



QTC

Training and Education

Student Handbook

BSB40120 – Certificate IV in Business
BSB40920 - Certificate IV in Project Management Practice
BSB50820 - Diploma of Project Management
BSB80220 - Graduate Diploma of Portfolio Management
BSB60720 - Advanced Diploma of Program Management

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Study with QTC

Why study with QTC?

The competency standards on which this course is based have been derived from national and international best practice in Project Management. Our Project Management courses have been developed under the Australian Qualifications Framework (AQF) so they are government-accredited and nationally recognised. Our specialist delivery focus ensures the highest quality of Business and Management training.

As a Registered Training Organisation (RTO), QTC is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations, and for the issuance of Australian Qualifications Framework (AQF) certification documentation.

The QTC Cert IV, Diploma, Advanced Diploma and Graduate Diploma are a competency-based award at AQF Level 4, 5 or 6 and 8 respectively.

QTC vocational courses in Project Management are developed in consultation with relevant industry and community groups. The Certificate IV Project Management Practice and Diploma of Project Management courses are endorsed by the Australian Institute of Project Management (AIPM), and all courses are nationally recognised.

Enrolment and Delivery

Once you have considered all the QTC courses in this Handbook and information available on our website, you may complete the Enrolment Form available on the QTC website. This form will gather required learner information including the Government mandated Unique Student Identifier (USI) and any evidence of enrolment pre-requisites, if required.

For all QTC courses, moderate language and literacy skills, including the ability to interpret written information, seek and understand verbal instruction and ask probing questions to enhance understanding. Moderate to high levels of computer literacy are required to complete online learning and assessment tasks.

Once the enrolment form is completed and accepted, and payment is made, you will receive an email confirmation of your enrolment and course completion instructions. For students studying via the Learning Management System, logon details will be sent as soon as enrolment information and any relevant payment is received, and students can commence study without delay.

Students will require a computer, laptop, tablet or comparable device with internet access and a web browser, and sufficient technological acumen to log on and navigate the online learning platform. Students may require access to standard Microsoft Office suite of programs (Word and Excel) to complete some assessment tasks.

Please reach out to QTC's course advisors if you require any additional information or assistance in the enrolment process.

Course objectives

At the end of the course, participants will have demonstrated skills and knowledge relevant to the level and focus of their qualification.

Course Duration

Courses should be completed within nine months with part time study. If required, students can receive an extension for an additional three months free of charge. If a student requires more than 12 months from the enrolment date to complete their course, they will be required to apply for an extension and additional fees may apply.

Fees

Course costs will be outlined on our website, and further information can be obtained by emailing info@QTC-consulting.com.au. Course fees generally consist of a payment upon enrolment and scheduled payments throughout the duration of the course, as agreed during the enrolment process. Payment plans are managed through DebitSuccess.

If QTC is unable to deliver services that students have paid for, a full refund (excluding payment processing fees) will be available to the student, as per our Refunds policy. A copy of our refund policy can be found at <https://www.qtc-consulting.com.au/Terms-And-Conditions.html>

Access to student records

Records of learner AQF certification documentation is maintained by the RTO and are accessible to current and past learners.

The Training Manager is responsible for the processing of all requests for student information. These requests require completion of a 'request for access form' and the verification of the student's identity. This is done either through sighting of appropriate photo ID or by providing correct responses to a series of questions derived from the student's personal details, including name, Unique Student Identifier (USI), date of birth and contact details.

The Training Manager and the student must both sign the request form as an official record of identification, and the Training Manager may seek confirmation of signature authenticity.

The Training Manager is to notify the student when access is available. The Training Manager and the student must again sign the form upon access as a record of such access. This form is then to be placed in the student's file for future reference.

Third party information requests

No staff member is to release any information about students to any third party unless prior written authorisation is obtained from the student or disclosure is required by law.

Authorised third parties:

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

Participants enrolled in a corporate sponsored program who do not authorise their employer representative to have access to study details should notify QTC in written form.

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 question list check prior to releasing any information.

Other third parties:

Staff must not release any information to any other third-party requesting student information. The Training Manager will obtain details of the request and detail these to the student to determine whether they wish to authorise access through a written consent form.

Delivery Methods

Learning Management System (LMS)

Following successful enrolment, students are able access course content, complete assessments and receive feedback all through our tailored online learning platform, delivered through aNewSpring. This platform is optimised for laptop, tablet, and mobile use, so learners can access courses whenever and wherever it suits them.

Student log-on information for the LMS is sent on the successful completion of the enrolment forms and transfer of applicable payment. Students can commence study on this platform straight away – there are no set intake dates.

Completion and submission of assessment tasks via this learning management system will be required for successful completion of your qualification, unless alternate arrangements are agreed by all parties in writing, at the time of enrolment.

Access will be granted for a maximum of 12 months from the issue of log-on information unless an application for extension is submitted and approved by QTC in writing. Fees may apply for extensions.

Correspondence

Students may elect to receive their course content and complete assessment tasks, via traditional correspondence methods instead of the LMS. Please see Appendix 1 for more details on this option. Please contact QTC directly on info@qtc-consulting.com.au before enrolling if you wish to elect this method of delivery.

Workshops

To augment learning, QTC runs regular workshops in each capital city. Developed and delivered by our highly experienced practitioners, these workshops will cover each topic required for the qualification in detail, offering greater insight, discussion and depth of understanding for students. Workshop attendance is not mandatory for successful completion of the course.

Textbook Study

Suggested reading for Project Management courses will include, Project Management Essentials by Therese Linton, which is a suitable Project Management textbook written to align with the Australian Project Management competency standards that underpin current project management theory and application. The textbook is an excellent resource and covers all units. We recommend students purchase this book on enrolment. This book is available to purchase at <https://au.cengage.com/c/isbn/9780170446617/>. Students can claim a 10% discount when purchasing through Cengage by using the code “VET10” at the checkout.

There is no textbook set for Business studies.

Delivery Support

At any time during their study, students can reach out to QTC for one-on-one assistance from our qualified assessors, either via phone, email or scheduled meetings via MS Teams (usually 30 minutes). Discussion areas may include support in using the LMS platform, understanding course content, completing assessments, feedback on submissions, or any other topic pertinent to the successful completion of the course requirements. Delivery support is not limited, and students are encouraged to contact QTC for any support needed.

Completion and Certification

Certification documentation is issued to the learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product, if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid.

Course Assessment

Submission of work

There are no exams for courses delivered by QTC.

Students will be supplied with Assessment Tasks to complete for each unit of study. Tasks may be question-and-answer format (multiple choice or short answer), case study or evidence from your own experience as required. All tasks will be marked by our qualified assessors.

Where submitting evidence from your workplace (templates, document, examples of work completed or post implementation assessments) we request you remove any sensitive or confidential information, and strongly advocate the use of “dummy data” where applicable.

All submissions must be electronic, via the Learning Management System (LMS) or emailed directly to info@qtc-consulting.com.au. All documentation must be presented to the standard expected in a workplace. All work should be submitted within agreed timeframes and QTC assessors will return a result within 15 business days.

It is a requirement that the work you submit for assessment is your own. You may seek help from your peers should you be required to as part of the consultation process for your project. You may also ask

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

Your portfolio will be securely stored, kept strictly confidential and is only available to your assessor and the QTC support team. All course assessments are mapped to the Elements and Performance Criteria as outlined by ASQA, available by searching your course or unit code at <https://training.gov.au/Search/Training>.

The rules of evidence in competency-based assessment

Any workplace examples or work-based examples you submit for assessment must meet the following rules:

- *Valid:* Your evidence must clearly and causally relate to the evidence requirements for each unit of competency. Check the overview of evidence and the specific evidence requirements contained within the unit descriptor.
- *Sufficient:* There must be enough evidence to enable us to decide in relation to your competency. Try to present enough evidence, not too much/not too little, across the units of competency.
- *Current:* The evidence must be indicative of your current competence. Evidence from the previous two years is preferable.
- *Authentic:* Your evidence must be your own and not another person's work. You may need to confirm that the evidence you provide is your own work.

When you have satisfactorily completed all the assessment tasks, QTC will issue your qualification. All certificates of attainment are issued electronically unless otherwise requested.

Not demonstrating all the required competencies.

We realise that all situations are different, and some will not cover all the knowledge areas. It is possible that your assessor will ask for additional documentation. There are four principles of assessment that must be applied by QTC in establishing competency. These principles are:

- *Validity:* Your evidence must clearly and directly relate to the evidence requirements for each unit of competency.
- *Reliability:* Other assessors would make the same judgement about your competency.
- *Flexibility:* assessment should reflect your needs and occur at a mutually convenient time and situation.
- *Fairness:* The assessor will objectively consider your needs and learning characteristics and any reasonable adjustments that should be applied.

Opportunity exists for you to negotiate your assessment and provision for reassessment is provided.

Complaints and Appeals

QTC has a complaints policy in place to manage and respond to allegations involving the conduct of:

- The RTO, its trainers, assessors or other staff;
- A third party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- A learner of the RTO.

Opportunity exists for you to negotiate or appeal your assessment and provision for reassessment is provided. Our full Complaints and Appeals policy is available at <https://www.qtc-consulting.com.au/Complaints-and-Appeals.html>

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process which assesses what you have already learnt through formal, non-formal and informal learning experiences and measures it against the course you are doing or intend to do, to determine the extent to which you meet the requirements for that course. Learning may have come through many avenues, such as other accredited courses, workplace professional development training, hobby and leisure activities or work experience.

If what you have learnt at work or elsewhere is relevant to any of the courses, you may be able to gain exemption from some (or all) units in a course.

The RPL process used for these courses are in four stages:

1. Application form
2. Collection of evidence
3. Submission of application and evidence to QTC
4. Assessment by QTC Training and Education (may include an interview with the applicant), and decision by the panel

RPL / Assessment Only Courses

Accreditation for the Advanced Diploma or Project Management (BSB60720) or Graduate Diploma of Portfolio Management (BSB80415) will be by full Recognition of Prior Learning (assessment of skillset only). Students wishing to obtain these qualifications please refer to pages 13 to 16 of this document.

BSB40120 Certificate IV in Business

Qualification Description

The Business world is rapidly changing, and requires resources who are highly knowledgeable, adaptive and skilled to deliver to the highest calibre. As the employment landscape becomes increasingly competitive, emphasis on formal, accredited training is valued more and more highly by employers. Completion of a Nationally Accredited course focussing on practical skills applicable to any workplace is fast becoming a standard entry requirement for many roles. Deliver with confidence with a broad knowledge base of core business management principles gained through completion of the 12 units of the Diploma of Business.

About the learner

This nationally accredited qualification is suitable for those working as, or aspiring to be, individual contributors or people leaders within a business environment. From large industry to sole traders, the units delivered in this course suit those who apply solutions to a range of unpredictable problems and analysing information from a variety of sources. This course suits those looking to excel or progress in their current roles, those entering or returning to the workforce or looking for a career change.

Entry Requirements

Learners must be over 18 years of age and a standard level of literacy and numeracy is required to complete course content. No prior experience or qualifications are required.

Units of Delivery

- 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

Career Path

Upon completion of this course, you can perform with confidence in roles including administrative officer, student services, reception and entry level project management and human resources roles. This course can also assist sole traders or small business owners run administrative functions more effectively.

BSB40920 Certificate IV in Project Management Practice

Qualification Description

This course, endorsed by the Australian Institute of Project Management, is designed to develop skills and knowledge of the project lifecycle, and to learn and apply techniques to facilitate project success. This qualification is grounded in real-life work situations and is focussed on practical application in the workplace. The purpose of this course is to provide practical knowledge and skills required to successfully contribute across the full project delivery lifecycle.

About the learner

This qualification is suitable for autonomous individuals who apply project management skills and knowledge in a wide variety of contexts, usually under the direction of a Project Manager. Learners will use project tools and methodologies to support organisational or business activities, either supporting all elements of project management or within specialised areas such as procurement or contracts management.

Entry Requirements:

There are no formal prerequisites for undertaking this course, however participants are expected to have reasonable levels of language, literacy, and numeracy. Participants are also expected to be able to supply examples from their workplace as part of their assessment activities.

Units of Delivery

A participant who is assessed as competent in all the following nine units of competency will receive the award of Certificate IV in Project Management Practice.

- 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

Career Path

Completion of this course may assist with career options including:

- Project Administration / Project Officer
- Procurement Officer
- Commercial Officer
- Contracts Administrator

Completion of this course will assist in preparation for the Project Management Institute's (PMI) Project Management Professional (PMP) exam. Students who complete this course receive automatic Certified Practising Project Practitioner (CPPP) RegPM level certification upon joining the AIPM.

BSB50820 Diploma of Project Management

Qualification description

This course, endorsed by the Australian Institute of Project Management, is a competency-based award, for participants with vocational experience in project roles where they may have had some limited responsibility for the output of others but do not have a formal project management qualification. The purpose of this course is to provide practical knowledge and skills required to successfully lead projects.

About the learner

The course participant is likely to work across all project activities, or in larger projects. They may have carriage of specified areas such as managing project finances. Their role entails assisting with and initiating project planning, undertaking the supervision of the daily work of the project as defined in the project work plan and work breakdown structure (WBS), and working to support the meeting of project targets, milestones, and quality standards. They will take responsibility for planning and management of others, apply technical and organisational knowledge, and exercise appropriate judgement for themselves in the suitable use of resources and services available.

Entry Requirements

There are no formal prerequisites for undertaking this course, however participants are expected to have reasonable levels of language, literacy, and numeracy. Participants are also expected to be able to supply examples from their workplace as part of their assessment activities.

Units of Delivery

A participant who is assessed as competent in all the following twelve units of competency will receive the award of Diploma of Project Management

- 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

Career Path

Completion of this course may assist with career options including:

- Project Manager
- Procurement Officer / Manager
- Commercial or Contracts Officer / Manager

Completion of this course will assist in preparation for the Project Management Institute's (PMI) Project Management Professional (PMP) exam. Students who complete this course receive automatic Certified Practising Project Practitioner (CPPP) RegPM level certification upon joining the AIPM.

BSB80220 – Graduate Diploma of Portfolio Management

Qualification Description

This qualification reflects the role of individuals who apply advanced knowledge and skills in a range of strategic portfolio management roles, including Portfolio Manager.

Individuals at this level, make high-level autonomous decisions and use initiative and judgement to plan and implement a range of project, program, and portfolio management functions in varied contexts. They have full responsibility and accountability for personal outputs and for the work or 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. They use communication skills to demonstrate their understanding of theoretical concepts and to transfer knowledge and ideas to others.

Delivery Method:

Assessment / Recognition of Prior Learning only.

Entry Requirements

Entry to this qualification is limited to those who:

- Have completed a Diploma or Advanced Diploma qualification in related fields of study and 3 years equivalent full-time relevant workplace experience at a significant level of project or program leadership and management responsibility and/or complexity in an enterprise.
or
- Have completed a Bachelor degree in related fields of study and 2 years equivalent full-time relevant workplace experience at a significant level of project or program leadership and management responsibility and/or complexity in an enterprise.
or
- Have five years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.

About the learner

The course participant in the Graduate Diploma of Portfolio Management is likely to have either extensive experience in leadership and / or have completed a higher level of education. This course is for senior project or portfolio managers who wish to have their skills and experience formally recognised through accreditation.

Assessment /RPL

4 core units plus 4 elective units: Total number of units = 8

Elective units must be relevant to the **work environment** and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Core Units

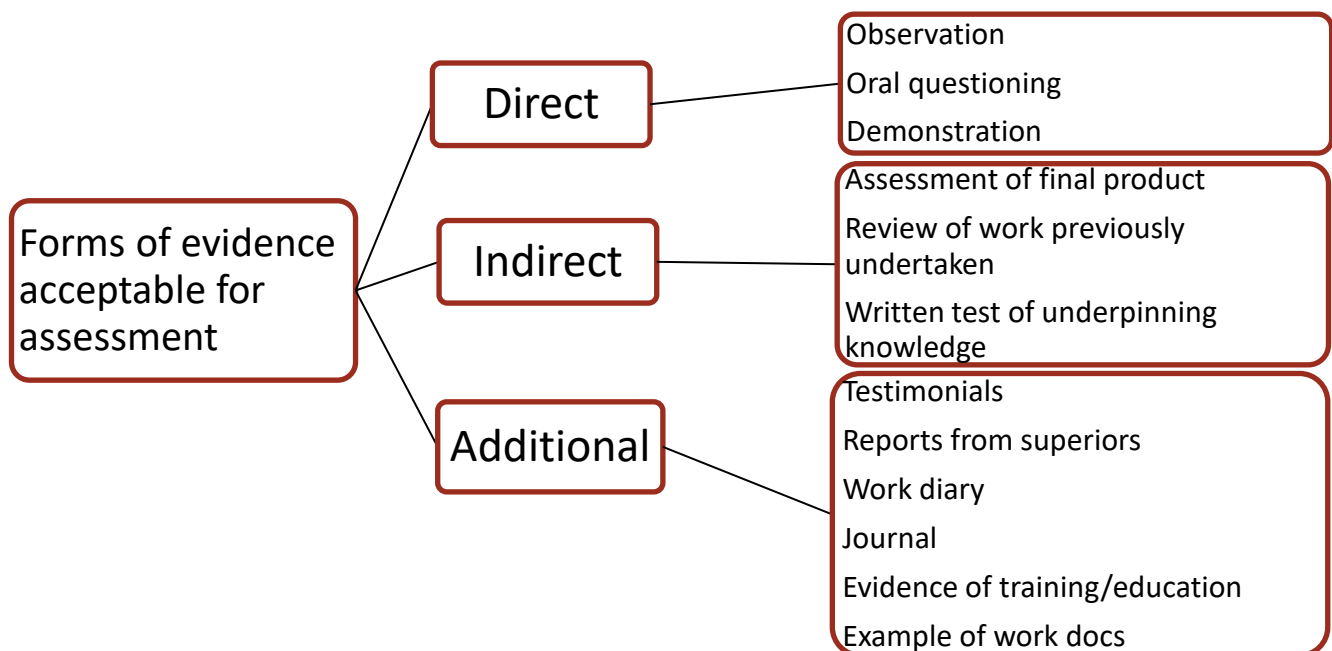
- BSBPMG810 Prioritise projects and programs
- BSBPMG811 Select and balance the portfolio
- BSBPMG812 Manage and review portfolio performance
- BSBPMG813 Govern the portfolio

Elective Units

- BSBLDR811 Lead strategic transformation -
- BSBLDR812 Develop and cultivate collaborative partnerships and relationships -
- BSBLDR813 Lead and influence ethical practice -
- BSBPMG817 Manage portfolio risk

Course Assessment

Participants are required to demonstrate **workplace** evidence of the required competencies throughout the duration of the assessment and are required to submit assessment items/evidence consisting of activities based on **actual workplace** activities.



Submitting your project portfolio

You must compile an indexed portfolio for all units of competency (assessment template provided).

- The portfolio must contain the information listed in the assessment template. It must be clear to the assessor which part of each document links to the information requirements as outlined.
- You must also submit a Project Sponsor/Manager's Testimonial, to verify your project management skills and knowledge and the authenticity of your evidence.
- You may also include in your portfolio any other evidence you consider relevant.

Following receipt of your portfolio, your assessor may schedule a telephone interview to provide you with feedback, review sample processes you used throughout your project and ask you questions. The questions will vary depending on the nature of your project and your project documentation.

BSB60720 Advanced Diploma of Program Management

Qualification Description

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in program management across a range of enterprise and industry contexts.

A program is defined as a set of interrelated projects, each of which has a project manager. 'Multiple projects' or 'a program of projects', refers to several related projects managed by the same person to achieve organisational objective/s.

Delivery Method:

Assessment / Recognition of Prior Learning only

Entry Requirements

Entry to this qualification is limited to those who:

- Have completed a Diploma of Project Management qualification.
or
- Have completed two years equivalent full-time relevant workplace experience at a significant level within a project or program environment.

About the learner

The course participants are individuals who are program managers, managing or directing a suite of projects (a program) to achieve organisational objectives.

Individuals at this level use initiative and judgement to direct, plan, and lead a range of program functions, with 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 and use creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Assessment /RPL

4 Core units plus 8 Elective units: Total number of units = 12

Core Units

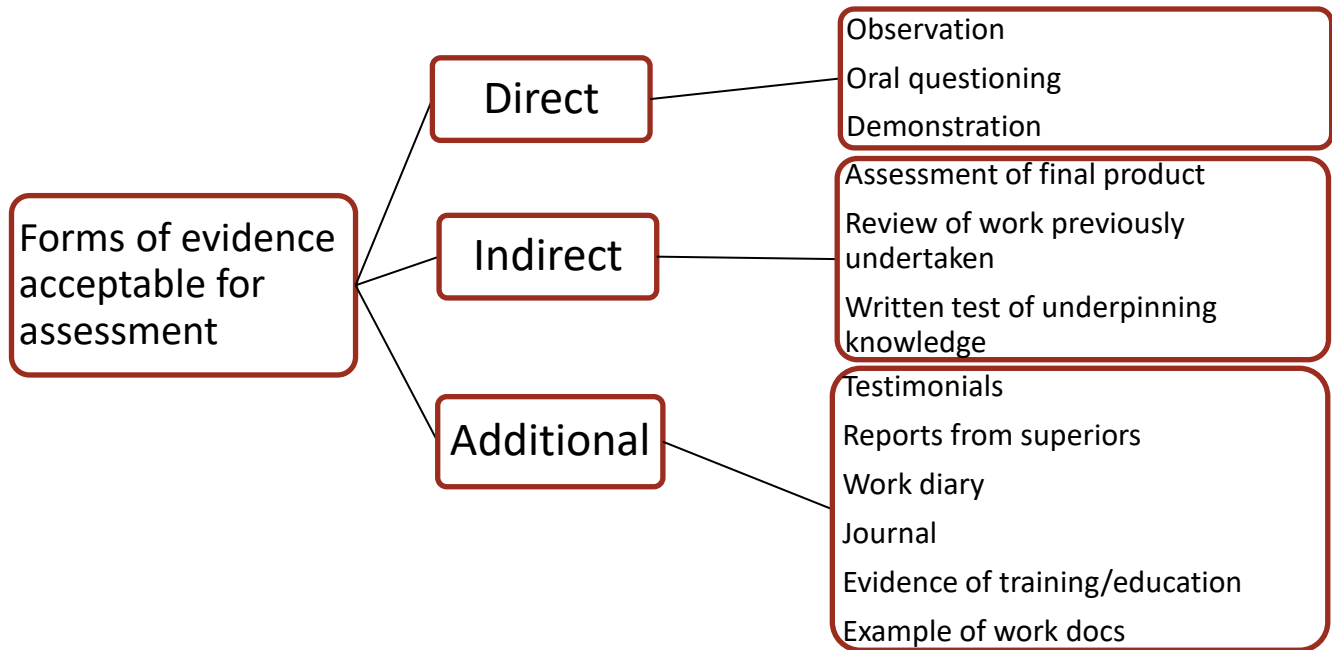
- | | |
|-------------|-----------------------------------|
| • BSBPMG630 | Enable program execution |
| • BSBPMG634 | Facilitate stakeholder engagement |
| • BSBPMG635 | Implement program governance |
| • BSBPMG636 | Manage benefits |

Elective Units

- | | |
|-------------|--|
| • 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 |

Course Assessment

Participants are required to demonstrate **workplace** evidence of the required competencies throughout the duration of the assessment and are required to submit assessment items/evidence consisting of activities based on **actual workplace** activities.



Submitting your project portfolio

You must compile an indexed portfolio for all units of competency (assessment template provided).

- The portfolio must contain the information listed in the assessment template. It must be clear to the assessor which part of each document links to the information requirements as outlined.
- You must also submit a Project Sponsor/Manager's Testimonial, to verify your project management skills and knowledge and the authenticity of your evidence.
- You may also include in your portfolio any other evidence you consider relevant.

Following receipt of your portfolio, your assessor may schedule a telephone interview to provide you with feedback, review sample processes you used throughout your project and ask you questions. The questions will vary depending on the nature of your project and your project documentation.

Appendix 1 – Correspondence Study

Correspondence Learning

An alternative to the Learning Management System for receiving course content and completing assessment tasks is to study via email correspondence.

Students will be advised of the relevant textbook that they will be required to purchase externally to QTC. Any other relevant course content, as well as assessment task details, will be provided via email.

Learning activities

For each unit of competency, you will need to read the nominated chapter from the text and source related procedures from your workplace or other organisation. You will have access to the Program Coordinator via email and telephone discussions. You are not required to attend workshops and there are no exams.

Textbook

Project Management Essentials – Revised Edition, by Therese Linton is the recommended Project Management textbook. It is written to align with the Australian Project Management competency standards that underpin current project management theory and application.

The textbook is an excellent resource and covers all units. You will need to purchase this book on enrolment. We recommend purchasing via <https://au.cengage.com/c/isbn/9780170446617/>

What you need to do

For successful completion of either Certificate IV in Project Management Practice or Diploma of Project Management, you must satisfy two assessment activities per unit of competency to achieve your qualification - Activity 1 and Activity 2.

Activity 1: Reading and report

Read the relevant chapters contained in the textbook suggested and your workplace procedures. Based on your reading, prepare a report that addresses the questions at the end of the nominated chapters, inclusive of any Case Studies. This report will include an analysis of the key similarities between your workplace policies and procedures and the Units.

Read each question carefully. Restate each question so it is clear which question you are attempting. Short sentences or the use of dot points is quite acceptable. Please ensure your writing style is clear and concise.

Activity 2: Workplace project

In addition to completing Activity 1, a major part of your assessment is the participation in the management and finalisation of a real workplace project. Preferably, but not necessarily, the one project will be used to assess all units.

If you already have a project as part of your current work activities, this project will be the basis of your assessment. In other words, the assessment will be linked to work that you are already doing.

If a project is not part of your current work activities, you will need to negotiate a project with your manager and this project will be the basis of your assessment. The project negotiated should be of genuine value to the workplace.

If it is not possible to negotiate a workplace project, you must contact the Program Coordinator to discuss options. We will do what we can to support those students who do not have access to a workplace environment.

It is possible to use previous project documentation as evidence. You will need to critically review and evaluate your earlier project processes and documentation and identify recommendations for improvement.

Submitting your project portfolio

You must compile an indexed portfolio for all units of competency (assessment template provided).

- The portfolio must contain the information listed in the assessment template. It must be clear to the assessor which part of each document links to the information requirements as outlined.
- You must also submit a Project Sponsor/Manager's Testimonial, to verify your project management skills and knowledge and the authenticity of your evidence.
- You may also include in your portfolio any other evidence you consider relevant.

Following receipt of your portfolio, your assessor may schedule a telephone interview to provide you with feedback, review sample processes you used throughout your project and ask you questions. The questions will vary depending on the nature of your project and your project documentation.