



Suite 4425, 526/368 Sussex Street  
Sydney, NSW 2000



[info@qtctraining.edu.au](mailto:info@qtctraining.edu.au)



# Student Handbook

ABN 48 130 496

RTO Number 51930

QTC Consulting Pty Ltd trading as QTC Training & Education

# About this document

---

This document is written for our students. It gives you all the information that might be helpful as you study with us. If you ever have any questions; or suggestions on how we can support you better; please email [info@qtctraining.edu.au](mailto:info@qtctraining.edu.au) or call 1300 025 300.

## Table of Contents

|                                                          |           |
|----------------------------------------------------------|-----------|
| <b>About this document.....</b>                          | <b>2</b>  |
| <b>About QTC Training &amp; Education.....</b>           | <b>3</b>  |
| About us as a Registered Training Organisation .....     | 3         |
| Short courses, microlearning and other training .....    | 3         |
| About our courses .....                                  | 3         |
| Our values.....                                          | 4         |
| <b>The Student Portal.....</b>                           | <b>5</b>  |
| <b>How to enrol in a short course .....</b>              | <b>6</b>  |
| <b>How to enrol in a national qualification .....</b>    | <b>7</b>  |
| Reasonable adjustment .....                              | 8         |
| <b>About our assessments.....</b>                        | <b>9</b>  |
| The principles of assessment.....                        | 9         |
| Assessment for nationally recognised training.....       | 9         |
| How to submit an assessment.....                         | 10        |
| What happens after you submit an assessment .....        | 11        |
| Tips for assessments.....                                | 12        |
| Recognition of Prior Learning.....                       | 12        |
| <b>Our policies and procedures.....</b>                  | <b>13</b> |
| Complaints.....                                          | 13        |
| Appeals.....                                             | 13        |
| Code of Conduct, Diversity, Inclusion and Wellbeing..... | 14        |
| Privacy, Confidentiality and Data Sharing.....           | 16        |
| Refund Policy.....                                       | 19        |
| Duration of enrolment and extension of enrolment .....   | 19        |

# About QTC Training & Education

---

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

## About us as a Registered Training Organisation

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 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 an 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.

## Our values

We aim to have the best project management training in Australia.

What does that mean?

- **Our training is relevant.** We're teaching information that people can put into practice in the real world.
- **We're genuinely assessing competency.** We don't issue a qualification or a unit unless we genuinely feel a person has the skills they need.
- **We're constantly trying to get better.** We identify areas for improvement, and all take ownership to make our content better. We do regular reviews of our course content.
- **We seek, and listen to, feedback.** We ask people what they think of our products and services. We listen to what they say, and make changes as a result.
- **We aim for more than just compliance.** All Registered Training Organisations have rules they must meet to ensure quality. But that is the baseline – not our goal. We aim for more.

There's also a few things this doesn't mean:

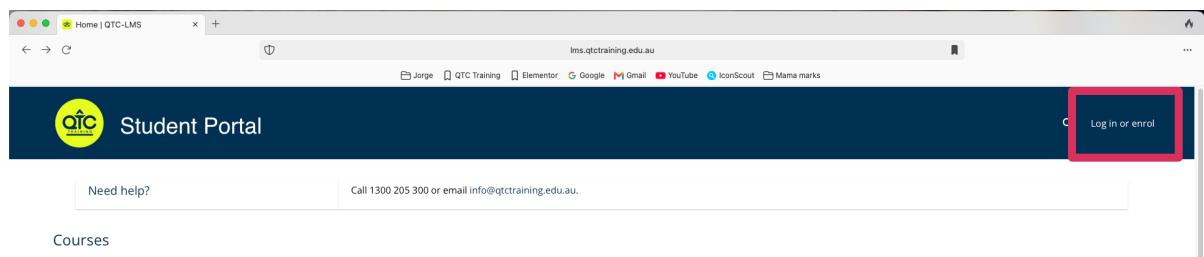
- **It doesn't mean the training is fast.** Building real skill takes time.
- **It doesn't mean our training is always easy.** Especially as we teach more complex skillsets, we are going to challenge you. Our training should push you to improve; which isn't always a comfortable process. But the complexity should be in the content – not accessing or navigating the training.

# The Student Portal

Our online Student Portal is used to share course materials, manage assessments, and communicate with the QTC team.

If you create an account in our student portal, you can self-enrol in short courses, and begin the enrolment process for nationally recognised qualifications.

1. Go to our Student Portal at <https://lms.qtctraining.edu.au/>
2. Click **Log in or Enrol** in the top right corner.



3. The Log In screen is displayed. Click **Create new account**.

4. Complete the required fields and click **Create my new account**.
5. An email will be sent to you at the email address provided. If you have not received the email in 10 minutes, please check your Junk or Spam folder.

Open the email and click **Confirm your account**.

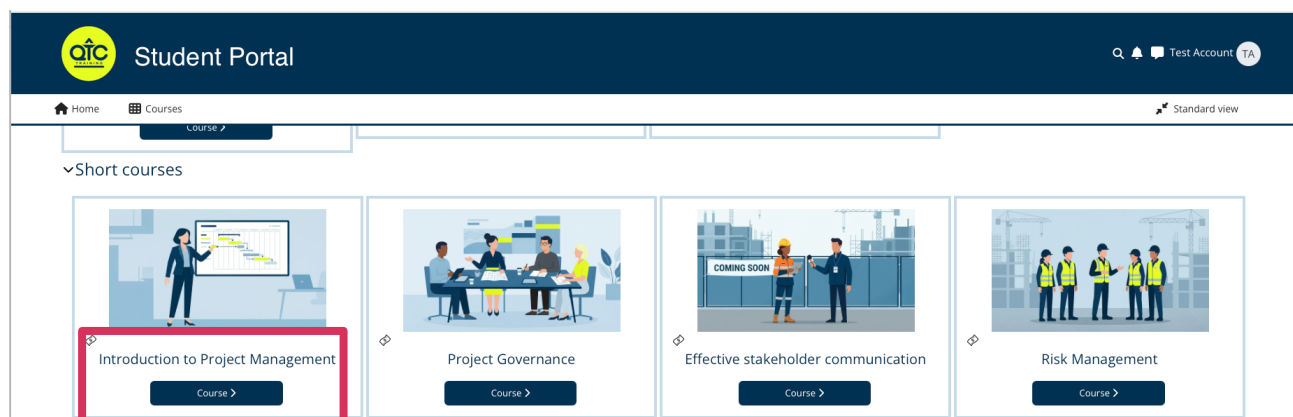
6. A web page is displayed confirming your email has been verified. Click **Continue**.
7. The Student Portal home page is displayed. Follow the steps below for either a short course or nationally recognised qualification.

# How to enrol in a short course

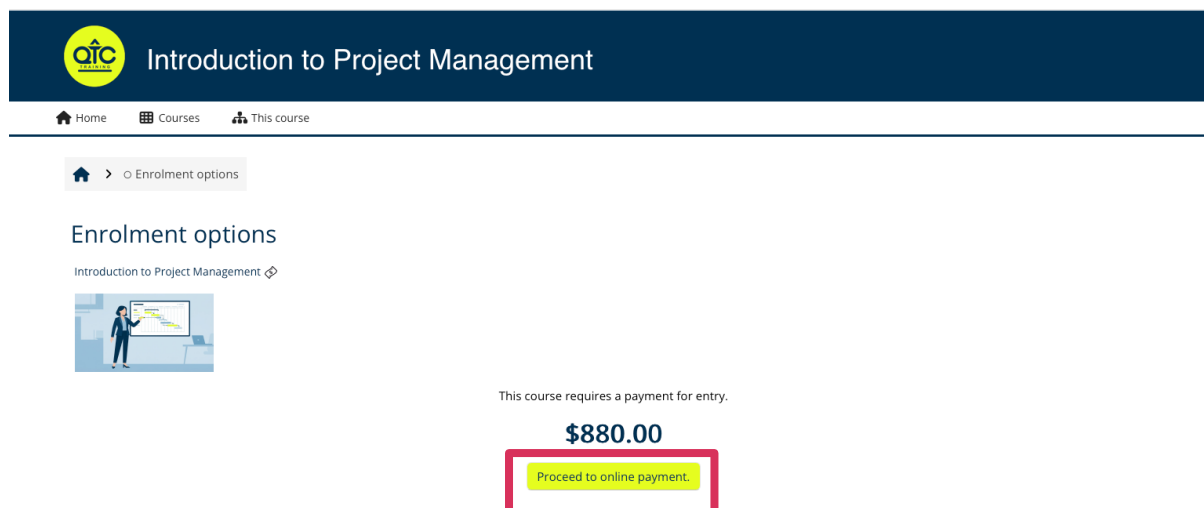
Once you have created a student portal account, you can enrol in any short course online using the steps below.

You can also contact us at any time by phone on 1300 025 300 or email to [info@qtctraining.edu.au](mailto:info@qtctraining.edu.au). Discounts are available for group enrolments.

1. Log on to our Student Portal at <https://lms.qtctraining.edu.au/>
2. Click the name of the course that you want to complete.



3. The Enrolment Options screen is displayed showing the cost of the course (including GST). Click **Proceed to online payment**.



4. The Proceed to Payment screen is displayed. Click **Proceed**.
5. The Stripe payment screen is displayed. Provide the required information and click **Pay**.
6. You will receive a confirmation by email. You will be provided access to the course in the Student Portal.

## How to enrol in a national qualification

Before we can accept an enrolment in any nationally recognised qualification or unit, we must ensure you meet the foundational requirements to complete the training successfully. This can include things like your written and verbal communication level, your comfort with numerical information, or your current skill level with digital technology.

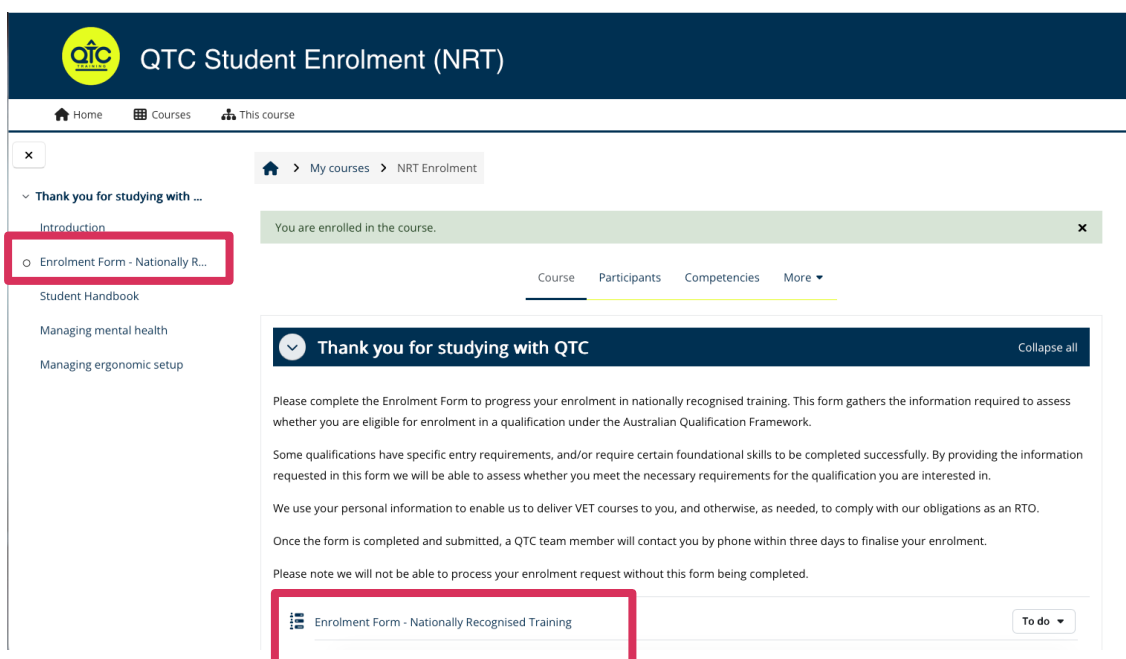
You will need to complete an Enrolment Form that gathers the information we need to make this assessment; as well as information that we are required to collect for the national regulator (ASQA).

After we have reviewed the Enrolment Form, we will reach out to you by phone within three business days to discuss your enrolment further.

1. Log on to our Student Portal at <https://lms.qtctraining.edu.au/>
2. Click **QTC Student Enrolment (NRT)**.

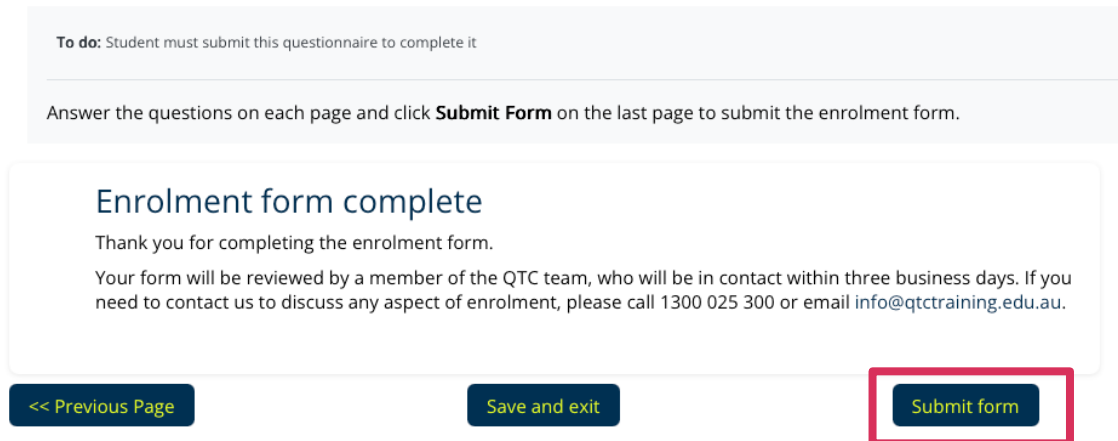


3. The Enrolment Options screen is displayed. Click **Enrol me**.
4. The course home page is displayed. Click **Enrolment Form – Nationally Recognised Training** in the left menu or main course area.



5. The enrolment form launch page is displayed. Click **Answer the questions**.
6. The Privacy and Confidentiality statement is displayed. Scroll down to see the **Next Page >>** button.
7. The Core Questions page is displayed. Complete the questions on each page and click **Next Page >>**. There are several pages to complete.
8. When you reach the last page, click **Submit form** to submit the enrolment form to QTC.

## Enrolment Form - Nationally Recognised Training



**To do:** Student must submit this questionnaire to complete it

Answer the questions on each page and click **Submit Form** on the last page to submit the enrolment form.

### Enrolment form complete

Thank you for completing the enrolment form.

Your form will be reviewed by a member of the QTC team, who will be in contact within three business days. If you need to contact us to discuss any aspect of enrolment, please call 1300 025 300 or email [info@qtcctraining.edu.au](mailto:info@qtcctraining.edu.au).

<< Previous Page      Save and exit      **Submit form**

9. A member of the QTC team will review your form and contact you within three business days.

## Reasonable adjustment

---

We want to ensure all students get the most from their experience studying with us.

There are aspects of how you study or are assessed that can be adjusted. Here are some examples:

- Additional support from a Trainer to assist in understanding the course materials.
- A scribe where you have challenges with writing or typing.
- Alternative assessment techniques if you have an impairment that makes the standard assessment impractical.
- Additional time for assessment activities if you have an impairment that may make assessment challenging.
- Contextualisation to your industry or organisation to aid understanding.

Please speak to a member of the QTC team if you feel reasonable adjustment may help you study and be assessed.

# About our assessments

## The principles of assessment

At QTC we ensure our assessments are undertaken 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.

## Assessment for nationally recognised training

The assessments for nationally recognised training are mapped to the Elements and Performance Criteria outlined on the ASQA website.

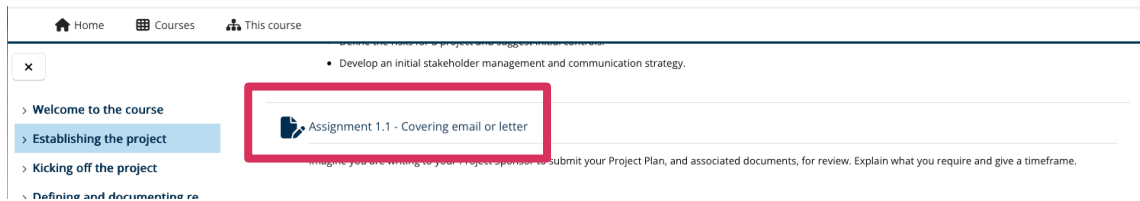
If you are interested in seeing what these performance criteria are, you can search for the name or code of the Unit of Competency at the training.gov.au website -

<https://training.gov.au/search?searchText=&searchType=NRT>.

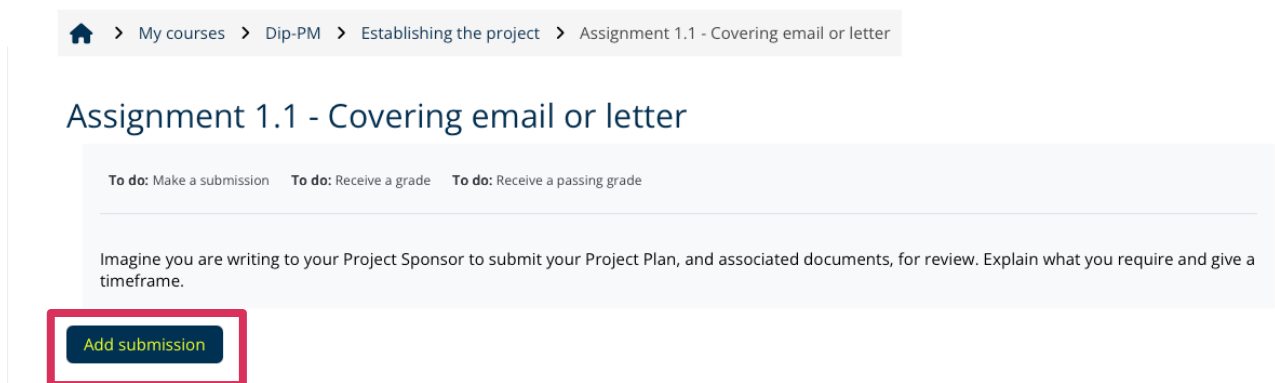
| Unit details                                | Qualifications                                                                                                                                                                                                                   | Skill sets | Accredited courses | Summary | Find RTOs |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------------|---------|-----------|
| <b>Elements and performance criteria</b>    |                                                                                                                                                                                                                                  |            |                    |         |           |
| Element                                     | Performance criteria                                                                                                                                                                                                             |            |                    |         |           |
| Elements describe the essential outcomes.   | Performance criteria describe the performance needed to demonstrate achievement of the element.                                                                                                                                  |            |                    |         |           |
| 1. Conduct project authorisation activities | 1.1 Develop and confirm procedures for project authorisation with an appropriate authority<br>1.2 Obtain authorisation to expend resources<br>1.3 Confirm project delegations and authorities in project governance arrangements |            |                    |         |           |
| 2. Define project scope                     | 2.1 Identify and negotiate project boundaries with relevant stakeholders<br>2.2 Establish measurable project benefits, outcomes and outputs                                                                                      |            |                    |         |           |

## How to submit an assessment

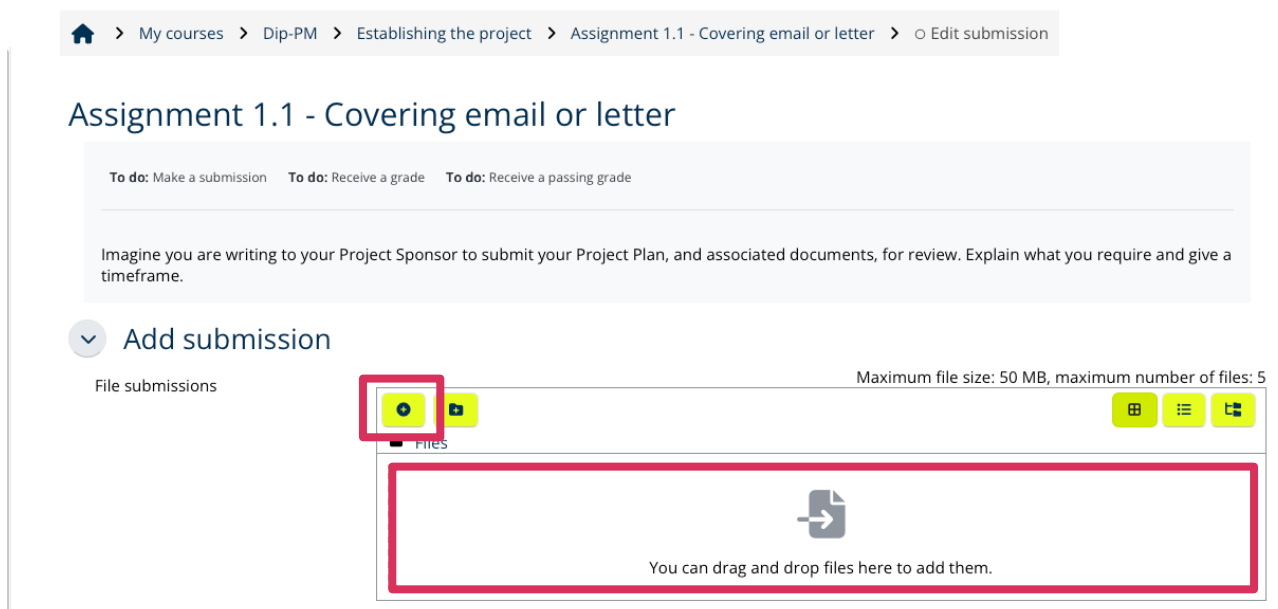
1. Find and click the assignment link within the course



2. Click **Add Submission**.



3. Drag and drop a file into the File submissions area (or click the  icon to manually upload a file).



4. The File picker window is displayed. Click **Upload this file**.
5. The Add submission page is re-displayed and your file is visible. Click **Save changes**.
6. A confirmation screen is displayed. Your assessment will be marked within 10 business days. You will be notified by email once marking is complete.

If required, you can edit your submission with the **Edit submission** button or **Remove submission**.

## 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.

## Tips for assessments

- Write to the same standard you would use for a work document. Consider formatting, grammar, punctuation and spelling.
- 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.**

## 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. 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.

Talk to a member of the QTC team if you think Recognition of Prior Learning may be right for you. We will arrange an initial discussion to identify if Recognition of Prior Learning maybe appropriate.

If you choose to proceed, we will provide a detailed RPL Kit that explains what types of evidence you will need to submit. 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, an Assessor will review the documentation within 10 business days. You will receive a summary of where the evidence was sufficient, and where additional evidence is required.

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.

Once the assessment process is complete, you will receive a formal Certificate and Statement of Attainment for all Units of Competency and/or qualifications that you have demonstrated. We provide both physical and digital copies of these documents.

# Our policies and procedures

---

## 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](mailto: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](mailto: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.

## Code of Conduct, Diversity, Inclusion and Wellbeing

QTC is committed to providing a safe, respectful and inclusive learning and working environment for everyone. All students, trainers, assessors, contractors and staff are expected to behave in a professional, courteous and ethical manner at all times. This Code of Conduct applies to all interactions with others while participating in QTC training, assessment, communication, events or online learning.

### Our expectations of behaviour

All members of the QTC community must:

- Treat all others with respect, courtesy and professionalism.
- Communicate in a constructive, considerate and appropriate manner.
- Follow all reasonable directions from QTC staff and comply with QTC policies and procedures.
- Contribute to a safe learning environment that supports wellbeing for all.
- Engage honestly and ethically in all assessments and learning activities.
- Protect the privacy, dignity and safety of others.

### Bullying, harassment and discrimination

Bullying, harassment, discrimination or threatening behaviour of any kind is not acceptable at QTC. This includes behaviour carried out in person, online, by phone or through any electronic communication.

The following types of bullying, harassment and discrimination are strictly prohibited:

- Discrimination on the basis of:
  - age
  - race, ethnicity, nationality or cultural background
  - religion or belief (including antisemitism, Islamophobia or hostility towards any faith group)
  - sex, sexual orientation or gender identity
  - disability, neurodiversity or long-term condition
  - family responsibilities or pregnancy
  - marital or relationship status
  - socio-economic status
- Harassment, including unwanted or inappropriate comments, jokes, messages or behaviours.
- Bullying, including repeated unreasonable behaviour that creates a risk to health or safety.
- Vilification, including hate speech or hostile conduct directed at an individual or group.
- Sexual harassment, including any unwelcome conduct of a sexual nature.
- Any behaviour that causes another person to feel unsafe, humiliated, excluded or threatened.

QTC has zero tolerance for any form of discrimination or hate, including antisemitism, racism and religious hostility. Everyone has the right to feel safe and respected.

**Diversity, inclusion and cultural safety**

QTC values diversity and is committed to fostering an inclusive environment where all individuals feel welcome and supported, regardless of their background or identity. We expect all staff and students to:

- Respect cultural, religious and personal differences.
- Engage with others in an open and inclusive manner.
- Avoid assumptions, stereotypes or language that excludes or demeans.
- Support an environment where everyone can participate fully in learning.

**Wellbeing and safety**

We are committed to supporting the wellbeing of all students and staff. You are encouraged to speak with us if you are experiencing stress, personal difficulties, discrimination or anything affecting your ability to study or work safely. QTC will make reasonable adjustments where appropriate.

**If you have a concern**

If you experience or witness behaviour that breaches this Code, you are encouraged to raise it. Concerns or complaints can be made through our Complaints Policy, and all reports will be taken seriously, treated confidentially where appropriate, and handled in a fair and timely manner.

**Consequences of breaching this Code**

Failure to follow this Code of Conduct may result in actions including:

- an informal discussion or warning
- formal counselling or written notice
- re-assessment of enrolment or participation
- suspension or cancellation of enrolment (for students)
- termination of engagement or disciplinary action (for staff or contractors)

QTC will apply actions that are proportionate and consistent with our procedures and the relevant Standards for RTOs.

## 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](mailto: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 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.

## 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](mailto: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.

## Duration of enrolment and extension of enrolment

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

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).