier and its personnel must, prior to entering a Seqwater site, successfully complete all inductions and sign all undertakings required by Seqwater.
- The Supplier must ensure that its personnel adheres to the Contract, and Seqwater's rules, practices, policies, procedures and requirements.
- The Site Manager may, in his/her absolute discretion, direct the Supplier to remove from the site any of the Supplier's personnel or subcontractors.

9 SUBCONTRACTING

Save for delivery of Goods, the Supplier may only engage a subcontractor to supply or hire on the Supplier's behalf any of the Goods/Services with the prior written approval of Seqwater. The Supplier will be responsible for any acts or omissions of its subcontractors under the Contract.

10 AUTHORISATIONS

The Supplier must obtain and maintain at its cost all of the authorisations (including permits, approvals, licences, certificates and standards) required to supply the Goods/Services.

11 PRICE

(a) Seqwater agrees to pay the Supplier the price in the PO ("Price") for the Goods/Services in accordance with clause 12.

(b) Unless stated otherwise in the Contract, the Price is inclusive of all costs incurred by the Supplier in complying with its obligations under the Contract including charges for packaging, packing, insurance and delivery of the Goods and any taxes.

(c) The Price may not be increased without Seqwater's prior written consent.

12 PAYMENT AND INVOICING**12.1 Payment**

Seqwater will pay correctly rendered invoices within 30 business days of receipt provided:

- the amount complies with all Legal Requirements and reflects the amount in the PO;
- in Seqwater's reasonable opinion, the Goods/Services supplied comply with all of the requirements in the Contract and:

 - comply with the warranties in clause 16.2;
 - for the Goods, they have not been rejected by Seqwater; and

- the Supplier has not been requested to make changes to the Goods/Services to make them comply with the Contract.

12.2 Correctly Rendered Invoices

An invoice is correctly rendered if:

- the invoice is in accordance with the PO in all respects;
- the invoice:
 - identifies the Goods/Services supplied, the Seqwater contract and PO number;
 - specifies the relevant location(s) under Seqwater site(s);
 - details the amount claimed and the calculation of that amount (including records of time spent by personnel verified by the Site Manager);
 - certifies that the Goods/Services comply with the Contract;
 - includes any other details required by Seqwater;
 - identifies the GST exclusive amount and the GST amount separately;
 - is a tax invoice for GST purposes and allows Seqwater to make a claim for input tax credits;
 - complies with Legal Requirements.

12.3 Disputed Invoices

Where Seqwater considers an invoice is not correctly rendered, Seqwater will issue within 10 business days a notice setting out the reasons and identifying amounts in dispute. The Supplier must cancel the old invoice and issue a new invoice for the undisputed amount.

12.4 Set off

Seqwater may withhold, retain or set off from any payment due to the Supplier under the Contract amounts Seqwater deems necessary to protect it against any costs, expenses and damages for which the Supplier may be liable under or in connection with the Contract. This right does not limit Seqwater's right to recover those amounts in any other way.

13 GOODS AND SERVICES TAX**13.1 Interpretation**

Words or expressions used in this clause 13 are defined in Commonwealth legislation concerning tax and tax arrangements for the supply of the Goods/Services.

13.2 Consideration is GST Inclusive

Any consideration to be paid for a supply made under or in connection with the Contract, unless described as 'GST exclusive', is deemed to include an amount of GST.

13.3 Gross up of consideration

Despite any other provision in the Contract, if a party (GST Supplier) makes a supply under or in connection with the Contract on which GST is imposed and is specifically described in the Contract as 'GST exclusive':

- the consideration payable or to be provided for that supply under the Contract but for the application of this clause 13 (GST exclusive consideration) is increased by, and the recipient of the supply (recipient) must also pay to the GST Supplier, an amount equal to the GST payable by the GST Supplier on that supply; and
- the amount by which the GST exclusive consideration is increased must be paid to the GST Supplier by the Recipient without set off, deduction or requirement for demand, at the same time as the GST exclusive consideration is payable.

12.A Reimbursements

If a payment to a party under or in connection with the Contract is a reimbursement or indemnification, calculated by reference to a loss, cost or expense incurred by that party, then the payment will be reduced by the amount of any input tax credit to which that party is entitled for that loss, cost or expense.

12.B Adjustment Events

If, at any time, an Adjustment Event arises for any supply made by a party under the Contract, a corresponding adjustment must be made between the parties for any amount paid under paragraph 12.A. Payments to give effect to the adjustment must be made between the parties and the GST Supplier must issue a valid Adjustment Note in relation to the Adjustment Event.

14. WITHHOLDING TAX

If a law requires Seqwater to deduct an amount in respect of taxes from a payment under the Contract, then Seqwater agrees to deduct the amount for the taxes and pay an amount equal to that amount to the relevant authority as required by applicable law. Any amount withheld is deemed to have been paid to the Supplier on the date on which the remainder of the payment is paid to the Supplier. The Supplier has no claim against Seqwater for any amounts withheld and paid to the Commissioner of Taxation under this clause.

15. INSURANCE

- (a) The Supplier must effect and maintain any insurance required by Legal Requirements in connection with the supply of Goods/Services or the Seqwater under any Relationship Agreement.
- (b) Before the Supplier commences the supply of Goods/Services and whenever requested by Seqwater, the Supplier must produce evidence to Seqwater's satisfaction that the insurances required have been effected and maintained.
- (c) If the Supplier fails to produce evidence of insurance, Seqwater may effect and maintain one or more insurance policies, and the costs of such insurance will be a debt due and payable from the Supplier to Seqwater. Seqwater may withhold payment to the Supplier and/or suspend the supply of Goods/Services until evidence of compliance with insurance obligations is produced or Seqwater is reimbursed for cost.

16. WARRANTIES & INDEMNITY**16.1 Supplier Warranties**

The Supplier warrants that the Supplier:

- (a) has met the insurance and compliance requirements in the Contract;
- (b) will exercise due skill, care and diligence in preparing and delivering the Goods or carrying out the Services;
- (c) will comply with any material conditions imposed by an authorisation.

16.2 Supplier warranties about the Goods or Services

- (a) The Supplier warrants that all Goods/Services supplied will be of merchantable quality and fit for the purpose for which Seqwater intends to use them.
- (b) The Supplier warrants that Goods will be free of encumbrances at the time of delivery, and remain so until Seqwater accepts ownership of them under clause 7.

16.3 Continuing Representation

The representations and warranties set out in clauses 16.1 and 16.2 survive the termination of the Contract.

16.4 Indemnity

The Supplier indemnifies Seqwater for any loss whatsoever (including, but not limited to, consequential loss and damage, and fines, penalties or charges) arising directly or indirectly out of:

- (a) the performance or breach of the Contract;
- (b) claims by a third party arising out of the Supplier's acts or omissions under the Contract;
- (c) personal injury or death of any person (including the Supplier and its personnel);
- (d) loss of, damage to or loss of use of any property;
- (e) the breach of any Legal Requirements; and
- (f) any act, default or omission of any person,
- except to the extent that the loss is caused by Seqwater's own negligence or breach, or that of its servants, employees or agents or is not otherwise recoverable by law.

17. INTELLECTUAL PROPERTY**17.1 Intellectual Property Rights in Works**

The Supplier assigns to Seqwater all intellectual property rights in any material created in the course of performing its obligations under this Contract, except to the extent material is pre-existing material of the Supplier at the date of the Contract. The Supplier grants Seqwater a perpetual, non-exclusive, non-transferable, irrevocable, royalty-free licence to use such material in any manner for the purpose of Seqwater carrying on its business.

17.2 Intellectual Property Warranty

The Supplier warrants that it will not infringe the intellectual property rights of any person in providing the Goods/Services.

17.3 Indemnity

The Supplier must (either directly itself or by procuring sub-contractors to do so):

- (a) at Seqwater's request and sole option, defend at its cost all infringement claims and provide assistance reasonably required by Seqwater relating to infringement claims;
- (b) indemnify Seqwater against all costs, losses, damages and expenses that Seqwater may sustain or incur as a result of an infringement claim; and
- (c) satisfy any settlement or judgement given in an infringement claim.

18. CONFIDENTIALITY

(a) Each party undertakes that it will not (except as necessary to comply with its obligations under the Contract) disclose to any person any information of or relating to the other party including the terms of the Contract.

- (b) Nothing in the Contract prohibits disclosure of information which:
- (i) is in the public domain otherwise than as a result of a breach of this clause 18;
- (ii) is received from a third party provided that it was not acquired directly or indirectly by that third party as a result of a breach of this clause 18; or
- (iii) is required to be disclosed by law or government having authority over a party.
- (c) The obligations under this clause 18 survive termination of the Contract.

19. DISPUTE

- (a) A party must comply with this clause 19 before commencing dispute resolution.
- (b) Where a party considers that a dispute exists, that party must give the other party a written Notice of Dispute within 10 business days, detailing the nature of the dispute.
- (c) Within 10 business days after the service of a Notice of Dispute the CEO of Seqwater, or their delegate and the Supplier's business owner, must confer at least once to attempt to resolve the dispute and, failing resolution, to attempt to agree on an alternative method of resolving the dispute.

20. TERMINATION**20.1 For breach**

Seqwater may terminate the Contract with immediate effect, by giving written notice to the Supplier if the Supplier breaches a provision of the Contract and:

(a) if the breach is capable of remedy, fails to remedy the breach within a reasonable time (not exceeding 20 Business Days) after receiving notice of the breach; or

(b) the breach cannot be remedied.

20.2 For convenience

- (a) Seqwater may, at any time without cause terminate the Contract by written notice.
- (b) If Seqwater terminates the Contract under this clause, Seqwater must, subject to paragraph 20.2(c), pay to the Supplier:
- (i) any amounts payable to the Supplier for the performance of the work under the Contract in accordance with the Contract;
- (ii) an amount to compensate the Supplier for those costs reasonably and necessarily incurred by the Supplier in consequence of the termination of the Contract.
- (c) Seqwater will not be liable to make any payment to the Supplier:
- (i) for the loss of prospective profit or consequential costs, loss or damage; or
- (ii) in excess of the amount that would have been paid had the work under the Contract been completed however, the Supplier must do its best to minimise those costs to Seqwater.

21. MISCELLANEOUS PROVISIONS**21.1 Governing law**

The Contract is governed by the laws of Queensland and each party irrevocably and unconditionally submits to the jurisdiction of the courts of Queensland.

21.2 Notices and other communications

A notice, demand, claim or communication under the Contract (Notice) must be in writing, in English and signed by a person duly authorised by the sender and hand delivered or sent by prepaid post or facsimile to the recipient's contact address specified in the PO, as varied by any notice given by the recipient to the sender.

21.3 Force Majeure

- (a) If a Force Majeure Event occurs, and it affects either party (Affected Party), the Affected Party may give the other party a written notice of the Force Majeure Event and notifying that the obligations of the Affected Party are suspended to the extent that they are affected by the event, from the date of the written notice until cessation of the Force Majeure Event.
- (b) On cessation of the Force Majeure Event, the Affected Party must within a reasonable time give written notice to the other party of the cessation of the event; and resume performance of the obligations suspended as a result of the event.

21.4 Assignment

- (a) Seqwater may assign any of its rights under the Contract, or may novate its rights and obligations under this agreement without the consent of the Supplier. The Supplier must execute all documents necessary to give effect to any novation or assignment permitted under this clause 21.4(a).
- (b) The Supplier must not assign, sub-licence or novate the Contract or any right under the Contract unless it has Seqwater's written consent.

21.5 Successors and permitted assigns

The Contract is binding upon and takes effect for the benefit of the parties, and their respective successors and permitted assigns.

21.6 Relationship

The Supplier is an independent supplier for the purposes of the Contract and nothing in the Contract creates a relationship of partnership, joint venture or employer and employee.

vanderValk, Vicki

From: Shang, Nicole
Sent: Thursday, 27 August 2009 9:39 AM
To: Morgan, Denise
Subject: FW: Training Consultant

??

Nicole Shang
 Learning Technologies Coordinator
 Innovations Team
 x6321

From: Niblett, Kate
Sent: Thursday, 27 August 2009 9:19 AM
To: Shang, Nicole
Subject: RE: Training Consultant

Hi Nicole

I'm sorry if the following is going to sound "official", but the communication process was getting too messy and unmanageable, therefore:

Please refer to Donna Norman regarding the contract. I have indicated quite clearly to Donna, Helen et al that I will not be involved in the internal financial processes of the institutes. I have also requested that they appoint ONE person within the institute to manage communication with the client. I have also requested that the client do the same.

However I have had an email from the new training coordinator regarding progress. I will not respond until I have the person nominated by the institute to engage in the conversation.

That process was agreed by the Power of 3 yesterday.

Give me a call if you want to discuss

I will keep you posted :-)

Regards
 Kate

From: Shang, Nicole
Sent: Thu 27/08/2009 9:04 AM
To: Niblett, Kate
Subject: RE: Training Consultant

Kate

Any further progress regarding:

1. Feedback on Fluoridation course content
2. SEQWater contract for internal training product

Regards

Nicole Shang | Learning Technologies Coordinator | Innovations Team | WideBay TAFE
 Phone 07 4120 6321 | Fax 07 4124 8233 | Email Nicole.Shang@det.qld.gov.au | Web www.widebay.tafe.qld.gov.au

vanderValk, Vicki

From: Shang, Nicole
Sent: Friday, 21 August 2009 4:46 PM
To: Niblett, Kate
Cc: Morgan, Denise
Subject: RE: Summary of fluoridation refresher course

Kate

Just to confirm that I have created Stan's account in WBIT Janison and given him access to the Fluoridation developer group. And emailed him his details.

Nicole Shang
 Learning Technologies Coordinator
 Innovations Team
 x6321

From: Niblett, Kate
Sent: Friday, 21 August 2009 3:58 PM
To: sstevenson@seqwater.com.au
Cc: bmyatt@seqwater.com.au; Shang, Nicole
Subject: Summary of fluoridation refresher course

Good afternoon Stan
 Following a discussion with Brett this afternoon, he has asked me to send through a summary of the content that was decided at our Tuesday meeting.

This will be provided in the form of:

- CD in HTML format which can be run on an individual lap top or through a lite-pro
- PDF of the content for student hand-out
- Teachers guide including a lesson plan and marking guide
- Summative questions based on the content

Nicole Shang has been working on re-developing the content, based on Brett's valuable feedback. She will send you through a link to the development site shortly. She refreshes this on a daily basis to reflect the updates made during the day. You will therefore be seeing a "work in progress".

At this stage (and taking on board Brett's suggestions) Nicole is looking hard at the instructional design aspects to ensure a systematic, related introduction of information. This may require some slight changes to the structure as she works her way through the course. However, the summary will provide you with an outline of the intended content though perhaps the order may change slightly.

Nicole has also requested some additional information from Brett today. He can provide you with those emails.

I have also emailed Ralph Burch to speed up the paperwork. At this stage we will be stymied shortly on how much more we can do until that arrives.

Do you also wish to see an outline of the second topic which is being developed by STA?

Happy to discuss if you wish to give me a call -0438 160 232

Regards
 Kate

 **vanderValk, Vicki**

From: Shang, Nicole
Sent: Friday, 21 August 2009 4:05 PM
To: Morgan, Denise
Subject: FW: Summary of fluoridation refresher course
Attachments: Summary of Fluoride Refresher Course.doc

fyi

Nicole Shang
 Learning Technologies Coordinator
 Innovations Team
 x6321

From: Niblett, Kate
Sent: Friday, 21 August 2009 3:58 PM
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Cc: bmyatt@seqwater.com.au; Shang, Nicole
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Happy to discuss if you wish to give me a call -0438 160 232

Regards
 Kate

Summary of Fluoride Refresher Course

Introduction

1. Reason for fluoridation – Government decision (2 sentences)
2. Reason for having to complete course – Fluoride regulation

Legislation

An overview of the relevant regulation that covers fluoridation

3. Water Fluoride Act and Regulation including allowable forms of fluoride
4. Water Fluoridation Code of Practice
5. Public Health Act
6. Water Supply (safety and reliability) Act – overdosing and incidents

Design

7. System design features – feed rate, measurement of water flow, interlocking, dosing point

Operating a fluoride dosing facility

7. Approved fluoride testing methods ISE, SPADNS
8. Handling and storage
9. Optimal standards
10. Routine duties and responsibilities - sampling and testing, recording and reporting (daily, weekly, monthly)
11. Methods of sampling and testing – sampling sites, collection
12. Background fluoride monitoring
13. Calculations and measurement
14. Recording and reporting (daily, weekly, monthly)
15. Audit
16. Access control

Summative questions relating to the content areas chosen

vanderValk, Vicki

From: Niblett, Kate
Sent: Friday, 21 August 2009 11:32 AM
To: Regan, Tracie; Shang, Nicole; Leeson, Helen; Morgan, Denise
Subject: RE: Quote

Dear All

I dont think we need to turn this into Ben Hur. Following my original discussion and subsequent discussions with SEQWater and the original scope document I provided, SeqWater require:

- html pages from the resource so it can be loaded onto their intranet or displayed on a screen using a lite-pro
- Print version of same which will form the learner version
- Teaching guide which includes a lesson plan and marking guide
- Summative questions based on the questions we already use. Some of these may be changed from multi-choice to single answer

The edits were based on the fluoride course which was reviewed by DIP, DERM, QHealth and OWSR. While they impacted on the SEQWater course, they would have had to be done prior to any on-going training in fluoride as the course was found to be deficient in a number of areas particularly regulatory and terminology.

I acknowledge Tracie's concerns that we should not let the client dictate the instructional design but under the circumstances that this course was originally written without much input from technical experts I believe we should take on board their comments and seek to improve the course accordingly.

My approach to this has been that SEQWater will prove to be a valuable on-going client who are working very closely with the regulator to improve the quality of fluoride training both within their organisation and state-wide. However, if you have another approach you would like me to take then I am more than pleased to follow your instructions

Regards

Kate

From: Regan, Tracie
Sent: Fri 21/08/2009 10:53 AM
To: Shang, Nicole; Leeson, Helen; Morgan, Denise
Cc: Niblett, Kate
Subject: RE: Quote

hi Kate

I just spoke to Helen and she will ring you shortly. Today the scope to my understanding has grown to include:

from the NWP276 learning resource as edited and revised by SEQWater at our expense (these detailed edits has so far taken 3 days and remains incomplete):

- resources for 2 topics of their choice containing
 - html pages from resource so it can be loaded onto their intranet or displayed on a screen using a lite-pro
 - print version of same so it can be used as a workbook
 - all associated additional resource documents (shown as linked documents in the resource)
 - detailed learner guide
 - detailed teaching guide
 - student version of all questions associated with topics
 - marking guide for all questions

- mapping guide for future rpl applications

I feel for SEQWater to meet their recommendations of inhouse training on the operations and reporting aspects of fluoride, the workbook based pdf version of the topics is all they should need by the 28th Aug, and further resources should be negotiated as a separate scope.

Tracie Regan ext 5845 or phone 07 4150 5845

From: Shang, Nicole
Sent: Friday, 21 August 2009 10:06 AM
To: Leeson, Helen; Morgan, Denise; Regan, Tracie
Cc: Niblett, Kate
Subject: FW: Quote

Kate

This is really Helen's (and Denise's) call I would think, rather than mine.

Helen/Denise

Would you please get back to Kate to confirm this asap. I would imagine the sooner we get a confirmed quote, the sooner we can have a confirmed contract and the sooner I can begin work (I believe Helen and Denise agreed on Wednesday that work would not commence on this product until we had a signed contract).

Regards

Nicole Shang
Learning Technologies Coordinator
Innovations Team
x6321

From: Niblett, Kate
Sent: Friday, 21 August 2009 9:45 AM
To: Shang, Nicole
Subject: Quote

Hi Nicole

The original quote is attached. I will re-send this as long as you are happy. STA have advised that they will require 3 days. So that leaves 4.5 for you. Are you happy with this?

Regards
Kate

vanderValk, Vicki

From: Shang, Nicole
Sent: Friday, 21 August 2009 11:30 AM
To: Regan, Tracie; Leeson, Helen; Morgan, Denise
Subject: RE: Quote - SEQWater - Copyright words...

Helen, as discussed – copyright 'words':

This CD and all associated content would remain copyright of Dept Education and Training Queensland as it is a subset of our full training product, but SEQWater would be free to use it for non-commercial training purposes. A disclaimer on training received should be included if it is used outside of QLD TAFE.

P.S. Please note Graham Cole is apparently trying to get in contact with you (message from Tracie ☺).

Regards

Nicole Shang
 Learning Technologies Coordinator
 Innovations Team
 x6321

From: Regan, Tracie
Sent: Friday, 21 August 2009 10:54 AM
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Cc: Niblett, Kate
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30/09/2009

DET RTI Application 340/5/1797 - File A - Document No. 373 of 991

Helen/Denise

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vanderValk, Vicki

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Nicole Shang
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30/09/2009

DET RTI Application 340/5/1797 - File A - Document No. 375 of 991

vanderValk, Vicki

From: Shang, Nicole
Sent: Friday, 21 August 2009 10:06 AM
To: Leeson, Helen; Morgan, Denise; Regan, Tracie
Cc: Niblett, Kate
Subject: FW: Quote
Attachments: QUOTE_SEQ Water Resource Development.doc

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Regards
Kate

28 July 2009

Mr Ralph Burch
Project Manager
SEQ Water
BRISBANE Q 4000



Dear Ralph

Wide Bay Institute of TAFE on behalf of TAFE Queensland thanks you for the opportunity to submit this quote for resource development in the topics listed below for your organisation.

As discussed with Kate Niblett, I have prepared a proposal designed to meet your needs in terms of desired services and value.

Staff

TAFE Queensland is able to draw upon the vast experience and resources of Queensland's largest training provider. Our highly qualified and experienced staff provide the skills and knowledge that will ensure the development of a industry relevant, quality product.

Details of Resource Development

Topic Details	Duration	Fee
Topic 1: Refresher of Fluoride Code of Practice and Regulations with emphasis on reporting; and Topic 2: Water Supply Safety and Reliability Act	Development to be completed by 28 th August, 2009	\$11,250.00

Timeframe

Development to be completed by 28th August, 2009.

Quotation validity

This quotation will remain valid for 30 days from the date herein.

Quality assurance

Wide Bay Institute of TAFE is currently operating a third party certified Quality Assurance System. This certification complies with the requirements of AS/NZS ISO 9001:2000 and is effective from 4 December 2007. The certification number is 7298.

All Mail

Locked Mail Bag 279
Maryborough Qld 4650
Australia

Web

widebay.tafe.qld.gov.au

Phone

1300 656 188

Bundaberg

Walker Street
Bundaberg Qld 4670
Fax 07 4150 5891

Gympie

71 Cartwright Road
Gympie Qld 4570
Fax 07 5480 3650

Hervey Bay

Urraween Road
Pialba Qld 4655
Fax 07 4120 6423

Maryborough

Nagel Street
Maryborough Qld 4650
Fax 07 4123 4184



TAFE Queensland
Queensland Government

Department of
Education, Training and the Arts

Goods and services tax

Where a goods and services tax (GST) is imposed in Australia and has application to any supply of a product or services in this contract, pay to Wide Bay Institute of TAFE (the Institute), subject to the Institute issuing a valid tax invoice, such amounts as the Institute shall, by law, be required to collect GST.

Confirmation of course particulars

It would be appreciated if you could notify Wide Bay Institute of TAFE as soon as possible in regard to and changes to the delivery of services. This will allow us time for preparation and organisation.

Confirmation of acceptance – method of payment

Acceptance of this offer shall be made in writing. For your convenience, a Form of Agreement is attached. Should you wish to accept this quote please complete, sign and return the Form of Agreement via fax prior to service commencement. Payment will be required as agreed on the Form of Agreement payment schedule.

We are very keen to deliver these services for you and will be happy to commence negotiations regarding a start date as soon as you have completed the attached Form of Agreement.

Cancellation/withdrawal clause

The organisation agrees to accept the terms and conditions as detailed below:

- a) **Refund if program or course cancelled by Institute Director**
 - If the Institute Director cancels a course before it starts, the Institute Director **must refund** the fees paid for the program or course.
- b) **Refund if enrolment cancelled more than 5 Days before program or course starts**
 - If a student cancels enrolment in a non-government funded course five days before it starts, the Institute Director **must refund** the fees the student paid for the program or course after deducting an administration charge of \$10.00.
- c) **Refund if enrolment cancelled less than 5 days before program or course starts**
 - If a student cancels enrolment in a non-government funded course less than 5 days before it starts or a student starts the course, the Institute Director **shall not refund** any fees and charges paid by/for the student and **shall not cancel any remaining payments** due in respect of the enrolment.
- d) **Refused applications for fee exemptions, refunds and time to pay**
 - If the Institute Director refuses a person's application for a fee exemption, refund or time to pay, the Institute Director must give the person written notice of the reasons for refusal.
 - The person may, within 7 days after the written notice is given, apply to the Institute Director for a reconsideration of the refusal.
 - An Institute staff member more senior than the staff member who refused the original application must reconsider the refusal.

All cancellation/withdrawals relating to non-government funded programs must be made on the prescribed form in accordance with the TAFE Qld Student Refund Policy.

If you require any further information or clarification, please feel free to contact me on **07 41202459**.

Citizenship of Participants

Please note that any participants covered by this agreement who are not Australian Citizens may not be eligible to receive training at the above quoted price. Should this situation arise, please contact the Administration Officer on the number below for further clarification.

Point of contact – acceptance of agreement

To allow us to offer you a point of contact once agreement has been accepted, you have been assigned to:

- **Donna Norman** on **07 41202459** for all program delivery issues.
- **Lorelle Nordling**, Administration Officer Sales and International on (07) 4120 2467 for all administrative and financial enquiries.

Again, thank you for allowing TAFE Queensland the opportunity to quote on providing you with high quality services.

Yours sincerely



DONNA NORMAN
Director, Training Solutions
Wide Bay Institute of TAFE

vanderValk, Vicki

From: Regan, Tracie
Sent: Friday, 21 August 2009 9:45 AM
To: Norman, Donna; Leeson, Helen; Rodger, Ana
Cc: Morgan, Denise; Shang, Nicole
Subject: URGENT: fluoride work - SEQWater quote
Importance: High

good morning all

Kate rang this morning and clarified that what SEQWater want by the 28th Aug is:

- from the NWP276 learning resource as edited and revised by SEQWater at our expense (these detailed edits has so far taken 3 days and remains incomplete):
 - resources for 2 topics of their choice containing
 - html pages from resource so it can be loaded onto their intranet or displayed on a screen using a lite-pro
 - print version of same so it can be used as a workbook
 - all associated additional resource documents (shown as linked documents in the resource)
 - detailed learner guide
 - detailed teaching guide
 - student version of all questions associated with topics
 - marking guide for all questions
 - mapping guide for future rpl applications

I remain dissatisfied this review can be considered under the umbrella of 'industry validation' and feel the scope has in fact doubled in terms of workload, for which the only available resource is a very conscientious Nicole.

Donna, Kate is sending to SEQWater our quote of 3 days - can you confirm this is correct with her before this happens.

regards

Tracie Regan **Snr Training Consultant** Wide Bay Institute of TAFE

2009 Mentoring Embedding E-Learning in Regional and Rural Areas QLD Innovations Project

2008 E-Coaching in the Workplace QLD Innovations Project

2007 QLD Training Awards Industry Partner Finalist Premier's Award in Innovation

Setting new standards in Water Industry workplace training

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