QUALIFICATION FACT SHEET: CHC51015 DIPLOMA OF COUNSELLING

Evolve College

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.

This Fact Sheet contains important information about your course. All of this information is available on our website and/or in our Student Handbook but is gathered together here for your reference. Please keep it as a useful reference for you in:

- Deciding whether to enrol with Evolve College in this particular course; and
- If you are enrolled, in having a handy reference of important elements of your course.

We hope you will find this Fact Sheet useful.

ITEM	DETAILS
Course Code	CHC51015
Course Title	CHC51015 Diploma of Counselling
Currency	Listed as "current" on https://training.gov.au/Training/Details/CHC51015
Course duration (estimated)	CHC51015 Diploma of Counselling: 12 months.
Delivery locations	This course is delivered fully online through our EvolveHub, so you can study from anywhere in Australia. Students in Western Australia also attend on campus one weekend each month (see Delivery method). Call our office on 1300 880 885 for details.
Delivery method	Fully online. You study on our custom-built online learning and assessment platform, the EvolveHub, with practical learning and assessment delivered in online sessions led by our expert trainers. Western Australia: students in WA also attend on campus one weekend each month, to meet Jobs and Skills WA funding requirements.
Third parties providing training/assessment on our behalf	None.
Work placement	None. The practical hours required for this course are completed online in sessions led by our expert trainers, rather than in a workplace.
Our obligations as a RTO	When you enrol with us, we are obliged to deliver training and assessment in the training product in which you enrol, in accordance with the Standards and rules set by the National VET Regulator, Australian Skills Quality Authority ("Standards"). We are also obliged to issue qualification certificates (testamurs), records of results and statements of attainment in accordance with the rules prescribed by the Standards.
Your rights as a student	As you progress through your course, you will be lodging assessments online as well as undertaking practical assessment in online sessions led by our expert trainers. You have the right to appeal any academic decision that is made about any of your assessments. Details of how to appeal are given in our *Complaints and Appeals Policy and Procedure*, which is available for download from the Policies & Downloads page of our website, at www.evolvecollege.com/policies.
	We value your feedback at all times, and encourage you to give us feedback, of where you think we are doing a great job, as well as where you think we could improve. You can lodge a complaint if you ever want to, as per our *Complaints and Appeals Policy and Procedure*. Our *Complaints and Appeals Policy and Procedure* is downloadable from the Policies & Downloads page of our website, at www.evolvecollege.com/policies.

Our assurance to you regarding your pre-paid fees	We are committed to delivering quality education and training. Under the Standards, we, as an RTO, are required to have systems in place for ensuring the quality and validity of training and assessment throughout the scope of registration and across all modes of delivery. The Standards for RTOs that apply from 1 July 2025 require RTOs that collect more than $1,500 in fees in advance from a student to protect those fees.
Your obligations as a student	You are required to complete all learning and assessments as outlined in your learning and assessment materials, available to you on the EvolveHub. If you study in Western Australia, you are required to attend on campus one weekend each month. You are required to make steady progress during your course, submitting at least one assessment every 2 weeks and completing at least one subject every 2 months or otherwise as provided in the Student Handbook.
Equipment and materials you need to provide	The equipment and materials you need to provide are outlined in the Student Handbook.
RPL and National Recognition	Evolve College welcomes applications for recognition of prior learning (RPL) and/or National Recognition (credit transfer). If you think you may be eligible, please contact our team to discuss and obtain the relevant form(s).
Policies and Procedures	You are required to comply with all Evolve College Policies and Procedures, including as amended from time to time. Our policies and procedures are on our website at www.evolvecollege.com/policies and in our Student Handbook.
Fees	Evolve College operates on a fee for service basis. VET Student Loans are not available through Evolve College. Your course fees are payable prior to commencement of study/tuition of the relevant subject/package/course. We offer discounts from time to time, and where relevant these are shown on our website.
Refunds and 'cooling off'	You are able to cancel your enrolment at any time during the 'cooling off period' which is a period of 10 calendar days from enrolment. If you do so, you will receive a full money back refund, less an Administrative fee of $200. If you wish to cancel your enrolment at any time after the cooling off period, you may do so. A refund is only available during the cooling off period unless special circumstances apply. Special circumstances are defined in our *Fees, Charges and Refunds Policy and Procedure*, which is available as a download on the Policies & Downloads page of our website, under Fees, Charges and Refunds. 30 Day Money Back Guarantee: in addition to the cooling off period, the CHC51015 Diploma of Counselling comes with our Quality Education Provider 100% Money Back Guarantee. If you are not satisfied with the quality of your training, you can receive a full refund of fees paid within 30 days of enrolment or before you complete 30% of your course, whichever comes first. Conditions apply, including that the guarantee is not available on weekly payment plans. See the full terms at www.evolvecollege.com/Money-back-guarantee.
Study in Australia	Evolve College accepts enrolments by students studying wholly in Australia (not overseas). You must be an Australian permanent resident or in Australia on a visa that permits study for the duration of your course. Student visas are NOT permitted for study with Evolve College. Evolve College is not registered with CRICOS. To find an RTO that accepts student visa enrolments, please visit https://cricos.education.gov.au.
Important documents	You should download and read the following: • Student Agreement • Student Handbook • Course Guide for this qualification The Student Agreement (Diploma of Counselling) is available from the Policies & Downloads page of our website, at www.evolvecollege.com/policies. For a copy of the Student Handbook and Course Guide, please contact our team on 1300 880 885 or at evolve@evolvecollege.com.
Any questions?	**If at any time you have any questions about enrolment or about an Evolve College course, please do not hesitate to contact us. We welcome the opportunity to hear from you and look forward to supporting you through your studies.**

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