



YOUR STUDENT HANDBOOK

COUNSELLING

www.evolvecollege.com

Head Office:

Units 3-4
425-427 Docklands Drive Docklands
VIC 3008
p | 1300 880 885
e | evolve@evolvecollege.com

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Welcome to Evolve College

Evolve to us is not just any word - it symbolises what we are here to do - allow you the opportunity to evolve as a person. Within this ethos is the factor of the whole of you, respectfully held, and presented with the view that you are the key figure and the important element in any industry.

Evolve College is dedicated to your experience as a student with us.

At Evolve College, our hand-picked training team is focused on a depth of care for you as a student. Our Student Admin Team is here to offer you support and mentoring as needed – and to us this is not just talk – it is our very focus.

Our teaching style and our learning materials reflect our dedication to you and your experience with us, and what you take away with you when you graduate. To us, your learning is about so much more than ticking a box. It is about developing you as a person.

Evolve College is a Registered Training Organisation (RTO Number 41035). The Evolve College founding team has more than 20 years' experience in vocational education and training.

Evolve College's focus is on the student, and it offers amazing courses which over time will be greatly expanded to cover study in many different fields and industries.



THE HISTORY OF EVOLVE COLLEGE

We have a long history in the Vocational Education and Training (VET) sector and are seasoned experts in delivering nationally recognised training. The founding owners of Evolve College first launched a Registered Training Organisation (RTO) 20 years ago, and soon became known as absolute leaders in their field. Evolve College continues and builds upon its founding team's 20+ years at the forefront of massage education and training, and today is accredited to deliver nationally recognised training in Massage, Childcare, Aged Care and Counselling Australia wide.

Our 2 founding owners have more than 60 years' combined educational experience between them, and our highly qualified executive management team has multiple decades of experience between them in business, training and service delivery. Similarly, our Trainers and Assessors in each of our qualifications are a very carefully selected team of experts in their field who have extensive experience in their industry. Our Administrative and Student Services team is dedicated to the service they provide consistently to our students. Together, our whole team brings a brilliant and very genuine commitment to the education of each and every Evolve College student. All of this expertise and purpose is behind Evolve College and shapes and supports your experience with us.

EVOLVE COLLEGE'S EXCEPTIONAL TRAINING

We provide flexible and workplace relevant training.

Our training is practical, thorough and at the leading edge of industry. Evolve College operates ahead of the curve. With our finger on the pulse of every industry we work in, we respond to what is needed and we educate in a way that puts our students well ahead of the minimum standard.

Our Team is focused on supporting you.

If at any time you have any queries regarding your course of study, please do not hesitate to contact us. We welcome hearing from you.

This Student Handbook provides you with information of an administrative and general nature which is important to you if you are intending to study with Evolve College. Contact us at 1300 880 885 or evolve@evolvecollege.com if there is anything else you would like to know.

What we offer

NATIONALLY RECOGNISED TRAINING

Evolve College is accredited to deliver nationally recognised training in:



Massage:

- HLT42015 Certificate IV in Massage Therapy
- HLT52015 Diploma of Remedial Massage

Counselling:

- CHC51015 Diploma of Counselling

Childcare:

- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care

Aged Care:

- CHC33015 Certificate III in Individual Support (Ageing)
- CHC43015 Certificate IV in Ageing Support



This Student Handbook contains an outline of important information in relation to our Counselling course. You can find further information about our Counselling and all other courses on our website, www.evolvecollege.com under the COURSES tab, including a Qualification Fact Sheet you can download on each course, setting out information you need to know.



Any questions?

If you have any questions at all, please do not hesitate to ask us. Our full contact details are set out in the next section.

Throughout our students' study, we are here to support

- educationally as well as with administrative details, and any learning needs you may have. We look forward to supporting you to develop and grow through your learning with us.



Contact Us

ADMINISTRATION DETAILS

RTO Details:	Evolve College Pty Ltd (RTO Code 41035)
Offices:	<p>Evolve College's National Administration Office is located in Melbourne:</p> <p>Evolve College Units 3&4, 425-427 Docklands Drive Docklands VIC 3008</p> <p>We have 14 campuses across Australia, where we deliver our on-campus training and assessment. Evolve College also offers online/correspondence study.</p>
Mailing Address:	<p>Evolve College's mailing address for correspondence to the College is the Melbourne Office:</p> <p>Evolve College Units 3&4, 425-427 Docklands Drive Docklands VIC 3008</p>
Telephone number:	1300 880 885
Monday to Friday:	9:00 am to 5:00 pm (AEST/AEDT)
Email address:	evolve@evolvecollege.com
Website address:	www.evolvecollege.com
EvolveHub address:	www.evolvecollege.com/student

A login and password to the EvolveHub and your online learning and assessment materials is provided to each student upon confirmation of enrolment and activation of your course materials.

TRAINING CENTRES

We offer nationally recognised on-campus training in:

- Massage (at 14 campuses)
- Counselling (in selective locations only)

We have 14 campuses across Australia, where we deliver our on-campus training and assessment. Evolve College also offers online/correspondence study.

On-campus study in the CHC51015 Diploma of Counselling is available at selected locations. Please contact our Administration Office on 1300 880 885 to find out which campus is closest to you.

For further information on all of our courses, please see our website, www.evolvecollege.com under COURSES.



Counselling Course

Counselling training offered by Evolve College consists of the following nationally recognised training courses:

- CHC51015 Diploma of Counselling

Nationally recognised training means that the course offered is part of the Australian Qualifications Framework (AQF). Nationally recognised qualifications are highly valued by employers and are sought after by those developing a career.

When you obtain a nationally recognised qualification through Evolve College, you are investing in yourself and your future.

The qualification you receive is like a “stamp of approval”. It provides confirmation that, through satisfactorily completing the course, you meet the standards set by industry for the Training Package and qualification. In addition, through training with a Registered Training Organisation (RTO), you are studying through a credible training provider, registered to deliver the qualification on its scope of delivery.





Advantages of studying a nationally recognised course include:

- Qualification developed and recognised in consultation with and by industry
- Course meets nationally recognised standards and is subject to review and audit by the Australian Skills Quality Authority (ASQA)
- Credit or advanced standing into relevant further courses is generally more easily obtained, where you have studied the same or similar content, through the National Recognition and Recognition of Prior Learning (RPL) processes which all RTOs are required to offer

Students can obtain information on our registration and the Community Services Training Package at: <https://training.gov.au/>

Our Registered Training Organisation (RTO) code is 41035.

For information on the other qualifications Evolve College offers, see our website www.evolvecollege.com.

Course Structure

Evolve College is dedicated to your development.

You will receive a comprehensive study pack for each subject incorporating everything to facilitate successful, independent, self-paced learning. Learning resources include detailed photographic learning materials and supportive, interactive learning and exercises.

- Our course structure is designed to support you and your learning. This includes:
 - Online learning on our state-of-the-art, interactive learning platform, the EvolveHub, designed to support different learning styles and make your study simple and enjoyable
 - Campus training by a highly experienced Evolve College Trainer/Assessor
 - Our course is structured with a specific focus on developing students who are job ready upon graduation. This means you can join the counselling industry ready to begin work as a valuable, contributing worker.
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- Professional Integrity is Evolve College's key philosophy spread throughout all education components. We work to ensure our qualification not only sets a high standard of skill and technique for the counselling industry but also a high standard of integrity and professionalism

CHC51015 DIPLOMA OF COUNSELLING

COUNSELLOR

Structure overview:

- 8 subject total
- 12 months duration (min.)



CHC51015 DIPLOMA OF COUNSELLING

The CHC51015 Diploma of Counselling prepares you to become a counsellor, working with clients on personal and psychological issues using established counselling modalities. Upon graduation from this qualification, you will be able to work using communication, micro-counselling and interviewing skills and draw on varied counselling therapies to assist clients.

Possible jobs for graduates of the CHC51015 Diploma of Counselling may include working in a:

- variety of social welfare and community settings
- health care environment where counselling and other services are offered

Occupational titles for a graduate of the CHC51015 Diploma of Counselling may include:

- Counsellor

Course Structure: Alignment Of Units

Over the following pages, the course structure of the CHC51015 Diploma of Counselling is set out.

This includes details of which units and subjects make up the course, as well as particular requirements relating to completion of subjects and units, and the delivery by Evolve College.



CHC51015

DIPLOMA OF COUNSELLING

The units of competency that make up the above qualification are delivered across subjects as a combination of stand-alone and clustered units. In order to be deemed competent in a subject, students must complete all units within that subject, plus Counselling Practice (subject 8, studied on-campus). In order to be deemed competent in a unit, all subjects referencing that unit must be completed.

COURSE SUBJECTS:

The Diploma of Counselling consists of 8 subjects:

- 1 Foundations of Counselling**
- 2 Developing the Counselling Relationship**
- 3 Theories of Counselling**
- 4 Therapies and Brief Interventions**
- 5 Working with Crisis and Case Management**
- 6 Diversity and Inclusiveness**
- 7 Specialist Counselling**
- 8 Counselling Practice**

Upon completion of Subjects 1–8 as described above in accordance with the Evolve College study program for this course, students will achieve the CHC51015 Diploma of Counselling including the following Units of Competency from the Community Services Training Package.

CORE UNITS:

CHCCCS019	Recognise and respond to crisis situations
CHCCSL001	Establish and confirm the counselling relationship
CHCCSL002	Apply specialist interpersonal and counselling interview skills
CHCCSL003	Facilitate the counselling relationship and process
CHCCSL004	Research and apply personality and development theories
CHCCSL005	Apply learning theories in counselling
CHCCSL006	Select and use counselling therapies
CHCCSL007	Support counselling clients in decision-making processes
CHCCSM005	Develop, facilitate and review all aspects of case management
CHCDIV001	Work with diverse people
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCLEG001	Work legally and ethically
CHCPRP003	Reflect on and improve own professional practice

ELECTIVE UNITS:

CHCCCS014	Provide brief interventions
CHCCCS017	Provide loss and grief support
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCFAM003	Support people to improve relationships

Notes regarding the CHC551015 Diploma of Counselling course structure:

- The minimum duration for the CHC551015 Diploma of Counselling is 12 months. The maximum duration of the CHC551015 Diploma of Counselling is 2 years.
- Students are expected to make consistent progress during your course. You are required to complete a minimum of one subject every 2 months, and an assessment every 2 weeks. If you do not meet that timeframe, Evolve College reserves the right to suspend your course or dismiss your enrolment, at Evolve College's sole discretion. Consistent progress in your study is required.
- Evolve College's training delivery and assessment is structured to require steady progress in delivery and assessment. If any student is found to be not competent in any aspect, additional learning and/or assessment support may be provided. Re-submission of theory assessment and/or re-sitting of practical assessment are permitted in accordance with the terms outlined in this Student Handbook.
- Evolve College's Student Services and Administrative Teams are there to support with any educational, curriculum, or administrative queries you may have in relation to your study, or where you have individual needs that affect your training and assessment.
- As part of the enrolment process, all enrollees are asked to provide details of any special needs they may have, so that appropriate support can be arranged as needed.
- Recognition of Prior Learning (RPL) and Credit Transfer are available and are assessed on a case by case basis. The National Recognition Application Form is available as a download on our website, www.evolvecollege.com in the More/About section under Policies. For a copy of the RPL Candidate's Kit, please contact our Administrative Team on 1300 880 885 or by email at evolve@evolvecollege.com.

Qualification Facts

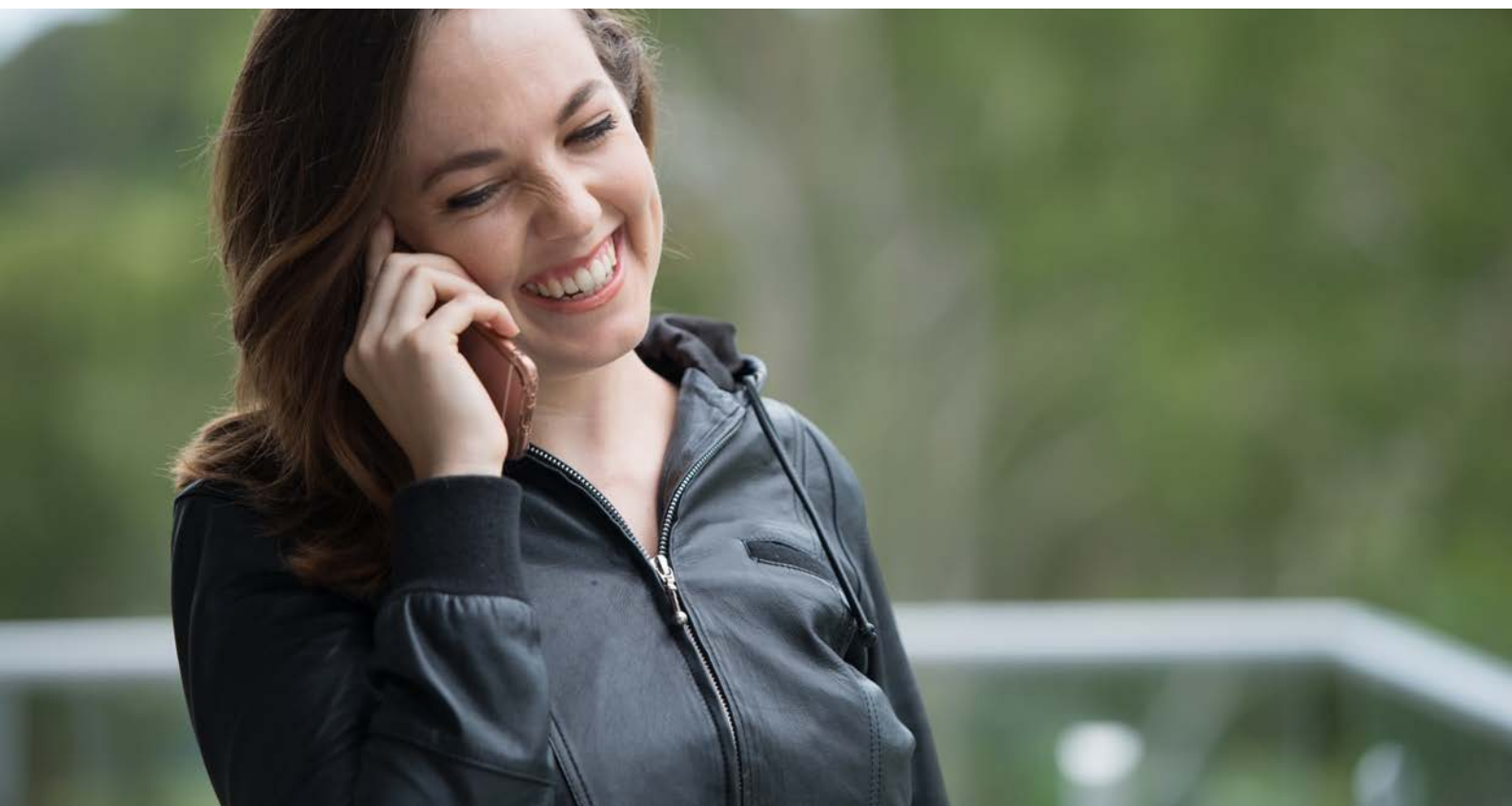
Important facts about your qualification, as well as Evolve College's training and assessment, are set out in the Qualification Fact Sheet for this qualification, available for download from our website.

To Evolve College the most important thing is our students and their development.

We are a transparent college. We want you to know exactly what your course entails, and you are welcome to ask any questions at any time. We are here to support you throughout your enrolment and your studies and look forward to hearing from you.

The Diploma of Counselling Fact Sheet contains important information about our nationally recognised training course in Counselling. This important information is available on our website and/or elsewhere in our Student Handbook but is gathered together in a single document for your ease of reference, either as a prospective student deciding whether to enrol with Evolve College in a particular course or an enrolled student.

The CHC51015 Diploma of Counselling Qualification Facts Sheet can be downloaded from our website at <https://www.evolvecollege.com/industry-sector/counsellingcourses/diploma-of-counselling>, and is also available to enrolled students in the EvolveHub, within the study resources associated with the course on the My Study tab.



Study Options

Evolve College offers leading edge education and training, designed to support and develop you in your chosen field of study. Our educators are leaders in their field.



Evolve College has created top quality courses run by leading counselling experts which support you to connect with all the possibilities that counselling brings and apply it in a way that supports both you and the clients in your care.

For on-campus students, the CHC51015 Diploma of Counselling is studied in a blended model including online in our custom-built EvolveHub, plus on-campus. For correspondence students, the CHC51015 Diploma of Counselling is studied online in our custom-built EvolveHub.

COUNSELLING PRACTICE

All on-campus counselling students are required to attend Counselling Practice (subject 8) on-campus at one of the Evolve College locations that offers this subject. For each student, a total of five two-day weekends (or weekday blocks) attendance is required, which are spread throughout the year. An alternative intensive option is available. Contact the Evolve College Team for more details.

Correspondence students complete their counselling practice and assessment via video.

During the Counselling Practice program, students integrate their learning and gain enormously valuable practical skills in the art of counselling. They are also assessed, and hence this is the culmination of the student's practical study. Upon satisfactory completion of the Counselling Practice program and the theory for the course in the EvolveHub, students are ready to have their work finally checked for graduation.

Timetable

DURATION OF TRAINING

CHC51015 Diploma of Counselling

- Duration will vary depending on current skills and knowledge, recommended 12 months (min)
- 2 years (max)

At Evolve College, we completely respect the fact that our students have much going on in their lives and often are working or attending to family or other commitments as well as study. We offer flexibility and allow you, as the student, to choose how it is you want to study. Give us a call on 1300 880 885 for more details. Therefore, you can complete your theory online in your own time, via our enjoyable and interactive online learning platform, the EvolveHub.

If you are an on-campus student, you then attend on-campus to complete Counselling Practice (subject 8). Counselling Practice can be completed over 5 two-day blocks, or through an intensive, all of which are offered in selected locations. Correspondence students complete this part of their course via online assessments and video submissions.

Give us a call on 1300 880 885 for more details.



Our Student Service Commitment

To ensure that we provide training and assessment services that meet the needs of students and industry we:

- employ a sufficient number of suitably qualified and experienced trainers;
- ensure sufficient opportunities for learning in appropriate environments;
- use assessments that are fair and flexible, and
- use assessments that are valid, enabling you to demonstrate competence in a variety of ways, and consistently applied.

Evolve College reserves the right to cancel a subject or course and should this occur, students who were enrolled in the cancelled subject or course will be offered alternate dates (if the course is being rescheduled). Students are entitled to receive a full refund (less any fees paid for tuition or services already received, and subject to return of all course materials) unless they are transferred to another course (or subject, as the case may be). Details are outlined in the fees, charges and refunds policy and procedure of Evolve College, available on our website.

Evolve College guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.

When a course has commenced, in the unlikely event that Evolve College is unable to deliver the course in full the student will be offered the option to enrol with another Registered Training provider and Evolve College will assist in both finding a suitable Registered Training provider and in the transition to the new Registered Training provider.

STUDENT SUPPORT SERVICES

Evolve College is dedicated to providing a high standard of service to students. We provide support in the following areas:

- Academic support
- Learning and special needs support
- Administrative support

Support may include, but is not limited to:

- pre-enrolment materials
- study support and study skills programs
- language, literacy and numeracy (LLN) programs or referrals to these programs
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
- flexible scheduling and delivery of training and assessment
- counselling services or referrals to these services
- information and communications technology (ICT) support
- learning materials in alternative formats, for example, in large print

Your questions and feedback are important to us at all times throughout your study.

Students can contact our Student Services by phone during office hours (on 1300 880 885, Mon-Fri 9:00am-5:00pm AEST/ADST), or by email (at evolve@evolvecollege.com) or post (to Evolve College, Units 3-4, 425-427 Docklands Drive, Docklands VIC 3008). Your feedback and questions are very important to us and we will always respond as promptly as possible. We will provide a response to all queries within 3 business days.

Should students require further support, Evolve College can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy & numeracy, and counselling in relation to your course. It should be noted that such services may require an additional fee to be paid to the service provider. Such fees are the responsibility of the student.

Please advise us as soon as possible if you would like to defer, withdraw or cancel your enrolment for any reason. To do so, you will be required to complete a Course Cancellation Request Form (to cancel your course) and a Special Consideration Request Form (to defer or request a refund outside the cooling off period as stipulated in the Student Agreement). These Forms are available on the website, www.evolvecollege.com in the More/About section – on the Policies page.

Student Enrolment Information

ENROLMENT REQUIREMENTS

For enrolments please call the Course Enrolment Line on 1300 880 885.

Please note that fees are subject to change and students are required to confirm current fees with Evolve College Administration prior to enrolment. The relevant fees must accompany an enrolment. For the CHC51015 Diploma of Counselling, fees are payable in instalments, as set out on the Enrolment Form. The first instalment is due on submission of the Enrolment Form.

For information on our fees, please see our Enrolment Form, and our fees, charges and refunds policy and procedure which is available on our website at www.evolvecollege.com in the More/About section, under Policies.

Payments may be made by cheque, money order, credit card or direct deposit into the Evolve College bank account. Please contact our Administration team for the College bank details. Due to privacy and security reasons, you should not enclose cash payments in the mail or send credit card details by email.



ENTRY REQUIREMENTS

Students must be 18 years of age or over at the time of enrolment to commence their studies. A minimum of Year 10 English or equivalent is required before commencing the CHC51015 Diploma of Counselling.

No prior experience in counselling is required to enrol in the course. Any prior held credits in units contained within the course are eligible for credit transfer on application using the credit transfer (National Recognition) process, as outlined in the national recognition policy and procedure, or Recognition of Prior Learning (RPL), as outlined in the RPL policy and procedure, which policies are downloadable from the Evolve College website (in the More/About section, on the College Policies page).

Students may contact the College to discuss their study options and individual circumstances.

For successful admission to the course, enrolments must be submitted by completing the enrolment form and agreeing to the terms of the student agreement. For phone enrolments please call the Course Enrolment Line on 1300 880 885 (Mon-Fri 9:00am-5:00pm AEST/ADST); for mail, post your completed enrolment form to: Attention Enrolment Officer, Units 3-4, 425-427 Docklands Drive, Docklands VIC 3008.



LANGUAGE LITERACY & NUMERACY

Evolve College understands that all students are individuals with different life experiences and varying literacy and numeracy skills. Evolve College recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training.

A student undertaking this course requires well developed language, literacy and numeracy (LLN) skills relevant to the context of the qualification they are undertaking with Evolve College. Prior to finalisation of enrolment and accessing of learning and assessment materials, students are required to complete a form requesting information in relation to schooling and prior education and any special needs a student may have. In addition, students undertake a written exercise which is used to ascertain any potential LLN issues. If any potential LLN issues are identified, a pre-enrolment interview is arranged to identify if an applicant has or could have insufficient LLN skills to complete the course. If the applicant is identified as having or potentially having insufficient LLN skills, the applicant is interviewed by the Evolve College Special Needs Officer and can be provided with additional support as needed or, if required, referred to an appropriate third party for LLN assessment and support. Evolve College encourages students with special needs and/or Language Literacy or Numeracy concerns to discuss this with our Student Services Team, who can refer the student to a third party assessor or LLN expert, or arrange individual support, as needed.

Evolve College will provide students with additional learning support during the course if required. Students may schedule learning support sessions with a Trainer and Assessor, and mentoring on an as-needed basis for this purpose, as well as access to the Student Services and Student Administration teams who provide assistance to students with enquiries, requests for information and learner support.

RESOURCES

Students will be provided with training resources, equipment and assessment materials for all units of competency and additional workplace documents as required.

In addition, students are required to bring a pen and notepad or electronic device for taking notes in on-campus classes. Students also require access to a computer, printer and internet during the course. A minimum upload speed of 0.6 Mbps is required.

Human Resources Team

Our team at Evolve College includes:

- Trainers and Assessors – who comply with the Standards for Registered Training Organisations (RTOs) 2015; hold the equivalence of the CHC51015 Diploma of Counselling units of competency; have successfully completed the Evolve College Teacher Training Program (or equivalent) and currently work in the industry.
- Education and Training Manager
- Student Services Team and Administration Team
- Venue and Events Manager
- Executive Team
- Administration staff

Training Resources

For on-campus students, specific physical training resources provided by Evolve College for the delivery and assessment of the on-campus aspects of the units of competency for this qualification in all applicable Evolve College training centre locations include:

- Training centre with required equipment and facilities. Specific venue details and information is provided for each training centre location
- Interactive Whiteboard/Whiteboard
- Computer
- Workbooks (where applicable)
- First Aid kit

COMPETENCY BASED TRAINING & ASSESSMENT

Students enrolled in training which will lead to either a Statement of Attainment or Certificate (testamur) for a qualification are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that you can perform or demonstrate the required skills and knowledge. Assessments are conducted throughout the training period from a range of different activities and situations.

As an example, assessment activities may include:

- Written assessments such as Short Answer & Multiple Choice questions, Assignments, Reports and Projects
- Answering Oral Questions
- Completion of case studies, role plays and similar activities
- Demonstrations of practical skills and knowledge

Students will be given feedback on all assessment activities. Rather than using a marking scale, competency based assessment determines a student as “competent” or “not yet competent”.

Assessments required for each unit are detailed in the course material provided for each subject.

All assessments included in assessment materials are summative and are therefore required to be satisfactorily completed to demonstrate evidence of competency in a given unit, cluster of units and subject. All formative assessments are included in the student learning material. Some assessment activities such as Role-plays, Assignments or Projects, and Demonstrations may be required to be completed over time, as set out in the learning and assessment materials for your course.

Counselling Practice (Subject 8) represents the final subject whereby all remaining outstanding practical assessment activities are completed. On-campus students complete this subject on-campus. Correspondence students complete it online and via video submissions.

Submitting Assessment Activities

Students are required to submit assessment activities at least every 2 weeks to demonstrate an ongoing commitment to their studies. Our experience shows that students who complete regular assessments are more likely to successfully complete their studies.

Students are expected to complete a minimum of one subject every 2 months. If you do not meet the above timeframes, Evolve College reserves the right to suspend your course or, dismiss your enrolment at Evolve College's sole discretion.

Upon completion of assessment, if a student is found to have an unsatisfactory result then a resubmission for reassessment is required. Up to 2 resubmissions are allowed for each assessment activity before you must defer and re-enrol to repeat the subject in the next intake. In the case of an unsatisfactory assessment, you will be provided with feedback indicating the area(s) that were found to be unsatisfactory. You are reassessed on all of the areas indicated by the Assessor as requiring reassessment, and upon completion you are provided with feedback on your results.

If you are required to re-sit a Counselling Practice Program class, as an on-campus student, or if you are required to re-submit a video assessment as a correspondence student, due to an unsuccessful first attempt, a fee for second reassessment is payable by you as per the Administration Fee Schedule available for download on the website, www.evolvecollege.com, in the More/About section under Policies.

Please note that there is a fee for rescheduling a Counselling Practice class, as per the Administration Fee Schedule available in this handbook and also on the website, www.evolvecollege.com, in the More/About section under Policies.

Results

All students will receive their assessment feedback and result within 21 working days of receipt of submission.

Once you have completed all required assessments for your course, your work will proceed to be signed off by an Evolve College Assessor and the qualifications issuance team as a final check of you having satisfactorily completed all assessments and requirements for your qualification. Evolve College will issue a Record of Results and qualification certificate within one month of the final sign off date by the Evolve College Assessor and qualifications issuance team.

Please note: If you are eligible for and require a Statement of Attainment to be issued during your enrolment, for completion of the relevant units of study, you will need to notify the Evolve College office. If required, a Statement of Attainment will be issued within one month of receipt of the relevant request and sign off by an Evolve College Assessor that all relevant requirements for the unit(s) you are applying for have been met.

Note that in order to receive a Statement of Attainment for a particular unit of competency, all requirements of that unit must have been met. In the case of delivery of clustered units with assessments across more than one subject, completion of one subject alone will not be sufficient to have completed all aspects relevant to that unit. All aspects of the unit must be satisfactorily completed before a Statement of Attainment may be issued. Call us on 1300 880 885 for more details.

Re-issuing Qualification Certificate/Record of Results

In the event of a lost or damaged certificate, record of results or statement of attainment, the student or graduate may contact Evolve College to order a replacement.

Students must provide proof of identity including their student identification number in addition to other personal identification information. Refer to the Administration Fee Schedule for applicable fees. It may take up to four weeks for the copy award document, record or statement to be completed and issued.

Access to Student Records

Students may wish to access their records to check on work completed, progress or for other reasons. If you would like to arrange access to your records, please contact the Student Services Team and request the Student Records Access Form, which you will need to fill out and sign and return to Student Services. We will complete processing of your Student Records Access Form within 1 week of receipt. Upon approval of the completed form, a Student Administration Officer will provide you with access to the relevant records of your participation and progress. If you have any other queries, please contact our College Administration team. Please note that other parties will not be permitted to access student files without prior written consent from the student, after the student's identification has been confirmed by Evolve College staff.

Release of Contact Details and Information

To ensure that Registered Training Organisations (RTOs) meet the national standards and offer quality training to students, the registering body conducts regular audits of RTOs. The audit process involves a review of a training organisation's policies, procedures, record keeping and training and assessment and management practices. On occasion the registering body may contact past and present training students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of clients and industry. The registering body may also seek feedback via survey issued to past or present students.

Upon request, Evolve College is required to supply to the registering body the following information in relation to students:

- Contact details including address, telephone numbers and email address

By enrolling with us, you agree to us providing such information to ASQA, the registering body, if we are requested by them to do so.

In addition, Evolve College is required as an RTO to submit certain data in relation to students to government bodies such as the National Centre for Vocational Education Research (NCVER). Such data includes the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data and the Unique Student Identifier (USI).

On or soon after enrolment, each student is required to submit responses to AVETMISS data questions and provide a USI to Evolve College, in order to meet government requirements for study. This process is conducted via a form available upon first login to the Evolve Hub.

Provision of the AVETMISS data and the USI are mandatory requirements set by the government. AVETMISS data includes personal information such as schooling, level of education and language spoken at home, plus details such as date of commencement and completion of study with us, and other similar details. Further information in relation to these is available from our Administration team.

Change of Personal Details

Should you change any of your personal details please advise the College Administration Team immediately by email at evolve@evolvecollege.com. Such details include home address, email address, name, contact telephone number/s. Please note that we communicate with students during their studies via email and sometimes by SMS. It is very important that you keep us notified of your current contact details so that we can contact you about details of your course as well as sending your qualification certificate to the correct address.

Course Evaluation

Your feedback is very important to us and we value and welcome all feedback from our students and graduates. During your training you will be asked to provide your thoughts and comments on the training and services received. Evolve College encourages all students to make contact should they wish to provide feedback or comments on any aspect of the service they have received at any time. We welcome your feedback. Please email: evolve@evolvecollege.com or call us on 1300 880 885.

Fees and Charges

It is Evolve College's policy that the course fee, the Additional Administration Fee Schedule and the 'Charges not included in tuition fees' document (as available on our website, at <https://www.evolvecollege.com/policies>) will be all inclusive. Candidates will not be 'surprised' by unexpected requirements, fees or expenses. Enrolment Fees are fully provided on the Enrolment Form. Additional Administration fees are detailed in the Administration Fee Schedule available on our website. The Administration Fee Schedule may be changed by Evolve College at any time without notice but any change to the Schedule is published on our website at <https://www.evolvecollege.com/policies>.

An enrolment fee is required to secure enrolment into the course. The CHC51015 Diploma of Counselling is paid for in instalments, and each relevant fee must be paid in advance of commencing the part of the course to which that fee or instalment relates. All required student learning material is included in the course fees, as set out below.

Student Fees include:

- Subject manuals and learning materials, accessible via the Evolve Hub
- Assessment activities and assessment materials, accessible via the Evolve Hub
- For on-campus students only, hard copy practical manuals for practical classes which are provided in class
- For on-campus students only, assessment activities conducted during practical classes
- Support provided by Evolve College, e.g. tuition and coaching
- For on-campus students, access to classrooms and facilities

Student Fees do not include:

- Travel to and from a Training Centre and/or accommodation for the purposes of training and/or assessment
- Home computer (or access to a computer), internet access and other IT equipment. Note a computer and internet access (with a minimum upload speed of 0.6 Mbps) are required

Administration Fee Schedule - Additional Fees & Charges

The Administration Fee Schedule applies to students who wish to apply for replacement materials and documents or other items or services which are in addition to and fall outside the course included costs. The Administration Fee Schedule is available for download on our website at <https://www.evolvecollege.com/policies>. For more information the student should visit our website or contact the Evolve College Administration office on 1300 880 885.

Cancellation of Course Refund Policy

Students agree to the terms and conditions outlined in the Enrolment Form and Student Agreement. If a student wishes to cancel their course, they must submit in writing their intention to cancel using the Course Cancellation Form available on our website, www.evolvecollege.com in the More/About section, under Policies. The terms and conditions of course refunds are outlined in the fees, charges and refunds policy and procedure, which is also available on the Policies page of our website. The terms and conditions include the following (without limitation):

- \$200 of your course fees is an administration, non-refundable cancellation fee.
- Should you cancel or withdraw within 10 days of agreeing to the Student Agreement*, any fee over the \$200 administrative fee will be refundable.
- Deferment of training can be negotiated. Fees apply according to the Administration Fee Schedule. To apply for a deferral or cancellation, you must use the Special Consideration Request Form, which is available for download from our website www.evolvecollege.com in the More/About section, under Policies, or from the Student Administration team.
- Should Evolve College cancel the training agreement (except on grounds of misconduct or any other reasons for dismissal), a fair and reasonable refund will be granted for fees paid in advance.
- If Evolve College cancels a course in which you are enrolled, and you elect to transfer to another Evolve College course, then your course fee paid for the original course shall be transferred to or towards the new enrolment, and no refund shall apply in respect of the cancelled course (except to the extent that the course into which you transfer has a lesser current enrolment fee, in which case the balance will be refunded to you). If the course into which you transfer has a higher enrolment fee (as currently charged at the time), you will be required to pay the difference to Evolve College before your transfer into that course takes effect.
- No refund is available to students who remain enrolled and do not progress. Should you decide not to continue with your course you need to notify us of your intention to withdraw or defer using the appropriate form. Fees apply according to the Administration Fee Schedule.

* Agreement to the Student Agreement occurs when the agreement box is ticked on the Enrolment Form.

Student Code of Conduct

The Student Code of Conduct sets out Evolve College's expectations of your behaviour within courses and in relation to academic and professional integrity and sets a guide for the behaviour expected of you while undertaking all of your study wherever performed, including without limitation on-campus, from home and in any learning, practice or assessments in the community.

To avoid any confusion, the following expectations of behaviour are provided. Compliance with these expectations is required by all students. Non-compliance may lead to serious disciplinary action including, at the Academic Board's discretion, immediate cancellation of your enrolment and withdrawal from your course.

All students must abide by the following at all times, including during attendance at all on-campus classes or clinics, performance of any practice or log book hours and any other work or practice conducted in any location in relation to their course:

Integrity and behaviour

- Conduct yourself with professionalism and integrity at all times, so as to comply with the generally accepted standards of moral behaviour and decency;
- Comply with all Evolve College policies and procedures as available for download on our website, and as may be amended from time to time;
- Not undertake fee for professional services until studies are fully completed and you are fully qualified;
- Behave ethically at all times, and avoid any behaviour that would cause any unfair disadvantage or advantage to yourself or any other student;
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification, disability discrimination, religious discrimination or vilification and sexual discrimination;
- Comply with workplace harassment, victimisation and bullying regulations at all times;

- Ensure that behaviour is at least at a level acceptable to the workplace at all times;
- Comply with occupational or work health and safety regulations at all times;
- Conduct all activities that are part of or associated with your enrolled course in a safe and respectful manner and not place any other person or persons at any risk of harm, including abiding by all ethical requirements and standards;
- Never condemn, disparage or otherwise denigrate, in or through any means or medium, Evolve College, its staff, Trainers or Assessors or members of the industry or allied professions;
- Be familiar with the programs, policies and resources available at Evolve College to assist with the completion of your course;
- Not behave in any way which could or does offend another student or impair the reasonable freedom of any other person or persons to pursue their studies with Evolve College.

Integrity of Academic work

- At all times strive to achieve a high level of proficiency through commitment to studies;
- Not engage in any plagiarism, cheating or any other academic misconduct, and abide by copyright and plagiarism laws and legislation;
- At all times meet the requirements, terms and conditions contained in the Student Enrolment Form, the Student Agreement, and the Student Handbook, including without limitation the payment of fees;
- Submit your work when required;
- Attend all required classes (for on-campus students) and complete all required assessment as part of the requirement to progress through your enrolled course satisfactorily;
- Complete your enrolled course within the timeframe notified in the Student Agreement and Student Handbook;



- Actively participate in learning throughout your course;
- Promptly communicate any difficulties with completion of learning, activities or assessment an Evolve College Trainer/Assessor or the Student Services Team;
- Inform the College Administration Office in advance of any intended absences;
- Inform your Trainer or the College Administration Office immediately should you be unable to attend due to illness or other reasons;
- Inform your Trainer or the College Administration Office if you have a medical condition that may affect your participation within a course or affect those with whom you may be training.

Integrity of Practical work

- Perform only techniques as taught by Evolve College in the qualification in which you are enrolled;
- Perform techniques strictly in accordance with all instruction provided by Evolve College;
- Ensure and be responsible for the safety and wellbeing of the client at all times;
- Act with professionalism and integrity;
- Comply with all aspects of the Student Code of Conduct

Equity and Respect

- Treat Evolve College and all of the College's staff, Trainers and Assessors, and other students with courtesy and respect at all times, including in all activities forming part of your enrolled course, whether on-campus or elsewhere, and in attendance or presence on-campus in general;
- Fully respect the rights of all others to express political and religious views;
- Not engage in behaviour that is obscene, dangerous or in any way offensive to others, or could be perceived to be so;
- Not engage in behaviour that is or could be perceived by another to be threatening, intimidating or imposing;
- Not behave in a way that disrupts in any way or interferes with any teaching or learning activity of or at Evolve College.

Zero Tolerance Policy on Inappropriate Conduct

- At all times treat all other students and clients with respect and in a professional manner;
- Never use any subject or course which you are studying for self- gratification or any other inappropriate means;
- Be responsible for your thoughts at all times while in a treatment setting and never entertain or have thoughts of a sexual nature about a client, even if these are not outwardly said or acted upon;
- Never touch another student or a client inappropriately or in any way that could reasonably be deemed to be inappropriate by the other person or an Evolve College Trainer/Assessor. Note that in Counselling, there is no need for any touch whatsoever and you should not be touching your clients;
- All of your treatment of clients is to be at all times extremely respectful and honouring of each and every client. You should hold as your baseline of operation at all times the standards of professionalism, decency and respect and never fall below these in your interaction with all clients. Never is the technique or modality you are applying more important than the quality that you do it in, or the effect it has on the client(s) you are caring for. Care is the core and focus of everything you do as a worker in this industry.

All students are required to comply at all times with Evolve College's Zero Tolerance Policy on Inappropriate Conduct.

Evolve College's reputation and resources

- Ensure that you do not harm or bring into any disrepute (assessed at the discretion of Evolve College) the reputation or good standing of Evolve College;
- Not use technology or communications of any description or form in any way which is unlawful or which will or could be detrimental to the rights, property, reputation or wellbeing of Evolve College or others;
- Not engage in any conduct which is against the law, and not engage in any conduct which is corrupt;
- Use and care for all Evolve College's resources, equipment and facilities (whether virtual/online or real) in a lawful, ethical and respectful manner.

Student Code of Conduct

All students are required to comply with the Evolve College Student Code of Conduct at all times and during all activities performed as part of their study, wherever conducted, and enrolment with Evolve College is taken as an agreement on the student's part to comply with the Code as published in the Student Handbook.

Students identified as being in breach of the Student Code of Conduct will be informed in writing of the allegation and requested to respond to the allegation in writing within 7 days. If this occurs in your case, you should retain copies of any documentation submitted in your response. The Academic Board will review your response and may request further information or material from you, in which case you must comply with this request. Upon receipt of all requested information, if the board determines that you have breached the Student Code of Conduct, the Academic Board may, at its discretion:

- impose disciplinary action including a formal warning letter;
- issue an unsatisfactory result for assessments or a not yet competent finding for units;
- suspend enrolment in the course for a determinate period;
- cancel enrolment and withdraw you from the course which may be without compensation or refund; or
- impose any other sanction or take any other action that the board determines as appropriate, at its discretion.

The determination by the Academic Board will be issued within 21 business days of receiving your written response to the issue and any information or material subsequently requested by the Academic Board. The decision of the Academic Board is final. In cases of extremely serious breaches of the Student Code of Conduct of a criminal nature the board is obliged to refer the matter to the appropriate authorities including the police.

Administrative matters:

- Students are required to notify the College Administration Team immediately of any change of name, mailing address, email address or telephone number.
- Students studying on-campus are required to attend 100% of class lectures.
- On-campus students who miss a class or do not attend 100% of a class lecture are responsible to check the timetable for an alternative class time (which can be arranged with the College Administration Team).
- If a student misplaces any hard copy manual or workbook and requests a replacement, a fee will be charged as per the Administration Fee Schedule which is downloadable from our website.



- Assessment results will not be given over the telephone. Students will be advised of assessment results by email in writing or via the Evolve Hub.
- Assessment documents will not be returned to students. Students should keep a copy of their assessment material.
- The College Administration Office is unable to provide students with the address, email address and/or telephone number of other students or Trainers/Assessors.
- Evolve College reserves the right to amend timetables for on-campus students as it sees fit from time to time and to cancel classes. It is the student's responsibility to check their timetable in the EvolveHub before each practical class.
- College administration hours for making enquiries are: Monday to Friday 9:00am – 5:00pm (AEST/AEDT).
- Evolve College reserves the right to exclude a student from further participation in the course, where in the opinion of the College Administration:
- The student has refused or neglected to comply with the terms of the Enrolment Form, the Student Agreement and/or information contained in this Student Handbook; or
- The student has breached the student Code of Conduct and/or brought or been likely to bring the practice of massage or Evolve College into any disrepute (at Evolve College's sole discretion).

Classes

- All lectures commence on time and on-campus students are expected to be on time. Students are required to arrive early enough prior to class to enable classes to commence on time.
- In the event that a student is late, they are required to enter quietly and notify the Trainer/Assessor of their attendance at an appropriate time during the class. Where a training centre door is locked due to the class having commenced, students arriving late will be required to wait until the next class break before joining the class
- However, if a student is more than 2 hours late, their class will need to be cancelled and re-scheduled, and a fee will be charged in accordance with the Administrative Fee Schedule. Contact the Administration Team to organise this, on 1300 880 885 (Mon-Fri, 9:00am – 5:00pm, AEST/ADST).
- On-campus students are required to meet all on-campus attendance requirements and hence, time lost through being late or having to leave a class early will need to be made up. The Evolve Administration Team can assist you with organising this.
- The duration of the CHC51015 Diploma of Counselling is a minimum of 12 months and a maximum of 2 years. Students are expected to complete a minimum of one subject every 2 months. You should be completing assessments within your subjects consistently over your study period.
- If you do not meet the required timeframes, Evolve College reserves the right to suspend your course or, in extreme cases at Evolve College's discretion, dismiss your enrolment.

Training Rooms

- Smoking is not permitted inside any Evolve College training facility or within 15 metres of any external doors or entrance-ways.
- No photos or videos are permitted to be taken within the training rooms or within Evolve College premises at any time.
- Eating or drinking is not permitted in the lecture rooms with the exception of water.
- Tea and coffee facilities are available for use in the break out area where available.
- Materials you are required to bring to class are specifically advised in your confirmation of enrolment email.

Access & Equity Policy

Evolve College is committed to delivering training that is:

- Equitable for all people through the fair allocation of resources and involvement in vocational education and training
- Providing equal opportunity for all people
- Providing access for all to appropriate quality vocational education and training programs and services
- Providing support services which enhance achievement of positive outcomes

Evolve College encourages students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people. Further details are set out in the Access and Equity Policy and Procedure.

Plagiarism and Cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions (pictorial, words or otherwise) and representing them as your own. For more information, see: <http://www.library.uq.edu.au/training/plagiarism.html> - avoiding plagiarism.

Cheating is copying someone else's work - sharing or copying an assessment, test or assignment, or doing someone else's assessment, test or assignment, in part or full.

The consequences of being caught plagiarising or cheating may include: repeating the entire subject, suspension from the course and possible cancellation of your course. The consequences are imposed at Evolve College's discretion.

In most cases plagiarism has been completed by accident. With adequate training and support, this should not occur. This handbook is your notice that plagiarism is not permitted and that all work submitted must be your own.

Cheating is a different situation and is usually 'cut and dry' with no defence. As always, any students who have been identified as allegedly having plagiarised or cheated will have the ability to access the complaints and appeals process at no cost to themselves. See the complaints and appeals policy and procedure, downloadable from our website.

Sexual Harassment

Sexual harassment is bullying or coercion of a sexual nature, or the unwelcome or inappropriate promise of rewards in exchange for sexual favours. Sexual harassment is illegal, and will not be permitted in the training environment. Harassment can include "sexual harassment" or unwelcome sexual advances, requests for sexual favours, and other verbal or physical harassment of a sexual nature.

All representatives of Evolve College are required to note and agree to comply fully with the regulations and legislation preventing sexual harassment and ensure that all training students are made aware of and comply with such regulations and legislative requirements.

The guidelines are:

Sexual harassment includes but is not limited to:

- Making unsolicited and unwelcome written, verbal, physical or visual contact with sexual over-tones (for example: jokes, slurs, assault, touch or postures).
- Continuing to express sexual interest after being informed that the interest is unwelcome.
- Masking reprisals, threats of reprisal or implied threats of reprisals following a negative response (for example, suggesting a poor performance report will be given).
- Engaging in implicit or explicit coercive sexual behaviour which is used to control, influence or affect the career, salary or environment of another.
- Offering favours or benefits such as promotions, favourable reviews, favourable assigned tasks in return for sexual favours of any description.

Sexual harassment of any manner or description is not tolerated at Evolve College. These policies against harassment apply to both the training and work environments for students, clients, staff and contractors. They apply to all locations in which study or practice is undertaken.

Anyone found to be in violation of this policy will be subject to appropriate disciplinary action, which includes warnings, reprimand, suspension, dismissal or cancellation of contract and withdrawal from the course, at Evolve College's discretion.

Discrimination

Discrimination is the prejudicial and/or distinguishing treatment of an individual based on their actual or perceived membership in a certain group or category, in a way that is worse than the way other people are usually treated. It involves the group's initial reaction or interaction, influencing the individual's actual behaviour towards the group or the group leader, restricting members of one group from opportunities or privileges that are available to another group, leading to the exclusion of the individual or entities based on logical or irrational decision making.

Evolve College will treat every student fairly and without discrimination and students are expected to treat each other fairly and without discrimination.

Evolve College is committed to ensuring that all of its representatives, clients and students are treated fairly and equally in their employment and training.

- All opportunities are determined on the basis of merit without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics or impairment.
- Trainers are accountable for the implementation of this policy.
- Evolve College and its representatives have a responsibility to provide an environment, which is free either directly or indirectly from any form of discrimination, harassment, insult, ridicule, victimisation or bullying.
- Further details are set out in the Access and Equity Policy and Procedure.

COMPLAINTS AND APPEALS

Evolve College is dedicated to providing a high standard of service. Should a student have a complaint or wish to appeal an assessment result or any decision Evolve College has made, they are encouraged to do so by using the following process:

Policy

Evolve College uses a systematic approach to dealing with complaints, concerns and appeals. All concerns, complaints and appeals are dealt with fairly, honestly, without bias in a professional and fully documented manner.

Evolve College ensures that all students will have access to a fair and equitable process for dealing with complaints/concerns and will provide an avenue for students to appeal against such decisions which affect the student's progress.

All reasonable effort will be made by Evolve College to resolve the student's complaints or concern. To this end, students should refer formal complaints/concerns to the Student Services Team.

Evolve College guarantees that any student who lodges a complaint or appeal will not have their enrolment cancelled, suspended or deferred whilst their complaint or appeal is being processed.

In relation to complaints or appeals:

- All students have the right to lodge a complaint or appeal.
- All students have the right to natural justice in the handling and determination of any complaint or appeal lodged by them.
- Upon receipt, Evolve College will notify the student that their complaint or appeal has been received.
- All complaints and/or appeals will be dealt with in accordance with our complaints and appeals policy and procedure.

The policy is downloadable from our website, in the [More/About](#) section, under Policies.

CREDIT TRANSFER (NATIONAL RECOGNITION)

You may be eligible for a credit transfer if you have previously undertaken training through a Registered Training Organisation. Evolve College will recognise qualifications and Statements of Attainment awarded by Registered Training Organisations throughout Australia. Credit transfer may be granted for one or more units. Evolve College does not award partial completion of a unit via national recognition. Fees are not applicable to course credit (national recognition).

Automatic credit transfer applies to identical units of competency, and there is no mapping/evaluation required. For non-identical units of competency, previously completed units or courses may be considered equivalent where learning competencies and outcomes clearly map across to the target unit. An Evolve College Assessor will review the unit or course you have completed to determine coverage via mapping of the evidence requirements of the target unit(s).

If you have completed identical units of competency, you may apply for Credit Transfer (National Recognition), using the National Recognition Application Form, available as a download on our website from the About section under Policies. If you have completed non-identical units of competency, you may apply for Recognition of Prior Learning (RPL).

If you think you may be eligible for a credit transfer you will need to provide the following:

- a completed National Recognition Application form, available from the About section on our website under Policies; and
 - a certified copy of the original Statement of Attainment or Record of Results (academic transcript), certified by a person authorised to witness a statutory declaration in your state or territory; and
 - a certified copy of the original testamur (qualification certificate), certified by a person authorised to witness a statutory declaration in your state or territory.

The Evolve College Assessor will advise the applicant in writing in accordance with national recognition policy and procedure, which is downloadable from the Evolve College website under More/About/Policies and procedures.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment

You may be eligible for Recognition of Prior Learning for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, or to obtain a copy of the RPL Candidate's Kit which contains all relevant application forms and details of what you are required to supply, please call us on 1300 880 885 or email evolve@evolvecollege.com.

RELEVANT LEGISLATION

All information provided by Evolve College complies with the relevant legislation applicable to Registered Training Organisations, such as, but not limited to:

- Work place health and safety legislation;
- Industrial relations;
- Insurance;
- Access and equity principles and anti-discrimination;
- Privacy;
- Copyright;
- Complaints and appeals;
- Legislation relating to the National VET Regulator and the VET industry;
- Australian Consumer Law;
- Fair Work Australian legislation and regulations;
- Child protection.

Study Resources

EvolveHub

Your learning and assessment materials can be accessed via our online learning environment, the Evolve Hub.

You can easily login to the EvolveHub via the student login tab on the website home page, using the blue “EvolveHub” button at the top right of the page. Enter your email and password to login.

The EvolveHub is your online student resource and contains information such as timetables, access to learning and assessment materials, and assessment tasks.

The EvolveHub is regularly updated. **Please take the time to browse the Hub content and re-visit it frequently during your study, as important messages regarding your study are posted there and these can change from time to time.** It is your responsibility to keep up with messages that are posted.

For on-campus students, it is your responsibility to regularly check your timetable in the EvolveHub and confirm enrolled class dates and times, as these can change from time to time, as well as checking the EvolveHub for messages and announcements.



STUDENT DETAILS

Address & Name Changes

Your name and address details are held in the confidential Evolve College database. It is essential that you notify the College Administration office immediately of any changes to your name and address or other contact details (including telephone, mobile phone and/or email address). You will be required to provide your student ID number and other identifiers when contacting the College so that we can verify your identity. Name changes must be detailed in writing with appropriate evidence as required by the College – the College will advise you of what is required in each instance. It is your responsibility to ensure your contact details are up to date with us at all times, so that you can receive communications from us regarding your study. We communicate with students via email, SMS and post.

Absence from a Timetabled Class (for on-campus students)

Our courses and timetables are structured with care and precision to ensure you receive the learning and support you need. Our class timetables are also structured so as to meet Training Package requirements.

On-campus students are required to attend all scheduled classes in order to fulfil course requirements and also to optimise academic success. If you are unable to attend a class or part of a class, you are required to contact the Administration Office in advance of that class. Please note that missing a class or part of a class may affect your eligibility for your qualification. We require missed/lost time to be made up, to ensure that you meet all relevant requirements for your qualification. You can organise to make up time by contacting the Administration team on 1300 880 885 (Mon – Fri 9:00am-5:00pm, AEST/ADST) or by email at evolve@evolvecollege.com.

Please log into the EvolveHub to confirm enrolled class dates and times or to search for alternate locations and date options. You can also browse existing timetables on our website. Please note that a fee is applicable to transfers and rescheduling your class. Please refer to the Administration Fee Schedule available on our website, for details.

Transferring Classes

If you are an on-campus student and wish to transfer to another class timetable please contact the Administration Office to discuss your options. Please note that transfer fees apply according to the fees listed in the Administration Fee Schedule as available in this handbook and on our website.

You will not be permitted entry into a class unless you are enrolled in that class. If you require to transfer to another class timetable you must arrange an alternative time through the Administration Office well ahead of class time.

Only students listed on the Trainer's attendance sheet will be permitted entry into the class.

Withdrawal from a Subject or Course

If you wish to withdraw from your course you must notify the College Administration office in writing using the Course Cancellation Form providing relevant details. Refunds are not available for a withdrawal outside the Refund Period as defined in the Student Agreement. If you would like to request special consideration, you may do so using the Special Consideration Request Form, which is downloadable from our website, www.evolvecollege.com in the More/About section, under Policies.

Deferral of a Subject or Course

If a student needs to defer a subject or course they must notify the College Administration in writing of their intention to defer using the Special Consideration Request Form available on the website, www.evolvecollege.com in the More/About section, under Policies. Fees apply. Please refer to the Administration Fee Schedule (downloadable on our website) for details. Students are required to confirm current fees and any additional costs must be met by the student prior to recommencing their studies.

Theory Subjects

The theory subjects are released to students in the order most supportive for your study. The course roll-out is designed to maximise your learning. We recommend you study the theory subjects in the order they are presented and released to you in the Evolve Hub.

Practical Subjects

Practical Subjects must be studied in order as the content of each subject builds on your understanding from the previous subject.

Our Team is Here to Help.
Clear Communication to
Support Your Study



YOUR STUDY MATERIALS

Your subject materials will be available to you online via the EvolveHub following your enrolment. Materials are released online in the order most supportive to your study. For the on-campus component of your course, a copy of the practical class material will also be provided to you in class, for working through together with your Trainer/Assessor.

Please note: If you misplace any hard copy course materials you will need to contact the College Administration Office on 1300 880 885 to arrange for them to be reissued at your own cost.

STUDY QUESTIONS

If at any time during your study you have any questions relating to your study please forward these to the Evolve College Student Services Team. The Student Services Team will endeavour to ensure a reply to your question(s) is provided within 3 working days.

Questions can be forwarded to the College via one of the following methods:

1. Email: evolve@evolvecollege.com

Place the following under the Subject Title in your email message: ATT: Student Services - Student Question(s)

2. Phone: 1300 880 885 (ADST/AEST)

3. Post: Evolve College
ATT: Student Services
Units 3-4
425-427 Docklands Drive
Docklands VIC 3008



Your Qualification

NATIONALLY RECOGNISED TRAINING

Evolve College is a Registered Training Organisation (RTO) and follows the guidelines as set out by the Australian Qualifications Framework (AQF). The CHC51015 Diploma of Counselling is an official qualification within the industry developed and approved and government endorsed Community Services Training Package.

On completion of your studies you will be issued with a nationally recognised qualification, after all assessment and requisite checks are completed by Evolve College. Nationally recognised qualifications are highly valued by employers and are sought after by those developing a career. This qualification is like a "stamp of approval" by the issuing body of the fact that you have completed training and assessment that meets the requirements of the Training Package and therefore the requirements set by industry for your chosen qualification.

We offer the following nationally recognised training in Counselling:

- CHC51015 Diploma of Counselling



For details on other nationally recognised training Evolve College offers in other disciplines, please refer to our website, www.evolvecollege.com and go to Courses.

ACADEMIC TRANSCRIPT (RECORD OF RESULTS)

On completion of your course, after completion of all assessments and necessary checks by the Evolve College Assessor team, you will receive an academic transcript. This is an official statement of your results (Record of Results), listing the competencies completed for the qualification being issued. This transcript is confirmation of having completed the relevant qualification and can be provided as evidence when required, such as when applying for membership with an Association or gaining insurance to commence employment. Your academic transcript will be automatically mailed to you after all assessment tasks have been completed for all subjects and signed off as satisfactory by an Evolve College Assessor. Please allow up to 4 weeks for the issue of your academic transcript, after the date of final sign off of all of your assessments by an Evolve College Assessor.

QUALIFICATION CERTIFICATE

Once your Record of Results has been issued, Evolve College will order your qualification certificate, which is printed in an external print-house. Your qualification certificate can be displayed in your clinic as confirmation to your clients that you have completed nationally recognised training with Evolve College.

Please allow up to 4 weeks for the issue of your qualification certificate, after the date of final sign off of all of your assessments by an Evolve College Assessor.



At Evolve College we care very deeply about our students and the quality of their experience with us.

We look forward to supporting you to learn and grow, throughout your studies.



We thank you for choosing to Evolve with us.



Evolve College is committed to its students.

Our trainers and our entire Student Services and Admin Team are there to support our students in full as they undertake study with us.

To us, you are never a piece of paper or a student number – you are a person, and the service we provide to you is in full reflection of the fact that at Evolve College, our training is all about developing you, in preparation and readiness for all that lays ahead of you, whether that be in massage or in any other career or field that you may enter.

In answer to the very strong call, consistently and continuously made by our graduates and students, we will launch through Evolve College a range of courses in a variety of different fields. Our students' feedback is extremely important to us, and we have listened to the many requests for more from us – and Evolve College is answering this call.

Our team has a 20+ year history in exceptional quality training in the Vocational Education and Training sector. Evolve College is now greatly expanding what is on offer, whilst offering unparalleled customer service, and a solid, dedicated focus on our students' development as people. Check out our website at www.evolvecollege.com for details of the courses on offer.

At Evolve College, it is all about you, the student, and your experience with us.

Head Office:

Units 3-4
425-427 Docklands Drive Docklands VIC
3008
p | 1300 880 885
e | evolve@evolvecollege.com