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Student Handbook

ABN 48 130 496
RTO Number 51930
QTC Consulting Pty Ltd trading as QTC Training & Education

About this document

This document provides information on how QTC Training & Education operates as an organisation for current and potential students.

If you have any questions, or any suggestions on how to improve this document or the support we offer you, please email info@qtctraining.edu.au or call 0416 596 570.

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About us

Nationally Recognised Training

QTC Consulting Pty Ltd is a Registered Training Organisation (RTO) that delivers Nationally Recognised Training (NRT) under the Australian Qualification Framework (AQF). Our RTO Number is 51930.

As an RTO, our Nationally Recognised Training must be delivered in line with strict rules that ensure the training is high quality and meets the needs of industry. We must comply with the Standards for Registered Training Organisations 2015, which will soon be replaced by the Standards for Registered Training Organisations 2025. These Standards explain what we must do as an RTO to support you effectively as a student.

We have the following Nationally Recognised Training on scope:

BSB40120 – Certificate IV in Business	AQF Level 4
BSB40920 - Certificate IV in Project Management Practice	AQF Level 4
BSB50820 - Diploma of Project Management	AQF Level 5
BSB60720 - Advanced Diploma of Program Management	AQF Level 6
BSB80220 - Graduate Diploma of Portfolio Management	AQF Level 8

After successfully completing a formal qualification that is considered Nationally Recognised Training, you will be issued a Australian Qualification Framework (AQF) certification document.

The 'AQF Level' shows you how complex the qualification is, and gives you an indication of the volume of learning (i.e. how long and complex the qualification will be to complete). The higher the AQF level, the more challenging the course will be. If you have not completed an AQF qualification before, we recommend starting at a lower AQF level.

Short courses, microlearning and other training

We also offer a variety of short courses that are not aligned with Units of Competency and are not considered Nationally Recognised Training. You can see a list of these courses on our website.]

You will be issued with a certificate after completing a short course. These certificates are not AQF certification documents, and will not be recognised by other organisations in the same way that a formal qualification will.

About our courses

Our project management courses have been based on national and international best practice in project management. We consult with industry and community groups to develop our content, and complete a formal review of all courses at least every two years.

Certificate IV in Business (Administration)
BSB40120

About this course	The Certificate IV in Business discusses practical skills that every professional needs. Learn how to manage your workload, write key documents, communicate effectively with those around you, and use common digital tools. This qualification is suitable for anyone thinking of joining the workforce; those who are already in the workforce but want to transition to a more professional role; and those who want to perform more effectively in their role. The QTC course focuses on a business administration specialisation, which includes valuable administrative skills such as organising business meetings, and designing and producing complex spreadsheets. This makes our course best suited for those looking for a career pathway in business administration or project support.
Duration	6 months online study at an estimated 10 hours per week. 12 months available to complete the course.
Cost	$2,500 plus billing and establishment fees. Available payment plans: Monthly payments $277.78 Fortnightly payments $125 Weekly payments $64.11
Units of Competency	BSBCRT411 - Apply Critical Thinking to Work Practices BSBTEC404 - Use Digital Technologies to Collaborate in a Work Environment BSBTWK401 - Build and Maintain Business Relationships BSBWRT411- Write Complex Documents BSBXCM401 - Apply Communication Strategies in the Workplace BSBPEF401 - Manage Personal Health and Wellbeing BSBPEF402 - Develop Personal Work Priorities BSBHRM417 - Support Human Resources Functions and Processes BSBOPS405 - Organise Business Meetings BSBPMG430 - Undertake Project Work BSBTEC402 - Design and Produce Complex Spreadsheets BSBWHS411 - Implement and Monitor WHS Policies, Procedures and Programs
Enrolment requirements	Students must be aged 18 or over and be able to demonstrate a standard level of literacy and numeracy. No prior experience or qualification is required.

Certificate IV in Project Management Practice
BSB40920

About this qualification	This course is designed to develop skills and knowledge to support the full project lifecycle. This qualification is grounded in real-life work situations and is focussed on practical application in the workplace. This course is suitable for Project Officers, Deputy Project Managers, aspiring Project Managers, and newly appointed Project Managers leading smaller projects. While Project Manager is a formal career in many industries, it is also possible to apply project management skills in a range of different professions. This course is also suitable for existing professionals who want to improve their skills to manage special work projects end-to-end.
Duration	6 months online study at an estimated 10 hours per week. 12 months available to complete the course.
Cost	$2,500 plus billing and establishment fees. Available payment plans: Monthly payments $277.78 Fortnightly payments $125 Weekly payments $64.11
Units of Competency	BSBPMG420 Apply project scope management techniques BSBPMG421 Apply project time management techniques BSBPMG422 Apply project quality management techniques BSBPMG423 Apply project cost management techniques BSBPMG424 Apply project human resources management approaches BSBPMG425 Apply project information management and communications techniques BSBPMG426 Apply project risk-management techniques BSBPMG427 Apply project procurement procedures BSBPMG428 Apply project life cycle management processes
Enrolment requirements	Students must be aged 18 or over and be able to demonstrate a standard level of literacy and numeracy. No prior experience or qualification is required.

Diploma in Project Management
BSB50820

About this qualification	This course is designed for current project professionals who are looking to expand their skills or enhance their career. We recommend this course for new Project Managers, existing Project Managers looking to manage larger projects and programs; and those looking to advance to Senior Project Manager or Program Manager roles in the future. This course will build on your existing knowledge of project lifecycle to ensure you can lead successful projects. You will explore more complex aspects of managing scope, time, quality, cost and risk. You will build skills in people leadership, stakeholder engagement, integration and governance.
Duration	6 months online study at an estimated 15 hours per week. 12 months available to complete the course.
Cost	$3,500 plus billing and establishment fees. Available payment plans: Monthly payments $388.89 Fortnightly payments $175 Weekly payments $89.75
Units of Competency	BSBPMG530 Manage project scope BSBPMG531 Manage project time BSBPMG532 Manage project quality BSBPMG533 Manage project cost BSBPMG534 Manage project human resources BSBPMG535 Manage project information and communication BSBPMG536 Manage project risk BSBPMG540 Manage project integration BSBPMG537 Manage project procurement BSBPMG538 Manage project stakeholder engagement BSBPMG539 Manage project governance BSBTWK502 Manage team effectiveness
Enrolment requirements	Students must be aged 18 or over and be able to demonstrate a standard level of literacy and numeracy. No prior experience or qualification is required. Students will be asked to submit examples from their workplace, or equivalent documents, as part of their assessment activities.

Advanced Diploma in Program Management
BSB60720

About this qualification	This qualification is recognition of experienced project professionals who have a senior leadership role within programs, or oversee multiple projects. This would most commonly be a Project Director, Senior Project Manager, or a Project Manager focused on extremely large and complex projects. Individuals at this level use initiative and judgement to direct, plan and lead a range of program functions. They have accountability for personal and team outcomes within broad parameters. They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources, and transfer their knowledge to others. They use creative or conceptual skills to express ideas and perspectives, or to respond to complex problems.
Duration	This qualification is only assessed by Recognition of Prior Learning. You will have 12 months to submit the required evidence.
Cost	$3,500 plus billing and establishment fees. Available payment plans: Monthly payments $583.33 x 6 months Fortnightly payments $269.23 Weekly payments $134.62
Units of Competency	BSBPMG630 Enable program execution BSBPMG634 Facilitate stakeholder engagement BSBPMG635 Implement program governance BSBPMG636 Manage benefits AHCBUS615 Implement a monitoring, evaluation and reporting program BSBAUD601 Establish and manage compliance management systems BSBCRT611 Apply critical thinking for complex problem solving BSBIN601 Manage knowledge and information BSBPMG632 Manage program risk BSBPMG633 Provide leadership for the program BSBSTR601 Manage innovation and continuous improvement PSPMGT006 Develop a business case
Entry requirements	Assessment for this qualification is limited to those who: • Have completed a Diploma of Project Management qualification; or • Have completed two years of relevant full-time workplace experience at a senior level within a project or program environment.

Graduate Diploma in Portfolio Management
BSB80220

About this qualification	This qualification is recognition of experienced project professionals who have a senior leadership role leading programs, or leading multiple complex projects. This would most commonly be a Program Manager, Program Director, Project Director or Executive Director. Individuals at this level make autonomous decisions and use initiative and judgement to plan and implement a range of project, program and portfolio management functions in varied context. They have full responsibility and accountability for the work and function of others. They use cognitive and creative skills to review, critically analyse, consolidate and synthesise knowledge to generate ideas and provide solutions to complex problems.
Duration	This qualification is only assessed by Recognition of Prior Learning. You will have 12 months to submit the required evidence.
Cost	$3,500 plus billing and establishment fees. Available payment plans: Monthly payments $583.33 x 6 months Fortnightly payments $269.23 Weekly payments $134.62
Units of Competency	BSBPMG810 Prioritise projects and programs BSBPMG811 Select and balance the portfolio BSBPMG812 Manage and review portfolio performance BSBPMG813 Govern the portfolio BSBLDR811 Lead strategic transformation BSBLDR812 Develop and cultivate collaborative partnerships and relationships BSBLDR813 Lead and influence ethical practice BSBPMG817 Manage portfolio risk
Entry requirements	Assessment of this qualification is limited to those who: • Have completed a Diploma or Advanced Diploma qualification in related fields of study, and have three years relevant full-time work experience at a senior level in a project or program; or at a leadership level managing complexity in an organisation; OR • Have completed a Bachelor degree in a related field of study and have two years of relevant full-time work experience at a senior level in a project or program; or at a leadership level managing complexity in an organisation; OR • Have five years of relevant full-time work experience at a senior level in a project or program; or at a leadership level managing complexity in an organisation.

How to enrol in any course

If you are interested in undertaking a course with us, please follow these steps. If you require more assistance at any point, please contact us by email or phone.

1. Find the page for the course on our website (https://www.qtctrainingandeducation.com.au/).
2. Click the **Enrol Online** button.
3. A new screen is displayed. Click the **Register** button.
4. Complete the registration form. There are several pages. There is some information that must be gathered every time a student completes Nationally Recognised Training. For Nationally Recognised Training you will need to provide:
    - Your full name and date of birth.
    - Your address and contact details. You can also choose to give an emergency contact.
    - Your Unique Student Identifier (if you have one).

      This is an identification number that ASQA uses so they have one record of all Nationally Recognised Training that you complete; even if it is with different Registered Training Organisations. If you have ever completed a qualification or Unit of Competency before, you will already have a USI.

      If you do not have a USI, we can create one for you. We will require some additional identity information to do this.
    - Details of your citizenship status, and documentation to verify your identity.
    - Information about your cultural background and previous education history.

      Completing Nationally Recognised Training at AQF Level 4 or higher requires moderate language and literacy skills. This means you need to be able to interpret written information, seek and understand verbal instructions, and ask probing questions to enhance understanding. You will also need moderate to high levels of computer literacy to complete the online learning and assessment tasks.

      We may contact you to arrange a Language Literacy and Numeracy (LLN) assessment before accepting your registration.
    - Whether you consider yourself to have a disability, impairment or long-term condition.

      This information helps us identify whether 'reasonable adjustment' is right for you. This is a process that we can undertake to ensure our training suits your needs. For example, if you have a vision impairment or dyslexia we may change the way we undertake your competency assessments.

      If you think reasonable adjustment may be required, please feel free to contact us to discuss this further.

- What payment method you prefer.

  Our payments are managed through DebitSuccess. Course fees generally include an up-front fee at enrolment, and then scheduled payments either weekly, fortnightly or monthly.

5. Once you have submitted your registration form, your registration will be reviewed. We may reach out to discuss aspects of your registration with you before we accept your enrolment.

6. Once your enrolment is accepted, we will process the payment in line with the payment method you selected during enrolment.

7. Once you have made an initial payment, you will receive an email confirmation of your enrolment and course completion instructions. If you are studying online, you will be sent logon details for our Learning Management System (LMS).

   You will need a computer, laptop or tablet (or comparable device) with internet access and a web browser to access the course materials. You will also need to be familiar enough with technology to log on and navigate the Learning Management System. You may require access to the Microsoft Office suite (e.g. MS Word and MS Excel), or equivalent products, to complete some assessment tasks.

About our assessments

How we assess

For every short course or Unit of Competency you will need to complete assessment tasks. These assessment tasks might be:

- question and answer format (multiple choice or short answer)
- case studies
- evidence from your own experience

The assessments for Nationally Recognised Training are mapped to the Elements and Performance Criteria outlined on the ASQA website. If you are interested in seeing what these performance criteria are, you can search for the name or code of the Unit of Competency at the training.gov.au website - https://training.gov.au/search?searchText=&searchType=NRT.

At QTC we ensure our assessments are undertake in line with the Principles of Assessment set out in the Standards for RTOs:

- **Fairness**
  Our assessments take into account student needs, including through applying adjustments where appropriate and enabling re-assessment if necessary.

  Please discuss reasonable adjustment with your assessor if you feel you have need of a different assessment method. For example, if you are neurodiverse, have a disability, or speak English as a second language.

- **Flexibility**
  Our assessments are appropriate to the context, training product and student, and assess skills and knowledge held by the student irrespective of how or where they have been acquired.

  If you believe you have undertaken similar work in the past that we may be able to consider as assessment evidence, speak to your assessor about Recognition of Prior Learning. You can find out more about this process in the 'Recognition of Prior Learning' section.

- **Validity**
  Assessment of skills and knowledge is integrated with practical application and enables our students to demonstrate these skills and knowledge in similar situations. If you feel that the scenarios we are providing in assessments are not true to the real world, please discuss this with your assessor.

- **Reliability**
  Assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of the assessor conducting the assessment.

  Please see the 'Complaints and Appeals' section for more information on what to do if you do not feel you have been fairly assessed.

How to submit an assessment

You can submit assessments through the Learning Management System. Alternatively, you can email assessments@qtctraining.edu.au. Remember to:

- Write to the same standard you would use for a work document. Consider formatting, grammar, punctuation and spelling.
- Ensure each file is clearly labelled with a logical name that describes what unit or course it relates to.
- If you are submitting evidence from your workplace, remove any sensitive or confidential information. You can use 'dummy data', or you can redact the document by blacking out the sensitive information.

The work you submit must be your own.

You can ask your peers for assistance if you are experiencing difficulties. But once the problem has been resolved, you must produce the assessment work by yourself.

What happens after you submit an assessment

Every assessment will be marked by our qualified assessors within 10 business days. We assess in line with the Rules of Evidence outlined in the Standards for RTOs:

- **Validity**
  Does the assessment evidence assure our assessor that you have the skills and knowledge described in the training product
- **Sufficiency**
  Have you submitted sufficient quality, quantity and relevance of assessment evidence to make a judgement of competency
- **Authenticity**
  Is the assessment evidence your own work
- **Currency**
  Is the assessment evidence related to current skills and knowledge.

If your assessor does not feel the Rules of Evidence have been met, they will contact you to discuss what further assessment evidence may be required.

The assessments you submit will be stored securely and kept strictly confidential. These documents will only be available to QTC assessors and the QTC support team.

QTC undertakes regular assessment validation. Validation is where another QTC assessor may review a student's assessment to ensure they would have reached the same assessment decision. There is a chance that some of your assessments will be selected for the validation process.

After reviewing the work, the assessor will mark each assessment component as either 'Satisfactory' or 'Not Yet Satisfactory'. For an overall assessment, you will be assessed as either 'Competent' or 'Not Yet Competent'. You must be assessed as 'Competent' for all assessments to be issued a qualification.

If you are marked as 'Not Yet Competent' on an assessment, your Assessor will discuss your results with you. You can have up to three re-attempts of any assessment without additional charge.

Once you have been deemed Competent for all assessments in the qualification, you will be issued your qualification electronically and sent a printed copy within 30 calendar days of your final assessment being completed.

Recognition of Prior Learning

People can learn through many different avenues. You may have completed similar courses in the past. You may have performed activities in your work that are similar to what the course covers. You may have a hobby, charitable or leisure activity that has taught you valuable skills.

Recognition of Prior Learning (RPL) is a process which assesses what you have already learnt through other means. It involved measuring your experience against the course you are doing, or intend to do, to determine the extent to which you meet the requirements for that course.

If you can provide sufficient evidence of your existing skills and knowledge, you may be able to be deemed Competent in some, or all, of the Units of Competency within a qualification without undertaking the related study and assessment.

If you think Recognition of Prior Learning may be right for you, email info@qtctraining.edu.au. We will arrange an initial discussion to identify if Recognition of Prior Learning maybe appropriate. We will follow up with a quotation advising what this process would cost, and outlining what type of evidence you would need to submit in an Assessment Template.

You must provide all information requested in the Assessment Template. The types of documents you might be asked to submit could be things like:

- documents you have generated in your work
- certificates of attainment for previous training,
- testimonials from people that have worked with you
- performance reports from your line manager
- a work diary or journal

When you return the necessary evidence, and have paid the invoice, an Assessor will review the documentation within 15 business days. You will also receive an invoice. You may be asked to attend an interview with the Assessor as part of the RPL process so that your Assessor can ask you questions or observe you performing a task. This assessment is normally completed in an online meeting or phone call.

After the assessment is complete, you will receive an RPL Assessment Summary that indicates whether you have been deemed Competent or Not Yet Competent for different Units of Competency. If you have been deemed Competent, your certificate will then be issued.

About our policies and procedures

Complaints and Appeals

Complaints

We want you to enjoy your experience studying with QTC. If you have any concerns about our service, the course you are undertaking, or the way you are being supported, you can make a complaint. The option to lodge a complaint is also open to members of the public, employees, consumers, and others that interact with QTC.

A complaint may be about anything done, or not done, by management or another employee or employees of QTC, which the customer or client feels has been unfair or unjust. The complaint may also be about but not limited to, discrimination, harassment, or any other decision or behaviour which is thought to be unfair, unjust or upsetting.

You can make a complaint by:

- writing a letter or email to a member of QTC staff such as your trainer, assessor, or management team of QTC; or
- emailing complaints@qtctraining.edu.au; or
- providing feedback on an evaluation form, or some similar.

All staffs are trained to respond to complaints constructively. We recognise the need to be fair to both the person making the complaint and the person against whom the complaint is made. Complaints are treated confidentially when requested.

All complaints and appeals will be acknowledged in writing within 5 working days. We will investigate the matter within 10 business days and follow up with a written response within 20 business days. The Director of QTC Consulting is normally the person that investigates complaints, unless the complaint relates to the Director.

If you feel your complaint has not been sufficiently addressed, you can refer your complaint to the Australian Skills Quality Authority (ASQA), who regulate Registered Training Organisations. You can find more information at Complaints about training providers | Australian Skills Quality Authority (ASQA). We do recommend discussing your concern with QTC before contacting ASQA. Depending on the type of complaint, you may also want to consider the Ombudsman, the Anti-Discrimination Board or a fair trading agency.

Appeals

If your concern is regarding the way you have been assessed, or the result of an assessment, you can lodge an appeal by writing to info@qtctraining.edu.au.

When an appeal is received, a different assessor will review your assessment within 10 business days and make a determination on whether the original assessment decision was valid. You will be notified of the result of the re-assessment within 20 business days.

Privacy, Confidentiality and Data Sharing

How we keep your information secure

As a Registered Training Organisation (RTO), we must collect personal information from you. This might include things like your name, address, birthdate, Unique Student Identifier (USI), employment history and education history.

It is very important to us that your personal information is protected. We are committed to supporting the National Privacy Principles (NPP) set out in the Privacy Amendment (Private Sector) Act 2000. Here are some (but not all) of the ways that we protect your information:

- We only collect the bare minimum information we need to perform our function as a Registered Training Organisation.
- We only use and disclose personal information for the primary purpose it was collected for, unless an exception applies.
- We aim to ensure the personal information we collect, use and disclose is accurate, complete and up to date.
- We protect personal information from misuse, loss and unauthorised access, modification and disclosure:
    - We store all digital documents in secure folders with access restricted to the smallest amount of people possible.
    - We limit the amount of physical documents we print. Where we do print physical documents with personal information, these are kept in a secure locked location when not in use.
    - We review who has access to our IT systems on a quarterly basis (i.e. every three months) and ensure we remove access from anyone that should not have it.
- We destroy or de-identify information when it is no longer needed.
- We review this policy every 12 months to make sure it remains up-to-date.
- We ensure you can access the personal information we hold about you and request corrections.

Collecting personal information

QTC receives and stores transaction information, and information you enter on our website or have provided to us in application, registration or administration processes.

Wherever it is lawful and practicable, QTC will endeavour to provide you with the option of not identifying yourself or not providing personal information when entering transactions with us. However, failure to provide the full and complete information as requested may result in a limited ability on our part to offer or deliver complete services to you.

No personal information is collected when you browse our site generally - we do not keep records which identify those who have accessed our site. In addition, personally identifiable information such as name, birth date and contact details (email addresses) are only collected from you directly.

Information collected is kept for as long as it is needed to provide the requested service - when your information is no longer required for these purposes it will be removed.

Accessing your training certificate or other information

You have the right, at any time, to ask to see your personal information.

You can also ask for this to be updated if the information we have on record is not correct.

We keep a record of the training that you have completed successfully. You can contact us at any time for a copy of your AQF certification document, or other data we hold in your record. Email info@qtctraining.edu.au. We will send you a **Request for Access Form** to complete.

We must verify your identity before re-issuing your certificate. We can do this by sighting appropriate photo ID, or by asking you a series of questions based on the personal details you have provided to us (such as your Date of Birth and Unique Student Identifier).

After we have verified your identity, both you and the Director must sign the Request for Access Form as an official record of identification. The Director may seek confirmation of signature authenticity.

The Director will notify you when access is available. You and the Director must again sign the form as the information is released. This form is then to be placed in your student file for future reference.

Data sharing with NCVER

Please note that we are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

More information on how the NCVER manages your personal information is included in our enrolment form. And you can also check the NCVER Privacy Policy at http://www.ncver.edu.au/privacy.

Data sharing with other third parties

No QTC employee will share information about students with any third party unless prior written authorisation is obtained from the student, or disclosure is required by law.

Students may nominate third parties they wish to access their records. This process is conducted by the Director who ensures a Third-Party Access Form is completed and the security details for the third party are obtained. These details will be entered into the student's file.

If you are enrolled in a program that is sponsored by your employer, and you do not authorise us to share your study details with your employer, you must notify us in writing.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or a series of questions before to releasing any information.

Staff members will not release any information to any other third-parties requesting student information. The Director will obtain details of the request in writing, and discuss these to the student in question to determine whether they wish to authorise access through a written consent form.

Storage and security

QTC will use all reasonable means to ensure that you only provide personal information in a secure environment and when the information is no longer required, it will be destroyed or permanently rendered anonymous.

Where indicated by a lock (on the browser window), we protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information, you input. In conjunction with our key suppliers and agents, we operate secure data networks protected by an industry standard firewall and password protection system. We also take care to ensure that we have security measures in place to protect against the loss, misuse, unauthorised access, alteration, modification or disclosure of your user data under our control.

The security of any information (including personal information) downloaded and stored on your PC or Server is the responsibility of the individual. The individual is also responsible for the correct configuration of the hardware and software he/she uses to access the QTC web site, along with the physical security and maintenance of that equipment.

Notwithstanding the fact that we take all reasonable steps to protect your personal data including the use of encryption technology, we cannot guarantee the security of any data you disclose on-line. You can help us keep your personal information secure by logging off when you have finished using a shared computer.

QTC imposes strict rules on its employees who have access either to the databases that store your user information or to the servers that host our services and while we cannot guarantee that any unauthorised access, disclosure, loss, misuse or alteration to your data will not occur, we will take all reasonable steps to prevent such unfortunate occurrences. You accept the inherent security implications of dealing on-line over the Internet and will not hold QTC or its employees responsible for any breach of security.

Liability disclaimer

QTC will use all reasonable endeavours to protect and keep confidential any personally identifiable information in its possession in relation to its clients' or website visitors. If any confidential or personally identifiable information is accessed by a third party, whether by negligence or otherwise of QTC, its agents, suppliers, contractors, related bodies corporate, affiliates or associated parties, to the extent permitted by law, QTC is not liable for any loss, damage, costs, liability or other form of contribution.

Terms of Service

Pricing & Product Information

All prices shown are excluding GST and are listed in Australian Dollars only. GST is payable on short courses; not but no Nationally Recognised Training.

Refund Policy

In the event of a training course or assessment being cancelled by QTC, you will be issued in full a refund of all fees paid in respect of that course or assessment.

Non-attendance of a course or assessment or any part of a course, once a participant has enrolled will not warrant a refund or credit.

If cancellation of attendance to a training course is less than 21 calendar days prior to the commencement of that course, no refund will be given in respect to that course. However, participant substitution is allowed provided QTC is advised in writing of the substitution prior to the commencement of that course. The substituted participant must complete a course enrolment/registration form prior to attending the course.

In the event of a participant being unable to complete a course they have commenced, due to sickness or personal crisis, request a Credit/Refund Application Form to complete. Email the form to info@qtctraining.edu.au and attach relevant documentary evidence. There are two options in this situation:

- that participant may attend the course again free of charge subject to availability; or
- consideration will be given to a refund or credit. Any credit or refund will be subject to an administration fee of not less than 20%.

NB: Consideration for any credit or refund of fees is at the absolute discretion of the Company Directors.

Under no circumstances will QTC Consulting Pty Ltd accept any responsibility, financial or otherwise, for changes in personal circumstances or work commitments which may occur after enrolment on a course.

Payment plans

In accordance with ASQA guidelines, "where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of $1,500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6."

QTC offers direct debit options delivered via DebitSucces. Your payments will be managed by DebitSuccess and details of your payment Terms and Conditions and Direct Debit Request will be sent to you by email. If you have any queries regarding your payments please contact DebitSuccess on 1800 148 848. A copy of the Terms and Conditions can be found here.

Cancellation of direct debit

Students who chose to withdraw from the course while they have an active direct debit agreement in place will not be charged for future payments. It is the responsibility of the student to contact both QTC and DebitSuccess to arrange withdrawal from course and cancellation of debit plan. Cancellations must comply with DebitSuccess terms and conditions, as provided at point of signup.

No refunds will be offered for payments already processed.

Duration of enrolment and extension of enrolment

Enrolments for nationally recognised training are for 12 months. Enrolments for short courses are for six months.

If you feel you require an extension of time, please email us. Enrolment for nationally recognised training can be extended for six months for $400, or 12 months for $600. Short course enrolment can be extended for six months for 50% of the original course cost (plus GST).