Student Agreement – Diploma of Counselling

This Student Agreement ("**this Agreement**") outlines the terms and conditions of enrolment and constitutes the agreement between you (the student) and Evolve College Pty Ltd (Evolve College) (RTO 41035) for the provision of your course, the CHC51015 Diploma of Counselling.

Accepting this Agreement

1. You will have accepted this Agreement by digitally signing the Evolve College enrolment form applicable to your enrolment ("**Enrolment Form**").
2. The date you digitally sign the Enrolment Form (as in paragraph 1 above) is the "**Agreement Date**".
3. A copy of this Agreement is provided to you on your first login to the Evolve Hub, where you are required to agree to this Agreement. This Agreement is also available for download on our website, www.evolvecollege.com ("**Website**").

Student Obligations

4. By accepting this Agreement you:
   a) acknowledge and agree that the terms and conditions on your Enrolment Form form part of the terms of your enrolment and thus part of this Agreement;
   b) agree to comply with Evolve College policies and procedures ("**Policies and Procedures**") (as available on the Website and as may be changed by Evolve College from time to time without notice and through publication on the Website);
   c) confirm that you have been provided with, downloaded and understood the Qualification Fact Sheet for your chosen qualification, available for download on the Website;
   d) confirm that you fulfil all entry requirements and have the required equipment/resources, as specified on the Website and in the Student Handbook, for the subject(s) or course(s) in which you are enrolling;
   e) confirm that all information you have provided to Evolve College at the time of enrolment is accurate and complete, including anything that may impact on your ability to complete the subject(s) or course(s);
   f) acknowledge and agree that you will be provided with a unique Student ID issued by Evolve College upon enrolment and you are personally responsible for protecting your Student ID and not allowing it to be known, seen or accessed by any other person;
   g) where you are electing an upfront fee paying method, agree to pay all required fees associated with your subject(s) or course(s) on or before the due date; and
   h) acknowledge and accept the Administration and Additional Fee Schedule (as available for download on the Website).
5. You acknowledge and agree that:
   a) you will need to provide some of your own equipment as set out in the Student Handbook;
   b) you will require access to a computer, the internet, and audio-visual equipment (with the ability to download and play videos) for the duration of the course, which it is your responsibility to arrange; and
   c) you may be required to access or acquire additional computing equipment or software as reasonably required for your studies, from time to time. This will be your responsibility and is not included in your course fees, and you will not receive reimbursement from Evolve College.
6. You acknowledge and agree that the fees you pay for your course ("**Course Fees**") do not include the items described in the "Charges not covered by Tuition Fees" or Administration and Additional Fee Schedule documents, downloadable from the Website at https://www.evolvecollege.com/policies, such charges including, for example:
   a) the cost of postage of any assessments or other materials by you to Evolve College;
   b) any materials that are listed as resources to be provided by the student (such as, without limitation, computer and internet access for online study) for your subject(s) or course(s) (as stated in the Student Handbook); or
   c) travel and accommodation or other personal costs associated with undertaking training and assessments.
7. It is your responsibility to inform Evolve College in writing within 14 days of any corrections or changes to your personal details during your period of study including but not limited to your name, address and contact details.
8. It is your responsibility to retain a copy of all assessments submitted to Evolve College for the duration of your study.
9. You must maintain a current email address for the duration of your course and you acknowledge and agree that Evolve College will officially communicate with you via email to your specified email address and/or SMS to your specified mobile number.

Course Duration and Participation Requirements

10. Your enrolment in the CHC51015 Diploma of Counselling is for a minimum period of study of 12 months and you have a maximum of 2 years to complete the diploma from the date of your course activation.
11. Your course is subject to minimum completion requirements, as part of which you must submit the following in the Evolve Hub:
    a) one assessment activity every two weeks; and
    b) one completed subject every six weeks,

    and failure to meet either of the above requirements will put you in breach of the terms of your enrolment (and this Agreement) and may result in termination of your enrolment due to inactivity. (Refer to the Student Handbook for details.)

Evolve College Obligations

12. Under this Agreement, Evolve College agrees to do the following, until the expiry of your course:
    a) supply you with course materials for the subject(s) or course(s) you have enrolled in (subject to paragraphs 6 and 17);
    b) provide you with delivery of training in the subject(s) or course(s) you have enrolled in;
    c) comply with the Standards for Registered Training Organisations, as in force from time to time ("**Standards for RTOs**");

d) provide you with access to the Evolve College student online learning and assessment environment;

e) provide you with access to learning and administrative support; and

f) mark your assessments.

13. Evolve College will provide feedback (as required) and mark your written assessments through the Evolve Hub and by email where relevant. Material submitted to Evolve College for assessment will not be returned to you.

14. On successful completion of all assessments within the qualification you are enrolled in, and after all academic and administrative checks have been duly performed, Evolve College will issue you with the appropriate certification which will comprise a Record of Results and a testamur (certificate) for the applicable qualification, issued in accordance with the Standards for RTOs and Evolve College Policies and Procedures.

15. Evolve College may make any changes to any of the following at its sole discretion from time to time:

a) your subject(s) or course(s) (including course structure, subjects and/or units comprising the course, learning materials and/or assessments);

b) the Evolve College Policies and Procedures; and

c) the "Charges not covered by Tuition Fees" document and the Administration and Additional Fee Schedule.

16. The current version of the Evolve College Policies and Procedures, "Charges not covered by Tuition Fees" and the Administration and Additional Fee Schedule will be as posted on the Website.

Online study and on-campus attendance in Western Australia

17. The CHC51015 Diploma of Counselling is delivered online. Students studying in Western Australia are also required to attend on campus one weekend each month, to meet Jobs and Skills WA funding requirements.

Course Fees

18. Course Fees are payable on enrolment and, if paying in instalments, each instalment must be paid before you commence the part of the course to which the instalment relates. Your course materials are released to you in the order and manner most supportive to your study, as determined by Evolve College.

19. You may pay your Course Fees up front or in instalments, as stated on your Enrolment Form.

20. The fees for the CHC51015 Diploma of Counselling are as listed on the Website from time to time, at https://www.evolvecollege.com/fees/diploma-of-counselling-fees.

21. If a third party pays your Course Fees, they must complete and sign the relevant form provided by Evolve College confirming their details. You agree and acknowledge that, if the third party fails to pay any or all of your Course Fees when due, or if they put a stop on payment or charge back, you will be liable to pay those Course Fees.

Course Changes

22. As part of its commitment to continuous improvement, Evolve College reserves the right to change or update course learning or assessment materials, the EvolveHub or other learning and assessment environment or platform, or any other aspects of a course at any time and for any reason as it sees fit. Any updates will be published in the EvolveHub. Any updates will not affect any assessments you have already submitted.

23. Without limiting the foregoing, Evolve College is required to follow the requirements of the training package that houses the qualifications it delivers. Training packages are updated from time to time by industry and endorsed by government. By enrolling with Evolve College, you understand and agree that Evolve College must adhere to any changes to a training package, and that this may result in changes to the units of study in your course, as well as your learning or assessment materials.

24. Evolve College reserves the right to cancel or reschedule a subject or course at any time and for any reason as it sees fit. If we do so, we will notify you as soon as practicable and assist you to transfer into an alternate class. If Evolve College cancels a class or course, then unless you transfer ("**Transfer**") to another class or course (as the case may be), you 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). No refund is payable for accommodation, travel or any other expenses. No refund of Course Fees is payable upon a Transfer.

25. Any fees held in credit are non-refundable and non-transferable to another person.

Course Transfers

26. If you wish to transfer to another course timetable offered by Evolve College:

a) you will need to submit a request in writing by email to evolve@evolvecollege.com or you may contact our Student Administration team by phone on 1300 880 885;

b) Evolve College reserves the right to refuse a course timetable transfer request.

27. Evolve College may change, cancel or reschedule a course timetable from time to time. Further details are provided in clause 24 of this Agreement.

Course Deferral

28. If you suffer from a medical condition that directly impacts on your ability to undertake your studies, you may request a deferral by completing the Course Extension and Deferral Request Form (available on the Website).

29. On request by you and at Evolve College's discretion, your enrolment may be suspended for a period of no more than six months, thereby extending the maximum duration of your course. Deferral of studies requires payment of an administration fee as set out in the Administration and Additional Fee Schedule, downloadable from the Website. You are required to confirm current fees and meet any additional costs prior to recommencement as shown in the Administration and Additional Fee Schedule.

30. Evolve College will not grant a deferral request if there is a teach-out period applicable to your course or major changes to the relevant training package by industry/government, or if such changes are imminent, as announced by industry.

31. Evolve College will not consider a deferral request unless you have paid all Course Fees that are due at the time, and you pay all relevant fees as outlined in the Administration and Additional Fee Schedule.

32. No refund of Course Fees will apply to a course deferral.

Course Extension

33. If you require more time to complete your course, you may apply to Evolve College for a course extension. A fee applies, as set out in the Administration and Additional Fee Schedule. A course extension gives you more time to complete your

course, and you may keep studying during the extended period.

34. You must apply before the expiry date of your course. A maximum of 6 months' extension may be applied.
35. Evolve College will only award an extension if:
    a) you have not already exceeded the maximum six months of extension;
    b) the qualification you are studying is not subject to major changes (by Evolve College or industry); and
    c) the qualification you are studying has not been superseded and is therefore not in a teach-out period (as published on www.training.gov.au), or as has been announced to be forthcoming by the relevant industry group.

Cancellations & Refunds

36. If you wish to terminate your studies before completion of your course you must notify Evolve College in writing (via the Course Cancellation Request Form available for download on the Website) ("**Cancellation Request**") and a refund of the Course Fee, less an administration fee of $200, will only be issued if Evolve College receives the Cancellation Request within the Refund Period and all Course Materials are returned in their original condition. If you fail to notify Evolve College of a Cancellation Request within the Refund Period, a refund will not be granted, subject to clause 38 and the terms of our Fees, Charges and Refunds Policy and Procedure, available for download from the Website.
37. The "**Refund Period**" is defined as 10 calendar days from the Agreement Date. The first day of the Refund Period commences the day after the Agreement Date.
38. In addition, the CHC51015 Diploma of Counselling is covered by Evolve College's Quality Education Provider 100% Money Back Guarantee. If you are not satisfied with the quality of your training, you may receive a full refund of fees paid if you request it within 30 days of enrolment or before you complete 30% of your course, whichever occurs first. If you take up the guarantee, you cannot receive any statement of attainment or qualification from Evolve College for that enrolment. The guarantee is not available on weekly payment plans or any payment plan that uses DebitSuccess. The full terms and conditions are at https://www.evolvecollege.com/Money-back-guarantee.

Australian course and outcome

39. By enrolling in your course, you acknowledge and agree that the qualifications which Evolve College delivers are qualifications in the Australian Qualifications Framework, which have been developed by industry and endorsed by government in Australia. All courses delivered by Evolve College are thereby tailored to Australian workplace outcomes. No guarantee is made in respect of any use which qualifications awarded by Evolve College may have in any context outside Australia. Note that in some instances, another country may require you to re-do all or parts of your study. If you wish to work in any other country upon graduation, it is your responsibility to determine the requirements that may apply, and meeting such requirements will be solely at your cost.

Limit of liability

40. Where permissible under the Australian Consumer Law, Evolve College's liability in relation to a failure to meet a consumer guarantee under the Australian Consumer Law is limited to supplying the service again or the payment of the cost of having the services supplied again.

Other Terms

41. Subject to clauses 24 and 36, any physical copies of course material that Evolve College provides to you shall become your property. However, the content of all course material, including copyright and all other such intellectual property and other legal and moral rights contained therein, remain the property of Evolve College or Evolve College's nominated third party. Evolve College reserves all moral and other rights in relation to its course materials. You may not reproduce, distribute, copy or disseminate by any means, any part of the course materials, in whole or in part, electronically or in any other way, without the prior written consent of Evolve College.
42. 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, or a satisfactory result in Evolve College's language, literacy and numeracy (LLN) assessment, is required before commencing the CHC51015 Diploma of Counselling.
43. By accepting this Agreement, you are warranting that you are not legally bankrupt and you are giving your consent to Evolve College undertaking a credit check on you.