



PRODUCTS AND SERVICES

Build practical skills for the real world with nationally recognised qualifications, practical short courses, and tailored training solutions for organisations.

QTC Consulting Pty Ltd trading as
QTC Training & Education

ABN 48 130 496
RTO Number 51930

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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.

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](#).

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 FORMAL QUALIFICATIONS



We have the following Nationally Recognised Training on scope:

BSB40920 Certificate IV in Project Management Practice AQF Level 4	Fully online (12 months) Blended delivery (4 sessions) Recognition of Prior Learning	\$2,500 Per person No GST
BSB50820 Diploma of Project Management AQF Level 5	Fully online (12 months) Blended delivery (4 sessions) Recognition of Prior Learning	\$3,500 Per person No GST
BSB60720 Advanced Diploma of Program Management AQF Level 6	Recognition of Prior Learning	\$3,500 Per person No GST
BSB80220 Graduate Diploma of Portfolio Management AQF Level 8	Recognition of Prior Learning	\$3,500 Per person No GST

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

We also offer a variety of short courses that are not aligned with Units of Competency and are not considered Nationally Recognised Training.

Fully online courses will provide access to the QTC Student Portal for 12 months.

Facilitated workshops will contain practical, scenario-based activities. Organisational customisation is available.

Each student 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 like a formal qualification will.

Get Started

Introduction to Project Management	\$800 + GST Single person online Approx. 8 hours content	\$10,000 + GST One day facilitated session Up to 10 people
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Principles of Project Management

Effective Project Cost Management	\$800 + GST Single person, fully online Approx. 8 hours content	\$10,000 + GST One day facilitated session Up to 10 people
Effective Stakeholder Communication	\$800 + GST Single person, fully online Approx. 8 hours content	\$10,000 + GST One day facilitated session Up to 10 people
Leading a Project Team	\$1,600 + GST Single person, fully online Approx. 16 hours content	\$20,000 + GST Two day facilitated session Up to 10 people
Managing a Commercial Relationship	\$800 + GST Single person, fully online Approx. 8 hours content	\$10,000 + GST One day facilitated session Up to 10 people
Project Delivery Methodologies	\$200 + GST Single person, fully online Approx. 2 hours content	
Project Governance	\$800 + GST Single person, fully online Approx. 8 hours content	\$10,000 + GST One day facilitated session Up to 10 people
Project Procurement Practices	\$800 + GST Single person, fully online Approx. 8 hours content	\$10,000 + GST One day facilitated session Up to 10 people
Project Risk Management	\$400 + GST Single person, fully online Approx. 4 hours content	\$5,000 + GST Half-day facilitated session Up to 10 people
Project Time and Schedule Management	\$800 + GST Single person, fully online Approx. 8 hours content	\$10,000 + GST One day facilitated session Up to 10 people

Targeted skills for experienced practitioners

Artificial Intelligence for
Project Management

\$250 + GST

Single person, fully online
One hour video-based

\$4,000 + GST

Two-hour facilitated session
Up to 15 people

Managing programs and
complex projects

\$15,000 + GST

One day facilitated session
Up to 10 people

For executive leaders

Generative AI
A strategic perspective

\$5,000 + GST

Two hour facilitated session
Up to 15 people

■ CUSTOMISED SOLUTIONS

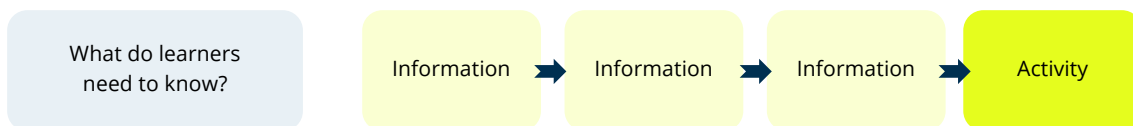
With extensive experience in instructional design, eLearning development and training deployment, QTC Training & Education can develop customised training solutions to meet the needs of your organisation.

Some of the solutions that we can offer include:

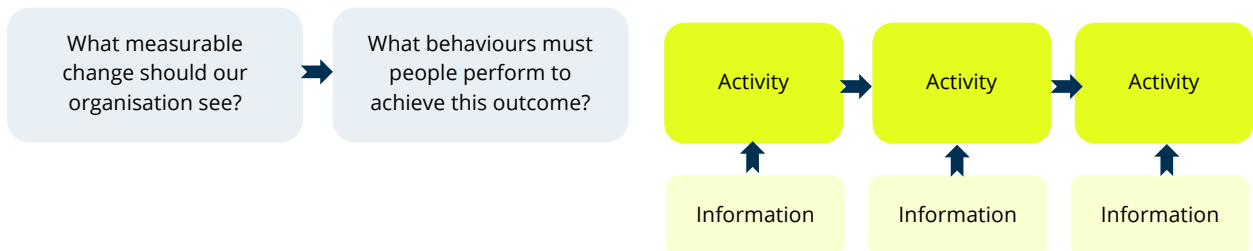
- Learning Needs Analysis
- Risk Based Training Needs Analysis (RBTNA)
- Competency Frameworks
- Curriculum Design
- Development of facilitated workshop content
- Development of formal competency assessments
- Development of self-paced eLearning modules
- Deployment of training programs
- Coaching and mentoring
- Learning Management System (LMS) deployment and administration
- Developing L&D governance frameworks
- Providing strategic advice to L&D teams

At QTC, we are strong advocates for the **Action Mapping** methodology by Cathy Moore.

This approach suggests that traditional learning design draws together information, and then creates an activity to reinforce the information.



In the Action Mapping approach, the starting question focuses on business outcomes; and the behaviours that must be demonstrated to reach those outcomes. Training is focused on activities; and the only information provided is that which is required in order to successfully complete the activity.



By adopting this approach, training solutions become more effective.

- There is a clear connection back to a business objective
- There is a tangible way to measure impact and return-on-investment
- The training is engaging and perceived as more valuable by learners

■ OUR VALUES

**Our aim is to have the best
project management training in Australia**

This is what that means to us:

- **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.
- ✗ **It doesn't mean the training is fast.**
Building real skill takes time. We are focusing on quality, not speed.
- ✗ **It doesn't mean our training is always easy.**
Our training is targeted at challenge and improvement; which isn't always a comfortable process. We will not make the training needlessly difficult. But we also won't water it down to make it too easy to complete.

Further information

This section contains more detailed information on each of our course offerings, as well as some samples of our course content.

Please reach out to info@qtctraining.edu.au or 1300 025 300 if you would like a tour of our Student Portal to help inform your decision-making.

■ CERTIFICATE IV IN PROJECT MANAGEMENT PRACTICE (BSB40920)

This qualification is designed for individual contributors within a project environment who are moving towards a leadership level position. This is the best training for Project Officers, Deputy Project Managers, and aspiring Project Managers. Recognition of Prior Learning is available for existing project professionals with at least two years of experience.

The QTC course is based on practical case studies. You undertake the course as if you were a Deputy Project Manager at a civil construction company called Wadeston Construction Pty Ltd. You will support a Project Manager to undertake realistic project tasks related to three projects in different stages and levels of complexity.

- A small roundabout construction project that is being initiated.
- A medium sized project to build a shared pedestrian and cycle path.
- A large project to widen an existing local road bridge over a creek.

While our scenarios are construction focused, they will still teach relevant skills for project professionals in other industries. Contextualisation is also available to customise the content to other organisations.

Throughout the course, you will complete activities such as writing change requests, updating financial forecasts, and writing meeting Minutes.

QTC trainers are available for support throughout the course – whether you undertake the fully online course or a facilitated program.

Assessment is primarily based on practical assessment activities. There are also short knowledge check assessments.

Scope and the triple constraint

The triple constraint refers to three interdependent factors of a project – quality, time and cost.



Figure 3: The triple constraint triangle

It is important to identify and manage the impacts of the scope change on the project. As the scope increases, the cost and timeframe of the project can increase; and the quality of the project deliverables can reduce if not carefully managed.

Consider the differences in time, cost and quality control required between these two project scopes:

Build a roundabout at an intersection	Build a roundabout at an intersection, improved lighting, improved drainage, and landscaping.
\$50,000	\$100,000
Four month duration	Six month duration
Can be completed with existing civil engineering experts.	Need to sub-contract for electrical, plumbing and landscaping expertise.

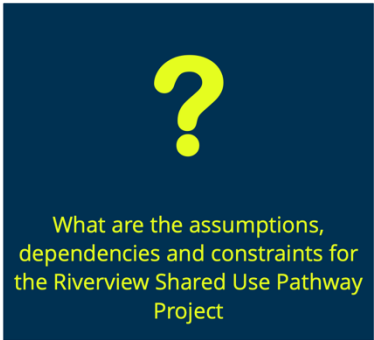
Units of Competency

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

- Aged 18 years or older.
- Demonstrate a standard level of literacy and numeracy.
- Demonstrate familiarity with digital technology.

Document key factors



- Paula has shared an email she has received from the Site Supervisor, Nick Goldman.
- Read this email and use it, and the existing information you have, to complete the **Assumptions, Dependencies** and **Constraints** sections of the Project Charter.
- Your answers will form part of your assessment for this unit.

■ DIPLOMA OF PROJECT MANAGEMENT (BSB50820)

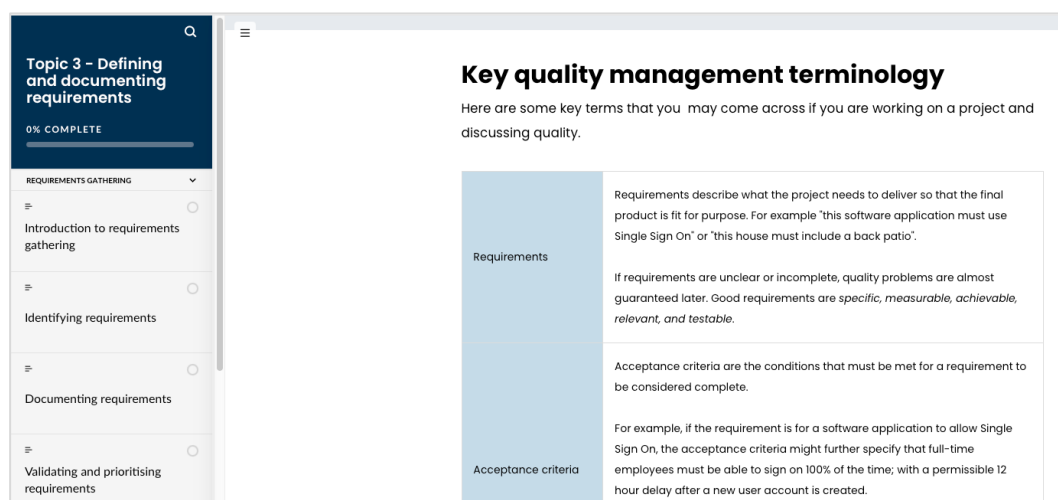
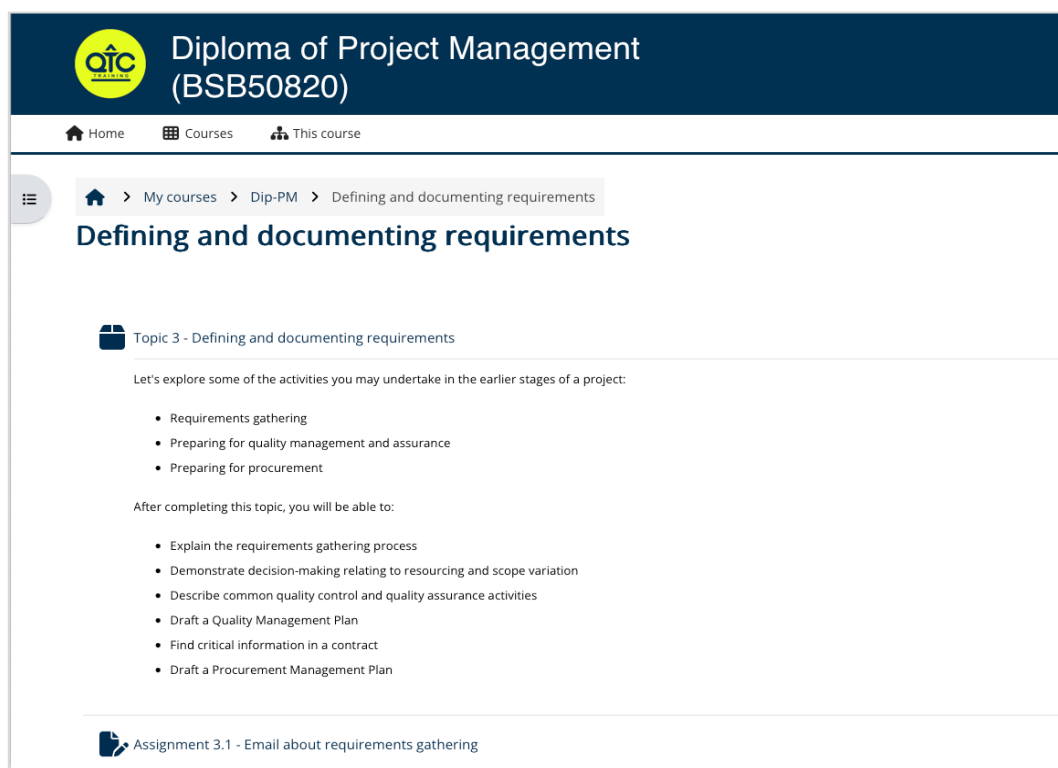
This qualification is designed for people leaders who are taking accountability for a project from end-to-end. This is the best training for next and experienced Project Managers; and for other leaders who may need to oversee projects as part of their role.

Recognition of Prior Learning is available for students with at least two years of project leadership experience.

The QTC course is based on a practical case study. You will be the Project Manager for a federal government agency who is enhancing procurement processes using Generative AI. As the Project Manager for the GAIPAI project, you will lead your team from the commencement of the project through to its completion.

The course is divided into nine topics. In each topic, you will learn more about an aspect of project management. The GAIPAI project will be used to give the theoretical information context and assist understanding.

The assessment will be through submission of documents that you generate for the GAIPAI project using the provided templates. There are also two knowledge check assessments where you will answer short answer questions.



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
BSBPMG537	Manage project procurement
BSBPMG538	Manage project stakeholder engagement
BSBPMG539	Manage project governance
BSBPMG540	Manage project integration
BSBTWK502	Manage team effectiveness

Enrolment requirements

- Aged 18 years or older.
- Demonstrate a standard level of literacy and numeracy.
- Demonstrate familiarity with digital technology.

**Ask us about discounts for
group bookings**

■ ADVANCED DIPLOMA OF PROGRAM MANAGEMENT (BSB60720)

This qualification is designed for senior leaders who oversee multiple projects, or hold leadership roles within programs. This is the best qualification for Senior Project Managers, or Project Managers focused on large and complex projects/programs.

This qualification is only offered through Recognition of Prior Learning for individuals who have held a project or program leadership position for at least four years.

You will be provided with an RPL Guide that will explain the type of evidence that must be submitted to assess your competency. You may also undertake an interview with a qualified Assessor, and/or small follow-up practical assessment tasks.

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

■ GRADUATE DIPLOMA OF PORTFOLIO MANAGEMENT

This qualification is designed for executive leaders who have accountability to lead programs or multiple complex projects. This is the best qualification for Program Managers, Program Directors, Project Directors and Executive Directors.

This qualification is only offered through Recognition of Prior Learning for individuals who have held a senior project or program leadership position for at least four years.

You will be provided with an RPL Guide that will explain the type of evidence that must be submitted to assess your competency. You may also undertake an interview with a qualified Assessor, and/or small follow-up practical assessment tasks.

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

■ SHORT COURSE OVERVIEWS

Artificial Intelligence for Project Management

\$250 + GST Per person online; 1 hour video
\$4,000 + GST Two hour workshop for 15 people

Learning Outcomes

- Identify and manage risks of using generative AI
- Conduct research and capture lessons learnt
- Refine correspondence and reports
- Create governance documents using templates and exemplars
- Analyse documents to quickly find key information
- Create diagrams and images to illustrate key points

Introduction to Project Management

\$800 + GST Per person online; approx. 8 hours
\$10,000 + GST One day workshop for 10 people

Learning Outcomes

- Read and interpret a Project Plan or Project Charter
- Define audit, assurance and governance
- Read and interpret a schedule
- Read and interpret a financial forecast
- Read and update a stakeholder matrix
- Read and interpret a risk register
- Read and interpret procurement documentation

Effective Project Cost Management

\$800 + GST Per person online; approx. 8 hours
\$10,000 + GST One day workshop for 10 people

Learning Outcomes

- Define budget, forecast and contingency
- Create a financial forecast for a project
- Identify monthly spend and identify incorrect allocations
- Analyse an invoice and decide whether to process payment
- Identify underspend and overspend
- Complete a monthly financial report
- Update a cash flow spreadsheet based on actual spend and forecast future spend

Generative AI – A Strategic Perspective

\$5,000 + GST Two hour workshop for 10 people

Overview

A course designed for senior leaders that explores generative AI using a PESTLE framework (political, economic, social, technological, legal and environmental)

- Regulatory framework within Australia
- Key risks and challenges to organisations
- Potential opportunities, and how to communicate the business case for generative AI
- Skillsets and capabilities required for success
- Workforce planning
- Procurement and ongoing maintenance considerations

Effective Stakeholder Communication

\$800 + GST Per person online; approx. 8 hours
\$10,000 + GST One day workshop for 10 people

Learning Outcomes

- Identify and document project stakeholders
- Update a Communications Plan
- Prepare written correspondence to team members, suppliers and senior stakeholders
- Prepare an agenda for a meeting
- Prepare minutes or summary notes of a meeting
- Generate a slide pack

Leading a Project Team

\$1,600 + GST Per person online; approx. 16 hours
\$20,000 + GST Two day workshop for 10 people

Learning Outcomes

- Outline the different ways of drawing together a project team
- Describe the steps in the recruitment process
- Analyse CVs and cover letters
- Create a RACI table
- Describe different personality types and explain how to adjust leadership style to suit personality types
- Define what a high performing team culture looks like
- Describe methods to improve team culture over time
- Address underperformance in a team member

Managing a Commercial Relationships

\$800 + GST Per person online; approx. 8 hours
\$10,000 + GST One day workshop for 10 people

Learning Outcomes

- Navigate a contract and identify critical clauses
- Describe how to build a constructive commercial relationships
- Explain how to address a challenge in the working relationship with another party
- Describe how to prepare for, and approach, a commercial negotiation
- Prepare a formal Change Request
- Explain when formal correspondence is, and is not, appropriate
- Prepare a formal letter such as an Initial Early Warning Notice (IEWN)
- Explain how a contract might be terminated early

Managing Programs and Complex Projects

\$15,000 + GST One day workshop for 10 people

Overview

A discussion-led course where facilitator, Mary Hetherington, draws on her own experience leading a workstream in a Major Tier 1 rail infrastructure program with a budget of over \$1 billion; as well as sharing case studies and research from national & international sources.

- **Scope management** – identifying impacts on other workstreams in the change process
- **Time management** – navigating complexities around accountabilities, reporting and interdependencies
- **Financial management** – Managing finances across program phases and managing requests for additional funding
- **Quality management** – strategies to ensure consistent program quality across multiple commercial arrangements
- **Human resource management** – Complexities of distributed or embedded teams; and ensuring collaboration between technical and operationally-focused teams.
- **Information and communication** – Principles for effective document storage and sharing
- **Risk management** – Managing risk across multiple risk registers and methodologies
- **Project integration** – Ensuring responsiveness to change; and instilling a focus on program outcomes rather than workstream outcomes
- **Procurement & contract management** – pros, cons and lessons learnt from different commercial arrangements
- **Stakeholder engagement** – Maintaining strong stakeholder relationships over multi-year programs
- **Governance** – Ensuring decision making and accountability is held in the right location
- **Continuous improvement** – How to genuinely learn from the past and capture lessons for the future

Project Delivery Methodologies

\$200 + GST Per person online; approx. 2 hours

Learning Outcomes

- Describe the key differences between waterfall, agile and wagile
- Describe how a team leveraging Scrum might operate
- Explain the key principles of Prince2 and PMBOK.
- Describe the key features of Lean, Six Sigma and Lean Six Sigma.

Project Governance

\$800 + GST Per person online; approx. 8 hours
\$10,000 + GST One day workshop for 10 people

Learning Outcomes

- Define audit, assurance and governance
- Explain the impacts of poor governance
- Document a governance framework for a project
- Read and interpret a Terms of Reference
- Write a meeting agenda
- Prepare concise pre-reading documentation
- Write meeting minutes
- Manage perceived and actual conflicts of interest
- Describe common issues with governance, and how to address them

Project Procurement Practices

\$800 + GST Per person online; approx. 8 hours
\$10,000 + GST One day workshop for 10 people

Learning Outcomes

- Describe different methods of procuring goods and services
- Undertake market research
- Read and refine an Approach to Market
- Read and interpret a tender evaluation
- Complete a Tender Evaluation Report
- Read and interpret a contract
- Describe appropriate ethical practices related to procurement & contract management

Project Risk Management

\$400 + GST

Per person online; approx. 4 hours

\$5,000 + GST

Half day workshop for 10 people

Learning Outcomes

- Outline the stages of risk management
- Read, interpret and update a risk register
- Categorise risks by likelihood and consequence
- Describe decision tree analysis
- Explain how contingency relates to risk and change control
- Describe best practice in risk management
- Identify techniques to identify new risks

Project Time and Schedule Management

\$800 + GST

Per person online; approx. 8 hours

\$10,000 + GST

One day workshop for 10 people

Learning Outcomes

- Define Work Breakdown Structure and work package
- Define baseline and rebaselining
- Create a schedule in MS Project
- Estimate effort and duration, including the PERT formula
- Add milestones
- Define dependencies using the precedence diagramming method
- Use a network diagram, and define forward pass, backwards pass and float
- Analyse a schedule to identify hidden issues
- Implement fixes to schedule delays such as crashing and fast tracking

All short courses include 12 months access to self-paced content in our Student Portal.

The image displays three screenshots of the QTC Training & Education Student Portal. The first screenshot shows the 'Project Delivery Methodologies' course, which is 13% complete. The second screenshot shows the 'Project time and schedule management' course, which is 31% complete. The third screenshot shows the 'Managing a commercial relationship' course, which is 0% complete. Each screenshot includes a sidebar with course topics and a main content area with text, diagrams, and a Gantt chart.

Project Delivery Methodologies
13% COMPLETE

- Introduction to Project Delivery Methodologies
- Waterfall Methodology: Structure and Practical Application
- Agile and Scrum: Flexibility in Project Delivery
- Wagile and Hybrid Approaches: Combining the Best of Both Worlds
- Frameworks in Practice: Prince2 and PMBOK Essentials

Waterfall - A logical flow from one stage to the next
The waterfall methodology follows a strict, linear sequence of phases. For example, a project may flow through requirements gathering, design, implementation, testing, and deployment. Each phase must be completed before the next begins, making it easy to manage but less flexible to change. It is best suited for projects with well-defined requirements and minimal expected changes.

Agile - A flexible approach

Project time and schedule management
31% COMPLETE

- GETTING STARTED
- Introduction to project schedules
- Agile, Scrum and Waterfall
- BUILD THE WORK BREAKDOWN STRUCTURE (WBS)

Predecessors and successors
Many tasks will be connected together in your schedule with a predecessor/successor relationship. This means one task (the **predecessor**) must occur before the other (the **successor**). The **precedence diagramming method** is the way that we represent these relationships. You can see these in your Gantt chart in the way arrows connect tasks together.

Gaining formal approval for a change
Once you have negotiated and agreed on an acceptable change, you need to seek formal approval.

Identify change → Negotiate & identify costs → Approval of change → Funding re-allocated to cover change → Written direction / contract variation → Change implemented

The process for seeing a formal change can vary between organisations and teams. In the case of GAIPAL, you must write a Briefing Note explaining the requested change to submit for approval.

Let's see how this looks to capture the increase in the overall timeframe that has been reflected in the baseline schedule that Loquacious AI has submitted. Then you can prepare a change request for the addition of penetration testing to scope.

DEM Project Change Request Template.docx
35.8 KB

Managing a commercial relationship
0% COMPLETE

- Starting and maintaining a relationship
- Commercial negotiation
- Change requests and contract variations
- Formal letters
- Wrapping up a completed contract
- Terminating a contract early