

Skill Set Guide

2026

*Quality education and training
— powered by Queensland's
peak medical body*

RTO 45101

Impavid Education Pty Ltd trading as
AMA Queensland Education
and Training Institute
ABN 41 612 797 878

amaqeti.edu.au





About us

Welcome to AMA Queensland Education and Training Institute, your pathway to a successful career in health and business.

Our mission is to empower individuals like you with the knowledge and skills required to excel in industry. We are committed to providing high-quality education and unwavering support to help you achieve your career goals.

Why choose AMA Queensland Education and Training Institute?

TAILORED COURSE SELECTION



We offer a range of nationally accredited and recognised health & business courses. Whether you're pursuing a career in business, leadership healthcare, or any related field, our courses are designed to align with your career aspirations.

COMPREHENSIVE SUPPORT FRAMEWORK



We believe that success is not just about education; it's about support too. AMA Queensland Education and Training Institute provides a robust support framework consisting of four levels. We are committed to ensuring that every student has the tools and assistance they need to thrive.

HANDS-ON EXPERIENCE



Our courses combine theoretical knowledge with simulation tasks. Some courses include compulsory work placement where students gain hands-on experience in a real work environment. This approach ensures our graduates are well prepared for the demands of their future careers.

STRONG INDUSTRY CONNECTIONS



Our Institute has built a sterling reputation in the industry. Employers regularly seek out our graduates for their exceptional skills and expertise. When you choose AMA Queensland Education and Training Institute, you become part of a network that can open doors to exciting career opportunities.

If you're ready to embark on a journey of personal and professional growth, AMA Queensland Education and Training Institute is here to guide you.

Contact us today to explore our courses and take the first step toward a brighter future!



A study guide for the time poor

AMA Queensland Education and Training Institute acknowledges that studying large qualifications at a full-time capacity is just not manageable for some.

The institute has worked hard develop seamless study pathways for you to achieve your study outcomes in bite sized chunks.

Skill Sets not only offer you the flexibility to knuckle down for 4 months and be done, they also contribute to that larger goal of yours. Whether that be achieving the Diploma or upskilling for your workplace.

Every skill set the institute delivers contributes directly to a Diploma level qualification. Providing you with direct credit transfers can mean you achieve your Diploma in what feels like smaller, more flexible chunks of study.

For further information on credit transfers and recognition of prior learning, visit amaqeti.edu.au



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NATIONALLY RECOGNISED
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■ HLTSS00083

Infection Prevention and Control Skill Set



LEVEL/QUALIFICATION

Skill set



COURSE DURATION

2 months
1 x 7 weeks



STUDY MODES

Online with practical simulation task.

As this course is delivered online, you will need to have a stable internet connection and access to a laptop/ desktop.



LOCATION

Online and workplace



OF UNITS OF COMPETENCY

1 unit in total



POTENTIAL CAREER OUTCOMES

- ▶ Aged/ disability support worker
- ▶ Allied health assistants
- ▶ Nursing support/ personal care assistants
- ▶ Dental assistants
- ▶ Private practice Allied Health and Nurses



PRICE

Visit our Fees & Payment page [here](#).
Flexible Payment options available.
Talk to your Course Advisor to find out more.

OVERVIEW

This skill set covers the essential principles and practices of infection prevention and control in a variety of workplace settings. It includes identifying potential infection risks, applying standard and transmission-based precautions, and implementing effective hand hygiene and use of personal protective equipment (PPE).

INDUSTRY OVERVIEW

- ▶ Employed: 114,100
- ▶ Future growth: expected to grow very strongly, likely to reach 94,700 by 2026
- ▶ weekly earnings: \$1,279
- ▶ Full time share: 43%
- ▶ Average age: 39 years
- ▶ Female share: 76%

WHAT YOU'LL LEARN

- ▶ **Reduce risk:** Reduce risk of infection and maintain safe practices across healthcare and community services settings
- ▶ **Develop skills:** Develop skills in infection prevention procedures, managing risks, maintaining personal hygiene and handling equipment and waste safely

HOW YOU'LL LEARN

Online with accessible learning support such as interactive tutorials, progress check-ins and access to trainer/assessor. Assessment methods include multiple choice, short answer, case studies and practical assessments.

WHO IS IT FOR

An entry level skill set, this is for those who are looking to provide assistance, support and direct care to patients in a variety of health, welfare and community settings. Health professionals already working in industry such as Nurses, Allied health professionals, Nursing support/ personal care assistants etc are among those this skill set would be ideal for.

ADMISSION CRITERIA

- ▶ Minimum Age 18 Years old
- ▶ Must have one of the following:
 - Year 12 or equivalent
 - Mature aged student with 2 years' work experience
 - Completion of a Certificate III or higher qualification
- ▶ An upper-intermediate level of English is required.
- ▶ Be able to provide evidence of any of the below
 - Australian citizenship
 - Permanent Australian residency; or
 - Temporary Australian residency with a valid visa, other than the student visa, to study and work in Australia.

Students will be required to provide a Unique Student Identifier (USI) which is a reference number that creates an online record of a student's training and qualifications attained in Australia.

KEY STUDENT INFORMATION

There are no qualification-specific entry requirements for this qualification.

You can access all policy and procedure documents [here](https://amaqeti.edu.au/policies-and-procedures) amaqeti.edu.au/policies-and-procedures

UNITS OF COMPETENCY

HLTINF006 – Apply basic principles and practices of infection prevention and control

Included in the Community services training package, Health training package and Sport, fitness and recreation training package, this unit offers a range of opportunities to branch into multiple different sectors of the workforce.

STUDY PATHWAYS

This unit provides you with direct credit transfers for up to 37 different VET qualifications. These include:

- HLT54121** – Diploma of Nursing
- HLT57921** – Diploma of Anaesthetic Technology and Practice
- CHC33021** – Certificate III in Individual Support



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■ BSBSS00101

Business Operations Management Skill Set



LEVEL/QUALIFICATION

Skill set



COURSE DURATION

4 months
2 x 7 weeks, includes term breaks



STUDY MODES

Online with practical learning.

As this course is delivered online, you will need to have a stable internet connection and access to a laptop/ desktop.



LOCATION

Online



OF UNITS OF COMPETENCY

5 units in total



POTENTIAL CAREER OUTCOMES

- ▶ Business development manager
- ▶ Business operations manager
- ▶ Office manager
- ▶ Operations supervisor



PRICE

Visit our Fees & Payment page [here](#).
Flexible Payment options available.
Talk to your Course Advisor to find out more.

Business Operations Management Skill Set **BSBSS00101**

OVERVIEW

This skill set is designed for individuals seeking to enhance their ability to oversee daily organisational functions, focusing on operational efficiency and resource management. This accredited program equips learners with the essential skills to analyse business systems, manage risks, and implement strategic improvements that drive sustainable growth.

WHAT YOU'LL LEARN

- ▶ **High level administration:** Provide high level administrative, strategic planning and operational support, research and advice to senior management
- ▶ **Develop procedural guidelines:** Develop and implement administrative, financial and operational procedural statements and guidelines for use by staff
- ▶ **Lead administrative staff:** Lead, manage and develop administrative staff to ensure smooth business operations

WHO IS IT FOR

This skill set is for someone who is an existing worker who manages business operations within an organisation. They may be employed in roles such as middle managers, team leaders or be emerging professionals who need to master the tactical coordination of resources, risk mitigation, and financial planning to ensure an organisation's daily operations run efficiently.

KEY STUDENT INFORMATION

There are no qualification-specific entry requirements for this qualification

You can access all policy and procedure documents [here](https://amaqeti.edu.au/policies-and-procedures) amaqeti.edu.au/policies-and-procedures

INDUSTRY OVERVIEW

- ▶ Employed: 23,000
- ▶ Future growth: expected to grow by 14.9% by 2035
- ▶ Median full-time weekly earnings: \$2,958
- ▶ Full-time share: 43%
- ▶ Median age: 48 years
- ▶ Female share: 58%

HOW YOU'LL LEARN

Online with accessible learning support such as interactive tutorials, progress check-ins and access to trainer/assessor. Assessment methods include multiple choice, short answer, case studies and practical assessments.

ADMISSION CRITERIA

- ▶ Minimum Age 18 Years old
- ▶ An upper-intermediate level of English is required.
- ▶ Be able to provide evidence of any of the below
 - Australian citizenship
 - Permanent Australian residency; or
 - Temporary Australian residency with a valid visa, other than the student visa, to study and work in Australia.

Students will be required to provide a Unique Student Identifier (USI) which is a reference number that creates an online record of a student's training and qualifications attained in Australia.

UNITS OF COMPETENCY

- BSBSTR503** – Develop organisational policy: research, develop, and review organisation policies
- BSBOPS601** – Develop and implement business plans: gain the skills and knowledge required to lead a business operation that covers the steps required to develop and implement business plans
- BSBFIN501** – Manage budgets and financial plans: gain the skills and knowledge required to undertake the financial management in an organisation or work area
- BSBOPS501** – Manage business resources: manage resources according to planned business strategies
- BSBOPS504** – Manage business risk: manage business risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting.

STUDY PATHWAYS

Studying this skill set will provide you with direct credit transfers into the following qualifications below

- ▶ **BSB50420 Diploma of Leadership and Management**
 - **BSBOPS502** Manage business operational plans
 - **BSBOPS504** Manage business risk
- ▶ **BSB50120 Diploma of Business**
 - **BSBOPS502** Manage business operational plans
 - **BSBOPS504** Manage business risk
 - **BSBFIN501** Manage budgets and financial plans
 - **BSBOPS501** Manage business resources



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■ BSBSS00119

Customer Services Skill Set



LEVEL/QUALIFICATION

Skill set



COURSE DURATION

4 months
2 x 7 weeks, includes term breaks



STUDY MODES

Online with extensive support and practical learning.

As this course is delivered online, you will need to have a stable internet connection and access to a laptop/ desktop.



LOCATION

Online



OF UNITS OF COMPETENCY

4 units in total



POTENTIAL CAREER OUTCOMES

- ▶ Client support specialist
- ▶ Customer relations officer
- ▶ Customer service representative
- ▶ Front desk receptionist



PRICE

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Flexible Payment options available.
Talk to your Course Advisor to find out more.

OVERVIEW

In this skill set you will learn professional communication skills, how to respond to customer needs, resolve complaints, and supporting positive service outcomes in line with organisational procedures. This skill set develops practical abilities to build customer relationships and maintain service standards within business environments.

WHAT YOU'LL LEARN

- ▶ **Coaching staff:** Coaching staff and assisting call centre operators to resolve problems and customer inquiries
- ▶ **Human resources:** Develop rosters and manage staff numbers to meet workflow needs
- ▶ **Administrative tasks:** Undertake clerical duties such as answering incoming calls, assisting customers with their specific inquiry, filling out paperwork and liaising with other departments.

WHO IS IT FOR

The Customer Service skill set is for someone who is looking for an entry-level frontline role delivering service, processing complaints and advising on products.

KEY STUDENT INFORMATION

There are no qualification-specific entry requirements for this qualification

You can access all policy and procedure documents [here](https://amaqeti.edu.au/policies-and-procedures) amaqeti.edu.au/policies-and-procedures

INDUSTRY OVERVIEW

- ▶ Employed: 29,400
- ▶ Future growth: currently described as moderate or trending flat
- ▶ Weekly earnings: \$1,352
- ▶ Full-time share: 78%
- ▶ Average age: 32 years
- ▶ Female share: 68%

HOW YOU'LL LEARN

Online with accessible learning support such as interactive tutorials, progress check ins and access to trainer/assessor. Assessment methods include; multiple choice, short answer, project tasks and RPL.

ADMISSION CRITERIA

- ▶ Minimum Age 18 Years old
- ▶ An upper-intermediate level of English is required.
- ▶ Be able to provide evidence of any of the below
 - Australian citizenship
 - Permanent Australian residency; or
 - Temporary Australian residency with a valid visa, other than the student visa, to study and work in Australia.

Students will be required to provide a Unique Student Identifier (USI) which is a reference number that creates an online record of a student's training and qualifications attained in Australia.

UNITS OF COMPETENCY

- BSBOPS304** – Deliver and monitor a service to customers: identify customer needs, deliver and monitor customer service.
- BSBOPS305** – Process customer complaints: handle complaints from customers professionally and appropriately
- SIRXCEG002** – Assist with customer difficulties: solve customer problems and use techniques to deal with customer difficulties
- SIRXPDK001** – Advise on products and services: develop products and service knowledge and provide information to customers

STUDY PATHWAYS

Studying this skill set will provide you with direct credit transfers into the following qualifications below

- ▶ **BSB30120 Certificate III in Business**
 - **BSBOPS304** Deliver and monitor a service to customers
 - **BSBOPS305** Process customer complaints
 - **SIRXCEG002** Assist with customer difficulties
 - **SIRXPDK001** Advise on products and services
- ▶ **HLT47715 Certificate IV in Medical Practice Assisting**
 - **BSBOPS304** Deliver and monitor service to customers



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■ BSBSS00130

Workplace Cyber Security Foundations Skill Set



LEVEL/QUALIFICATION

Skill set



COURSE DURATION

4 months
2 x 7 weeks



STUDY MODES

Online with extensive support and practical learning.

As this course is delivered online, you will need to have a stable internet connection and access to a laptop/ desktop.



LOCATION

Online



OF UNITS OF COMPETENCY

4 units in total



POTENTIAL CAREER OUTCOMES

- ▶ Junior cyber security analyst
- ▶ Administrative assistant
- ▶ Assistant WHS officer
- ▶ Compliance assistant



PRICE

Visit our Fees & Payment page [here](#). Flexible Payment options available. Talk to your Course Advisor to find out more.

OVERVIEW

This qualification equips students with essential skills for local government, covering conflict resolution, performance management, workforce and project management, information analysis, policy development, business relationships, and workplace leadership.

INDUSTRY OVERVIEW

- ▶ Employed: 286,000
- ▶ Annual growth: 14.9% change from 2025-2035
- ▶ Median full-time weekly earnings: \$1,305
- ▶ Part-time share: 40%
- ▶ Median age: 42 years
- ▶ Female share: 84%

WHAT YOU'LL LEARN

- ▶ **Leadership and Team Management:**
Lead teams and enhance performance.
- ▶ **Operational Planning and Projects:**
Create plans and manage projects.
- ▶ **Communication and Problem-Solving:**
Improve communication and resolve conflicts

HOW YOU'LL LEARN

Online with accessible learning support such as interactive tutorials, progress check ins and access to trainer/ assessor. Assessment methods include multiple choice, short answer, project tasks and RPL.

WHO IS IT FOR

This skill set is suitable for someone who is looking to work in a range of supervisory and managerial roles across all industries.

Suitable for a broad range of industries, this skill set is for someone who as part of their role or ideal role are required to protect their own data and identify cyber threats and risks in the workplace.

ADMISSION CRITERIA

- ▶ Minimum Age 18 Years old
- ▶ Mature aged student with 2 years work experience
- ▶ An upper-intermediate level of English is required.
- ▶ Be able to provide evidence of any of the below
 - Australian citizenship
 - Permanent Australian residency; or
 - Temporary Australian residency with a valid visa, other than the student visa, to study and work in Australia.

Students will be required to provide a Unique Student Identifier (USI) which is a reference number that creates an online record of a student's training and qualifications attained in Australia.

KEY STUDENT INFORMATION

There are no qualification-specific entry requirements for this qualification

You can access all policy and procedure documents [here](https://amaqeti.edu.au/policies-and-procedures) amaqeti.edu.au/policies-and-procedures

UNITS OF COMPETENCY

- BSBXCS306** – Apply own techniques to prevent cyber security insider threats: contribute to business operations through the application of techniques to prevent insider threats in own work
- BSBXCS305** – Identify and assess cyber security insider threats and risks: review and apply organisational processes for identifying and documenting insider threats
- BSBXCM304** – Apply cyber hygiene best practices: identify and use organisational cyber hygiene best practices to ensure that users of computers and other devices maintain system health and online security
- BSBXCS302** – Identify and report online security threats: identify and report online security threats to limit potential impact of cyber security breaches

STUDY PATHWAYS

Studying this skill set will provide you with direct credit transfers into the following qualifications below

- ▶ **BSB30120 Certificate III in Business**
 - **BSBXCS302** Identify and report online security threats
 - **BSBXCS304** Apply cyber hygiene best practices
 - **BSBXCS305** Identify and assess cyber security insider threats and risks
 - **BSBXCS306** Apply own techniques to prevent cyber security insider threats



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■ CHCSS00084

Lead and Support Colleagues Skill Set



LEVEL/QUALIFICATION

Skill set



COURSE DURATION

4 months
2 x 7 weeks



STUDY MODES

Online with extensive support and practical learning.

As this course is delivered online, you will need to have a stable internet connection and access to a laptop/ desktop.



LOCATION

Online



OF UNITS OF COMPETENCY

3 units in total



POTENTIAL CAREER OUTCOMES

- ▶ Community worker
- ▶ Disability support worker
- ▶ Social worker
- ▶ Support worker



PRICE

Visit our Fees & Payment page [here](#). Flexible Payment options available. Talk to your Course Advisor to find out more.

OVERVIEW

This skill set is designed to develop the leadership and mentoring capabilities of individuals working in the community services and health sectors. This skill set equips you with the practical skills and knowledge required to provide guidance, support, and supervision to colleagues, particularly in high-pressure or team-based environments.

WHAT YOU'LL LEARN

- ▶ **Leadership and Team Management:**
Lead teams and enhance performance.
- ▶ **Operational Planning and Projects:**
Create plans and manage projects.
- ▶ **Communication and Problem-Solving:**
Improve communication and resolve conflicts.

WHO IS IT FOR

This skill set is suitable for someone who is looking to work in a range of supervisory and managerial roles across all industries.

Suitable for a broad range of industries, this skill set is for someone who as part of their role or ideal role are required to protect their own data and identify cyber threats and risks in the workplace.

KEY STUDENT INFORMATION

There are no qualification-specific entry requirements for this qualification

You can access all policy and procedure documents [here](https://amaqeti.edu.au/policies-and-procedures) amaqeti.edu.au/policies-and-procedures

INDUSTRY OVERVIEW

- ▶ Employed: 84,600
- ▶ Annual growth: likely to reach 94,700 by end of 2026
- ▶ Median full-time weekly earnings: \$1,492
- ▶ Full-time share: 63%
- ▶ Median age: 43 years
- ▶ Female share: 74%

HOW YOU'LL LEARN

Online with accessible learning support such as interactive tutorials, progress check ins and access to trainer/ assessor. Assessment methods include multiple choice, short answer, project tasks and RPL.

ADMISSION CRITERIA

- ▶ Minimum Age 18 Years old or,
- ▶ This skill set is for individuals who:
 - Hold a qualification at certificate III level or higher in related field
 - OR
 - Have skills equivalent to the qualification requirement validated through a recognition of prior learning process
- ▶ An upper-intermediate level of English is required.
- ▶ Be able to provide evidence of any of the below
 - Australian citizenship
 - Permanent Australian residency; or
 - Temporary Australian residency with a valid visa, other than the student visa, to study and work in Australia.

Students will be required to provide a Unique Student Identifier (USI) which is a reference number that creates an online record of a student's training and qualifications attained in Australia.

UNITS OF COMPETENCY

- CHCMGT003** – Lead the work team: undertake supervisory and coordinating activities in work groups in health and community service organisations
- CHCMGT005** – Facilitate workplace debriefing and support processors: implement support processors to manage stress and emotional wellbeing of self or colleagues. Facilitate in structured debriefing sessions to colleagues following incidents
- CHCPRP003** – Reflect and improve own professional practice: evaluate and enhance own practice through a process of reflection and ongoing professional development

STUDY PATHWAYS

Studying this skill set will provide you with direct credit transfers into the following qualifications below

- ▶ **CHC52025 Diploma of Community Services**
 - **CHCMGT003** Lead the work team
 - **CHCMGT005** Facilitate workplace debriefing and support processors
 - **CHCPRP003** Reflect on and improve own professional practice
- ▶ **CHC553315 Diploma of Mental Health**
 - **CHCPRP003** Reflect on and improve own professional practice

Flexible Payment Options

- 1 Direct debit arrangement with **AMA Queensland Education and Training Institute**
- 2 Private student loans through **Zeefi student loans**

Flexible Payment Options and Student Loans



FLEXIBLE PAYMENT OPTIONS

Students studying will be required to enter into a direct debit arrangement for the duration of their study, making weekly payments. Talk to your Course Advisor for more information.



ZEEFI STUDENT LOANS

AMA Queensland Education and Training Institute has partnered with Zeefi, the first dedicated private student loan provider in Australia, to offer students with competitive interest rates and flexible schedules and make it easier for them to fund their studies in Australia. If you wish to know more about this option, we recommend that you visit their website here. This will provide further information on calculating your repayments and determining the pre-qualification factors.



Call us at
+61 (7) 5531 3738



Send us an email
info@amaqeti.edu.au



**Kelvin Grove
QLD 4059**



We are open
**Monday to Friday
9am to 5pm**

UNLOCK YOUR FULL POTENTIAL

APPLY NOW



Helpful links and information for students

COURSE FEES AND SCHEDULES



Fees

amaqeti.edu.au/course-fees-amaqeti



Timetable

amaqeti.edu.au/intake-dates

RTO POLICIES AND PROCEDURES



amaqeti.edu.au/policies-and-procedures

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFERS

Credit transfer is recognition that you've previously completed a unit of your AMAQ ETI course through VET or higher education. To receive a credit transfer for a unit you must provide formal evidence that you've previously completed the unit or a unit which matches in content and outcome. Formal evidence can be a qualification certificate or transcript, statement of attainment or your USI transcript. When credit is recognised, you don't need to repeat training or assessment for that unit.

Recognition of prior learning (RPL) is an assessment of skills and knowledge you've acquired through previous training, work or life experience which are relevant to your course. AMAQ ETI will assess your existing competency against the requirements of the course. You may be granted part or all of a unit of competency by RPL. You can apply for RPL after enrolling. You need to supply evidence to prove your skills and knowledge. You can use a variety of evidence to apply for RPL as outlined in the Student RPL Kit.



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