

Student Course Information Handbook

Courses Offered

Quantum Training Services (QTS) is authorised to deliver the following four Courses:

PSP40616 - Certificate IV in Procurement and Contracting

BSB40120 - Certificate IV in Business (Procurement)

TLI40324 - Certificate IV in Supply Chain Operations

TLI50224 - Diploma of Logistics

PLEASE NOTE THAT THESE COURSES ARE OFFERED ONLY TO AUSTRALIAN PERMANENT RESIDENTS AND AUSTRALIAN CITIZENS. IF YOU ARE NEITHER AN AUSTRALIAN PERMANENT RESIDENT NOR AN AUSTRALIAN CITIZEN, YOU WILL NOT BE ACCEPTED FOR ENROLMENT AT QTS.

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Introduction

Quantum Training Services (QTS) is a specialist training organisation, dedicated to providing best practice training in Supply Chain Management, Purchasing and Procurement, and Logistics Management for students from both the private sector and public service organisations. We strive to provide education where individuals gain the skills and knowledge to achieve their potential. QTS offers the key tools to make studying relevant, current, and convenient – enhanced by a high level of support to help students graduate successfully.

Our dedicated team of trainers is experienced, qualified, and is constantly in touch with current industry requirements and trends. They understand the needs of students and utilise innovative learning techniques to deliver the skills, knowledge and insights that students need to achieve success in their field of study. A team of qualified trainers is available to assist with studies, and to mentor students through the training program and complete their qualification.

QTS is a fully compliant Registered Training Organisation (RTO) which meets the required standards under the Australian government legislation. **At QTS you will study online and be provided with a full suite of easy-to-follow course materials and videos, provided through our eLearning system, and with full online support through phone and email.**

Why Choose Quantum Training Services

- Highly qualified teachers with logistics and procurement industry and public sector experience
- Individual care and attention with small group size
- Competitive and affordable course fees
- Industry professionals with strong knowledge.

Message from the Principal

On behalf of the staff and associates, I would like to take this opportunity to welcome you to QTS as you look to enrich and enhance your knowledge, career and future. QTS is a dynamic and independent education provider of vocational courses in Supply Chain, Procurement and Logistics, providing pathways into higher education.

At QTS we do not tolerate vilification regarding race and religion (including antisemitism). If you have been vilified or have witnessed vilification, please provide us with complete details via a confidential email, to enable us to investigate the matter.

We are proud of our staff and their experience and we look forward to sharing our experience and knowledge with you.

I wish you good luck and great success as you commence your voyage of learning and discovery.

Yours sincerely,

Sunny Garewal

Principal

Our Mission

QTS was established to provide education programs that foster academic, cultural, and personal development and provide high quality relevant tertiary and vocational education.

It offers Australian Skills Quality Authority (ASQA) accredited programs that are nationally recognised. Our vocational training programs and services are designed and delivered to comply with the *Standards for RTO's 2025*, underlining our commitment and responsibility to deliver quality education and training.

Facilities Available for Students

Student Support and Learning Assistance

Learning Assistance is available for students requiring additional academic support. One-on-one assistance with assignments and assessment tasks is provided to students by appointment.

Academic Counselling

Academic Counselling is available on request to the principal.

COURSES OFFERED AT QUANTUM TRAINING SERVICES

PSP40616 – CERTIFICATE IV IN PROCUREMENT AND CONTRACTING

Course Delivery: Online and Virtual Classroom Off Campus via web conferencing at scheduled class times

Course Duration: 12 months

Tuition Fees: AUD\$4,200.00. (Tuition Deposit Fee \$1050.00 payable on acceptance of enrolment, then quarterly for terms 2-4)

This course is for people who want to develop the knowledge and skills to work in public sector procurement and contract management. This qualification allows for the attainment of occupational specific competencies for those responsible for the procurement of goods and services. It covers the broad range of skills required to operate without supervision in a procurement and contracting environment.

Entry Requirements: There are no entry requirements, however, it is recommended that applicants:

- Have completed Year 10 or AQF qualification (Certificate III in Business or equivalent)
- Are 18 years or above

Applicants with no formal qualification who can provide evidence of relevant 2 years' work experience will be considered

Code	Title	Core/Elective
PSPPCM004	Plan procurement	Core
PSPPCM005	Develop and distribute requests for offers	Core
PSPGEN038	Identify and treat risks	Core
PSPPCM006	Select providers and develop contracts	Core
PSPPCM007	Manage contracts	Core
PSPGEN042	Exercise Delegations	Core
PSPGEN043	Apply Government Processes	Core
PSPLEG002	Encourage compliance with legislation in the public sector	Core
PSPETH002	Uphold and Support the Values and Principles of Public Service	Core
PSPPCY004	Support policy implementation	Elective
PSPGEN105	Gather and analyse information	Elective
BSBPRC402	Negotiate contracts	Elective
PSPPCM029	Procure goods and services	Elective
BSBPMG522	Undertake project work	Elective
PSPPCM002	Dispose of assets	Elective

Course Outcome:

Students who gain this qualification can further their study in the PSP50616 Diploma of Procurement and Contracting. Job roles and titles may include Purchasing or Procurement Administrator and Contracts Manager.

BSB40120 - CERTIFICATE IV IN BUSINESS (PROCUREMENT)

Course Delivery: Online and Virtual Classroom Off Campus via web conferencing at scheduled class times

Course Duration: 12 months

Tuition Fees: AUD\$4,200.00. (Tuition Deposit Fee \$1050.00 payable on acceptance of enrolment, then quarterly for terms 2-4)

This course provides skill competencies in exercising initiative in a business environment, including procurement planning and contract negotiation and management, supporting the implementation of occupational health and safety, policy and procedures, and using digital technologies to collaborate in the workplace.

Entry Requirements: There are no entry requirements, however, it is recommended that applicants:

- Have completed Year 10 or AQF qualification (Certificate III in Business or equivalent)
- Are 18 years or above

Applicants with no formal qualification who can provide evidence of relevant 2 years' work experience will be considered

Code	Title	Elective
BSBCRT411	Apply critical thinking to work practices	Core
BSBTEC404	Use digital technologies to collaborate in a work environment	Core
BSBTWK401	Build and maintain business relationships	Core
BSBWHS411	Implement and monitor WHS policies, procedures and programs	Core
BSBWRT411	Write complex documents	Core
BSBXCM401	Apply communication strategies in the workplace	Core
BSBPRC401	Plan procurement	Elective
PSPPCM006	Select providers and develop contracts	Elective
BSBPRC402	Negotiate contracts	Elective
PSPPCM007	Manage contracts	Elective
BSBPEF402	Develop personal work priorities	Elective
BSBPEF403	Lead personal development	Elective

Course Outcome:

Students who gain this qualification can further their study in the Diploma of Business (Procurement). Job roles and titles vary across different industry sectors and includes roles such as Contracts Administrator and Procurement or Purchasing Officer.

TLI40324 - CERTIFICATE IV IN SUPPLY CHAIN OPERATIONS

Course Delivery: Online and Virtual Classroom Off Campus via web conferencing at scheduled class times

Course Duration: 12 months

Tuition Fees: AUD\$4,200.00. (Tuition Deposit Fee \$1050.00 payable on acceptance of enrolment, then quarterly for terms 2-4)

This course is for people who want to develop their knowledge and skills to work in Supply Chain Operations and includes specialisations for Purchasing, Procurement, Transport Management and Warehousing. It involves a broad range of skilled operations, including requirements to evaluate, analyse and improve current practices, negotiate contracts, monitor warehouse operations, supplier performance, and implement customer service strategies.

Entry Requirements: There are no entry requirements, however, it is recommended that applicants:

- Have completed Year 10 or AQF qualification (Certificate III in Business or equivalent)
- Are 18 years or above

Applicants with no formal qualification who can provide evidence of relevant 2 years' work experience will be considered

Code	Title	Elective
TLIF0080	Implement and monitor the safety duties of transport activities (Chain of Responsibility)	Core
TLIP0010	Monitor a supply chain operation	Core
BSBPRC401	Plan procurement	Elective
BSBOPS403	Apply business risk management processes	Elective
PSPGEN105	Gather and analyse information	Elective
TLIR0004	Negotiate a contract	Elective
BSBPUR301	Purchase goods and services	Elective
BSBPMG430	Undertake project work	Elective
BSBSTR402	Implement continuous improvement	Elective
TLIF4064	Manage fatigue management policy and procedures	Elective
TLIR0001	Implement purchasing systems	Elective
TLIR0003	Monitor supplier performance	Elective
PSPGEN141	Compose complex workplace documents	Elective
TLIR4002	Source goods / services and evaluate contractors	Elective
TLIP0011	Monitor warehouse operations	Elective
BSBOPS404	Implement customer service strategies	Elective

Course Outcome:

Students who gain this qualification can further their study in the BSB50120 Diploma of Business (Procurement) or Diploma of Business (Operations). Job roles and titles may vary across different industry sectors.

TLI50224 - DIPLOMA OF LOGISTICS

Course Delivery: Online and Virtual Class room Off Campus via web conferencing at scheduled class times

Course Duration: 12 months

Tuition Fees: AUD\$6,200.00 (Tuition Deposit Fee \$1400.00 payable on acceptance of enrolment, then quarterly payments of \$1600 for terms 2-4)

Course Description: This course is for people who want to develop the knowledge and skills to work in management in the Logistics Sector. Students will study Transport Operations, Contract Negotiations, Supplier Management, Supply Chain Practices and Risk Management, as well as developing their project skills and customer service skills.

Entry Requirements: There are no entry requirements, however, it is recommended that applicants:

- Have completed Certificate IV in Procurement and Contracting or Supply Chain Operations or International Freight Forwarding and are proficient in Microsoft Word, PowerPoint and Excel
- Applicants with no formal qualification who can provide evidence of relevant 3 years' work experience will be considered

Code	Title	Core/ Elective
TLIF0080	Implement and monitor the safety duties of transport activities (Chain of Responsibility)	Core
TLIL5020	Develop and maintain operational procedures for transport and logistics enterprises	Core
BSBOPS504	Manage business risk	Elective
BSBPMG430	Undertake project work	Elective
TLIR5005	Manage a contract	Elective
TLIR0004	Negotiate a contract	Elective
BSBPRC504	Manage a supply chain	Elective
TLIR5006	Develop, implement and review purchasing strategies	Elective
TLII5018	Manage customer service	Elective
TLIR5014	Manage suppliers	Elective
TLIR5007	Manage international purchasing	Elective
TLIP5011	Develop and evaluate strategies for transport and logistics enterprises	Elective
TLIX0020X	Monitor ethical supply chain practices	Elective
TLIX0021X	Work with global supply chains	Elective

Course Outcome:

Students who gain this qualification can further their study in the TLI60122 Advanced Diploma of Materiel Logistics or TLI60222 Advanced Diploma of Supply Chain Management. Job roles and titles may vary across different industry sectors but typically include Logistics Manager and Supply Chain Manager.

Other Fees

RPL Assessment Fee:	AUD \$200.00 (Two Hundred Australian Dollars) per Unit of Competency
First Unit Re-assessment Fee:	Free of Charge
Subsequent Unit Re-assessment Fee:	AUD \$200.00 (Two Hundred Australian Dollars) per Unit of Competency

Application and Enrolment Procedure

Applicants wishing to study at QTS must complete the Application Form and sign it. The Application Form must be sent to QTS. QTS will then assess whether the course tuition and assessment processes are appropriate for the student and may contact the student to verify this. Applicants will also have to pass a Language, Literacy and Numeracy (LLN) Test before they are enrolled in a Course.

Language, Literacy and Numeracy Test

Applicants will be tested for Language, Literacy and Numeracy before they can enroll in a Course. This test is designed specifically to establish the following English competencies:

- Syntax and grammar,
- Reading comprehension,
- Descriptive writing/free-style essay and/or a business-oriented essay,
- Listening to ordinary and academic spoken English,
- Speaking – a brief topic-oriented discussion.

Acceptance Form

An 'Acceptance Form' is a legal agreement between the applicant and QTS. Once your 'Enrolment Application' has been accepted, you will be sent a 'Student Acceptance Form'. Applicants must complete and sign the 'Acceptance Form' to accept the offer and pay their Tuition Deposit Fee to the Bank Account indicated on the 'Acceptance Form'.

The completed 'Acceptance Form' must be emailed to QTS to info@sunnygarewal.com.

Course Commencement Confirmation

Upon receipt of Tuition Fee payment, QTS will confirm the Course Commencement Date at which time the students will have access to the QTS eLearning Management System. with learning resources and activities, together with Assessment Activities and tasks. Students will also receive a calendar of scheduled virtual classroom dates for web conferencing with the course facilitator.

Course Assessment

In general terms, assessment during training includes:

- Case scenarios using simulation
- Projects
- Simulation exercises/Role plays
- Presentations
- Activity sheets
- Written tests and exams

Students will be given information in advance of the time and form of any assessment. Students will be given an opportunity for at least one re-assessment for any competency not achieved on the first attempt.

Refund Process

All applications for a refund of Tuition Fees and other fees must be made in writing to the Principal/CEO, Quantum Training Services. Refunds are made in Australian Dollars and will be paid within four (4) weeks of receiving a written notification from the student in writing. Applications for a refund should include all relevant information to enable payment, such as Bank Name, Bank Branch, Bank Address, Bank Account details, and Name of Account Holder. Enrolment Fees and holding fee charges are non-refundable. However, Tuition Fees are refundable, subject to refund circumstances given below.

If a written notice of 'Cancellation of Enrolment' is received at least 4 weeks prior to the course commencement date:	Refund of 80% of the Tuition Deposit Fee
If a written notice of 'Cancellation of Enrolment' is received at least 2 weeks prior to the course commencement date:	Refund of 60% of the Tuition Deposit Fee
If a written notice of 'Cancellation of Enrolment' is received less than 2 weeks prior to the course commencement date:	Refund of 25% of the Tuition Deposit Fee

Provider Default

In the event of QTS being unable to offer/deliver a course for new students once an Acceptance has been finalised, a full refund of course monies paid will be given. Alternatively, the student may be offered an alternate course at no extra cost to the student. If an alternate course is offered, the student can either choose the alternate course or a full refund of the course fees paid.

Student Support Services

QTS will make all reasonable effort and utilise a variety of available methods to assist all students in their efforts to complete their training programs. It will determine the support needs of individual students and provide access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill-set or VET Course as specified in Training Packages or VET Accredited Courses. QTS will continue to develop strategies to make support available where gaps are identified.

Student Complaints and Appeals Procedures

QTS' Complaints Policy includes the availability of both internal and external/independent grievance handling and dispute resolution process. This dispute resolution process does not circumscribe a student's right to pursue other legal remedies.

The student is able to access a series of steps. If the student is not satisfied with the outcome of a particular step, he or she can ask for a further step. These steps are described below:

Step 1: Informal Resolution

Complaints and appeals will initially be managed internally, and students are encouraged to resolve any issues or difficulties with the person concerned before it becomes a formal complaint.

Step 2: Formal Resolution (Unsatisfactory Outcome can Follow Step 1)

Where students are not able to resolve their issues informally, they can lodge a formal complaint in writing to the Principal Executive Officer. If the student is satisfied with the outcome, the complaint is resolved. If the outcome of the formal appeal is unsatisfactory, the student will be directed by the Principal Executive Officer to an independent external body as required.

Internal complaints and appeals will be at no cost to the student.

Step 3: External Appeal (External Mediation Through Independent External Body)

Students who wish to have their case heard by an EXTERNAL body must notify the Student Contact Officer of their External Appeals lodgment detail within 5 business days from the date on the written notification of the outcome of the student's INTERNAL appeal.

Course Credit Transfer and Recognition of Prior Learning

Quantum Training Services has processes in place that allow students to have their current skills and experience recognised:

- Recognition of Prior Learning
- Credit Transfer

Credit Transfer:

Credit Transfer is recognition for study already completed which counts towards further study.

QTS has mutual recognition of the AQF Qualifications and Statements of Attainment awarded by any other RTOs. If a student has completed certain competencies of an AQF Qualification from another RTO, they will be recognised towards the relevant AQF qualification at QTS.

For an exemption to be given, complete proof must be provided that the content, competencies achieved, and duration of the prior subject is reasonably similar to a corresponding unit at QTS.

Recognition of Prior Learning (RPL):

Recognition of Prior Learning (RPL) is a process that recognises a student's current skills and experience regardless of where and when the learning occurred. Evidence is collected and a judgment is made by an assessor or assessment team against the requirements of one or more endorsed Units of Competency from a relevant industry Training Package. Application for RPL can be made anytime along with a payment of \$200 per Unit and must be made using the Application Form that will be provided during orientation.

Assessment Policy/Re-Assessment Policy

Assessment is an extremely important activity at QTS and is designed and carried out to meet the requirements of the Australian Quality Training Framework (AQTF). Assessment is competency-based, which means it is designed to determine whether the student can demonstrate the target competencies, based on nationally recognised units, which are part of Training Packages developed in partnership between Industry and Government. For a student to obtain a Certificate, Diploma or Advanced Diploma, he/she must master the required competencies which are in the units that make up our courses.

Re-Assessments are granted to students who have been assessed as *'Not Yet Competent'* in a unit and have met with satisfactory attendance during the course. All assessments must be completed during the term. The student is required to fill out a *'Re-Assessment Form'* and hand it in along with a Re-Assessment Fee. Please check the Fee Table for the Re-Assessment Fee.

Principles of Training and Assessment

Training and Assessment Strategies developed by QTS will adhere to the following principles:

Training and Assessment Strategies are developed for each qualification / Unit of Competency that will be delivered and assessed.

Each Training and Assessment Strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders.

Training and Assessment Strategies will reflect the requirements of the relevant Training Package and will identify target groups.

Training and Assessment Strategies will be validated regularly through the internal review procedures.

Quality Training and Assessment Principles

QTS will apply the Principles of Assessment and the Rules of Evidence.

Principles of Assessment

To ensure quality outcomes, assessment should be:

Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the student; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the Units of Competency must cover the broad range of skills
- Knowledge that is essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each Unit of Competency should provide advice on sufficiency.

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Rules of Evidence

These are closely related to the Principles of Assessment and provide guidance on the collection of evidence to ensure that it is:

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the Units of Competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application

- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each Unit of Competency provide advice on sufficiency.

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires the collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each Unit of Competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

Current

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

Candidate With Special Needs

Under the Discrimination Act 1992 and the NSW Anti-Discrimination Act 1977, QTS' policy forbids discrimination based on disability of students. Special needs of students with disabilities will be discussed at the time of admission and a mutually agreed approach within the constraints of QTS will be used to assist such students while being enrolled in the programs.

It may not be possible for QTS to meet all the needs of every student and in such circumstances, students would be advised to seek more appropriate Institutions for their study.

Privacy

Personal information is collected solely for the purpose of operating as a Registered Training Organisation which has as its registering authority a government body. The requirements of the registering authority may mean the release of student personal information for audit purposes or for the collection of data by Commonwealth and State Government departments/agencies. It is a requirement of the Australian Qualifications Framework that students can access personal information held by QTS and may request corrections to information that is incorrect or outdated. Students may apply to the Student Services Officer if they wish to view their own records.

Disclaimer and Privacy Statement

QUANTUM TRAINING SERVICES (QTS) sincerely attempts to ensure accuracy and reliability of the information contained in this prospectus. However, QTS makes no guarantee, warranty or promise, explicit or implied, concerning the content or accuracy of the documents appearing in this prospectus. Users must refer to the college for final confirmation of information provided on the prospectus.

Details of courses or services available on this prospectus do not imply an obligation on the part of QTS to offer them admission in a given term or semester, or in the manner described herein. QTS reserves the right to alter information on this prospectus at any time without notice. QTS will endeavour to correct any inaccuracies reported in any information stored on the prospectus immediately as well as in a timely manner. QTS accepts no liability for any loss or damage a person suffers because that person has directly or indirectly relied on any information stored on this prospectus.

QTS, its agents or employees expressly disclaim any liability for loss of any kind arising directly, or indirectly, out of the use of this information. No information is intended to convey any offer or placement within the college. QTS is committed to the protection of personal information. QTS will strictly adhere to the provisions of the Privacy and Personal Information Protection Act 1998 in relation to the personal information it acquires, holds, uses or communicates relating to students, staff or other persons.

Quantum Training Services Pty Ltd

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Trading as: Quantum Supply Chain Training. ABN: 83 669 131 435 (RTO Code 46259). The information contained in this brochure was correct at the time of printing. However, it may be subject to change in the event for unforeseen circumstances.

Last updated: version v 1.1 August 2024