QUALIFICATION FACT SHEET: HLT42021 CERTIFICATE IV IN MASSAGE THERAPY

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	HLT42021
Course Title	HLT42021 Certificate IV in Massage Therapy
Currency	Listed as "current" on https://training.gov.au/Training/Details/HLT42021
Course duration (estimated)	HLT42021 Certificate IV in Massage Therapy: minimum 6 months duration. Maximum 1 year duration. Note: If you study the HLT42021 Certificate IV in Massage Therapy and the HLT52021 Diploma of Remedial Massage, your minimum total duration will be 12 months and maximum duration will be 2 years.
Delivery locations	17 Delivery locations nation-wide as listed on the Locations page of our website.
Delivery method	We offer the HLT42021 through a blended delivery method: On-Campus (all practical classes on-campus; theory study from home)
Third parties providing training/assessment on our behalf	There are no third parties providing training/assessment on our behalf.
Work placement	None: students attend all clinical practice requirements through Evolve College's Clinic Program.
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 class. 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 (paid upfront)	We are committed to delivering quality education and training. Under the Standards, we, as a Registered Training Organisation (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.
	We hold a bank guarantee to protect our students' fees paid up front in excess of $1500 in the event that we are unable to deliver training and assessment to you. See our *Tuition Assurance Policy and Procedure – Fee for Service*, at www.evolvecollege.com/policies.
	If we are unable for any reason to deliver the training and assessment of your course, it is the sector's first objective to ensure that local students displaced from any course are efficiently relocated in a comparable course with another approved provider.
Your obligations as a student	You are required to attend all practical class requirements applicable to your method of study. You are required to complete all assessments as outlined in your learning and assessment materials, available to you on the EvolveHub. You are required to make steady progress during your course, submitting at least one assessment activity every 2 weeks and completing one subject approximately every 6 weeks, as set out in your Student Agreement and the Student Handbook.
Equipment and materials you need to provide	The equipment and materials you need to provide are outlined in the Student Handbook and in the "Charges not covered by Tuition Fees" document.
Clinical practice hours	Your course includes clinical practice hours. Under the Training Package, 80 clinical practice hours are required, 60 of which must be supervised. Evolve College meets this requirement through its extensive Clinic Program which comprises different types of clinic, stepped out as you progress through the course, building your confidence, ability, and readiness to join the industry.
Charges outside your tuition fee	See the "Charges not covered by Tuition Fees" document for a list of charges which your tuition fee does not cover. That Charges disclosure statement is available for download on our website, at www.evolvecollege.com/policies.
RPL and National Recognition	Evolve College welcomes applications for recognition of prior learning (RPL) and/or National Recognition (credit transfer). There is no fee, and RPL is completed before you enrol. The forms and policies are available at www.evolvecollege.com/policies. If you think you may be eligible, please contact our team to discuss.
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 for the HLT42021. Your course fees are payable prior to commencement of study/tuition of the relevant subject/package/course. Evolve College offers upfront payment for the HLT42021. Current fees are at www.evolvecollege.com/fees/certificate-of-massage-fees.
Refunds and 'cooling off'	• You are able to cancel your enrolment at any time during the 'cooling off period' (the Refund 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.
Industry information	Private health insurance rebates are generally not available to graduates of the HLT42021 Certificate IV in Massage Therapy. Contact a professional massage association for more information. Students need to obtain the HLT52021 Diploma of Remedial Massage in order to be eligible to offer private health insurance rebates. Medibank Private, and other private health insurers, have set minimum educational criteria that must be satisfied before they will award a provider number to Remedial Massage Therapists enabling them to offer rebates on private health insurance to eligible clients. Evolve College's HLT52021 Diploma of Remedial Massage, including its supervised clinical hours, meets Medibank Private's educational criteria. If you intend to continue to the Diploma, read the *Qualification Fact Sheet – HLT52021 Diploma of Remedial Massage* and our Student Handbook.

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 The Student Agreement and Student Handbook are available from the Policies & Downloads page of our website, at www.evolvecollege.com/policies. The Course Guide is available at www.evolvecollege.com/course-guide-download.
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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