STUDENT HANDBOOK

CHC51015 Diploma of Counselling

Evolve College Pty Ltd | RTO 41035

Welcome to Evolve College. This Handbook explains how your course works, what we expect of you, what you can expect from us, and where to find help. Please read it together with your *Student Agreement – Diploma of Counselling* and the *Qualification Fact Sheet – CHC51015 Diploma of Counselling*. All policies, procedures and forms mentioned are available at www.evolvecollege.com/policies.

If anything in this Handbook is unclear, contact us on **1300 880 885** (Monday to Friday, 9:00am – 5:00pm AEST/AEDT) or at evolve@evolvecollege.com.

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1. ABOUT EVOLVE COLLEGE

Evolve College Pty Ltd is a Registered Training Organisation (RTO 41035) delivering nationally recognised training in massage and counselling across Australia. Our founding team has more than 20 years' experience in vocational education and training. Our trainers and assessors are experienced practitioners in their field, and our Student Services and Administration teams are here to support you from enrolment to graduation.

The CHC51015 Diploma of Counselling is a nationally recognised qualification in the Australian Qualifications Framework (AQF), from the Community Services Training Package. You can check our registration and the qualification at training.gov.au.

2. YOUR COURSE

a) (**Qualification**) CHC51015 Diploma of Counselling. The units of competency in your course are listed in your learning materials and on training.gov.au.

b) (**Delivery**) The course is delivered fully online through the EvolveHub, our online learning and assessment platform. Practical learning and assessment happen in online sessions led by our expert trainers. There is no workplace placement – the practical hours required for the course are completed online in these trainer-led sessions.

c) (**Western Australia**) Students in Western Australia also attend on campus one weekend each month, to meet Jobs and Skills WA funding requirements.

d) (**Duration**) The minimum period of study is 12 months, and you have a maximum of 2 years from your course activation date to complete the Diploma.

e) (**Progress requirements**) To keep your enrolment active, you must submit in the EvolveHub:

   i. at least one assessment activity every two weeks; and

   ii. at least one completed subject every six weeks.

f) (**If you fall behind**) If you are not meeting these requirements, we will contact you to see how we can help. If you continue not to meet them, you will be in breach of your Student Agreement and your enrolment may be suspended or cancelled for inactivity. If something is affecting your studies, talk to us early – you may be able to adjust your study plan, extend or defer (section 7).

3. STUDYING WITH EVOLVE COLLEGE

3.1 The EvolveHub

Your learning materials, assessments, online session timetable, results, feedback and notices are all in the EvolveHub. Log in from the EvolveHub button on our website using your email and password. Please check the EvolveHub regularly – important messages about your study are posted there, and it is your responsibility to keep up with them.

3.2 Equipment you need

You need to arrange and pay for:

- a computer and reliable internet access for the whole course;
- audio-visual equipment that can download and play videos, and a webcam and microphone so you can take part in online sessions and practical assessments;
- a quiet, private space for online sessions and counselling practice; and
- printing, if you want printed notes.

WA students also need to arrange their own travel, meals and accommodation for campus weekends. See *Charges not covered by Tuition Fees*.

3.3 Questions about your study

Our Education Team answers questions about learning materials and assessments, usually within 3 business days. Contact us through the My Support tab in the EvolveHub, by email to evolve@evolvecollege.com (subject line "Education Support – Student Question"), or by phone on 1300 880 885. Please include the subject, module and question number you are asking about.

3.4 Communication

We communicate with you by email, SMS and the EvolveHub. Keep your email address and phone number up to date, and tell us in writing within 14 days of any change to your personal details.

4. ASSESSMENT, RESULTS AND YOUR QUALIFICATION

4.1 Competency-based assessment

Assessment is competency based: for each unit you are assessed as "competent" or "not yet competent", rather than given a mark. Assessments may include written questions, case studies, reports, projects, role plays and practical demonstrations of counselling skills in online sessions. All assessments in your assessment materials must be completed satisfactorily to achieve each unit.

4.2 Resubmission

If an assessment is not satisfactory, you will receive feedback on what needs to be improved and can resubmit it through the EvolveHub. If you are having difficulty, ask your Trainer/Assessor or the Education Team for extra support.

4.3 Results

You will receive your assessment result and feedback within 21 working days of submitting an assessment. Results are given in the EvolveHub or by email, not by phone. Keep a copy of every assessment you submit, as assessment material is not returned.

4.4 Your qualification

When you have completed all assessments and our final academic and administrative checks are done, we will issue your qualification certificate (testamur) and Record of Results by email within 30 days. If you leave before finishing, you can ask for a Statement of Attainment for any units you have completed. Replacement certificates and records can be ordered under the *Administration and Additional Fee Schedule*.

4.5 Working as a counsellor

Professional bodies such as the Australian Counselling Association (ACA) and the Psychotherapy and Counselling Federation of Australia (PACFA) set their own membership requirements, which may include further study or supervised practice. Check their requirements directly. The qualification is designed for Australian workplaces; if you plan to work overseas, it is your responsibility to check local requirements.

5. ENROLMENT AND ENTRY REQUIREMENTS

a) You must be 18 years or older when you enrol.

b) You need a minimum of Year 10 English or equivalent, or a satisfactory result in our language, literacy and numeracy (LLN) assessment.

c) You must be studying in Australia and be an Australian citizen, permanent resident, New Zealand citizen, or hold a visa that allows study for the length of the course. Student visas are not accepted. We check visa entitlements through VEVO (see the *Enrolment Policy – Visas*).

d) You need a Unique Student Identifier (USI) and must provide identification so we can confirm your identity.

e) You enrol by completing and digitally signing the enrolment form, which means you accept the *Student Agreement – Diploma of Counselling*.

6. FEES, REFUNDS AND THE MONEY BACK GUARANTEE

a) (**Course fees**) Current fees are on our website at www.evolvecollege.com/fees/diploma-of-counselling-fees. You can pay upfront or by instalments, as set out on your enrolment form; each instalment must be paid before you start the part of the course it relates to. VET Student Loans are not available for this course.

b) (**Other fees**) Administration fees (for example, a course extension or deferral, or replacement documents) are in the *Administration and Additional Fee Schedule*. Costs you arrange yourself are in *Charges not covered by Tuition Fees*.

c) (**Refund Period**) If you cancel within 10 calendar days of your Agreement Date (the Refund Period), using the *Course Cancellation Request Form – Counselling*, and return any course materials, you will receive a refund of the course fee you have paid, less a $200 administration fee.

d) (**30 Day Money Back Guarantee**) If you are not satisfied with the quality of your training, you can receive a full refund of the fees you have paid if you request it within 30 days of enrolment or before you complete 30% of your course, whichever comes first. If you take up the guarantee, you will not receive a qualification or Statement of Attainment for that enrolment. The guarantee is not available on weekly payment plans or payment plans that use DebitSuccess. Full terms: www.evolvecollege.com/Money-back-guarantee.

e) (**After the Refund Period**) No refund is available unless there are very compelling circumstances, such as serious illness or hardship. You can apply using the *Special Consideration Request Form*.

f) (**Jobs and Skills WA students**) If your training is subsidised by the WA Government, you pay only a capped student course fee (your contribution). No administration, additional or resource fees apply, and refunds follow the WA *VET Fees and Charges Policy*. See *Fees for Jobs and Skills WA Subsidised Students* and the *Student Withdrawal Policy and Procedure – WA Subsidised Enrolments* at www.evolvecollege.com/policiesandinformation.

g) (**Protecting your fees**) Evolve College holds a bank guarantee to protect fees paid in advance of more than $1,500. See the *Tuition Assurance Policy and Procedure – Fee for Service*.

7. CHANGES TO YOUR ENROLMENT

a) (**Extension**) If you need more time, you can apply for an extension of up to 6 months in total before your course expiry date, using the *Course Extension and Deferral Request Form*. A $500 fee applies (no fee for Jobs and Skills WA subsidised students). You can keep studying during an extension.

b) (**Deferral**) If a medical condition or other serious circumstance affects your studies, you can apply to pause your studies for up to 6 months, using the same form. You must have paid any

fees due, a $500 fee applies (no fee for Jobs and Skills WA subsidised students), and no course fees are refunded for a deferral.

c) (**Cancellation**) To cancel your enrolment, complete the *Course Cancellation Request Form – Counselling*. Your cancellation takes effect from the date we receive it, and we will confirm it in writing. We may contact you to talk about support, but we will not stop you from withdrawing.

d) (**Special consideration**) If serious circumstances affect your studies, the *Special Consideration Request Form* lets you ask for an adjusted payment or study plan, a deferral, or a refund outside the Refund Period.

e) (**If Evolve College changes or cancels a course**) We will tell you as soon as practicable and help you transfer. If you do not transfer, you are entitled to a refund of fees for services not yet delivered, as set out in your Student Agreement.

8. CREDIT FOR PREVIOUS STUDY

a) (**National recognition**) If you have completed identical or equivalent units with another RTO, you can apply for credit using the *National Recognition Application Form*. There is no fee.

b) (**Recognition of Prior Learning**) If you already have the skills and knowledge for a unit from work or life experience, you can apply for RPL using the *RPL Application Form*. RPL is completed before you enrol, and there is no fee. See the *RPL Policy and Procedure*.

9. STUDENT SUPPORT

We provide educational, administrative and learner support, including help with language, literacy and numeracy, study planning, technology and the EvolveHub. If you have a disability or other additional learning needs, tell us at enrolment or at any time – we will talk with you about reasonable adjustments and support. If you need specialist help, such as counselling or LLN assessment, we can refer you to an external service (any fees charged by that service are your responsibility). See the *Student Support Policy and Procedure*.

Studying counselling can raise personal issues. If you need to talk to someone, contact your GP, Lifeline (13 11 14) or Beyond Blue (1300 22 4636). In an emergency, call 000.

10. STUDENT CODE OF CONDUCT

By enrolling, you agree to follow this Code of Conduct in all your study, including online sessions, role plays, practical assessments, WA campus weekends and any practice with volunteer clients.

10.1 Academic integrity

- Submit only your own work. Do not plagiarise, copy or share assessments, use paid "contract cheating" services, or submit work produced by generative AI as your own unless the assessment allows it and you acknowledge how you used it. See the *Plagiarism and Cheating Policy and Procedure*.
- Respect Evolve College's copyright: do not copy, share, sell, publish or record any learning or assessment materials or online sessions.

10.2 Professional and ethical behaviour

- Treat other students, staff, trainers and any practice clients with courtesy and respect, in person and online.
- Keep confidential anything personal shared by other students or practice clients in sessions and role plays, as you would in professional practice.

- Practise only within the skills taught in your course, and never present yourself as a qualified counsellor before you graduate.
- Do not engage in discrimination, harassment (including sexual harassment), bullying, or any threatening or offensive behaviour. Evolve College has zero tolerance of inappropriate conduct – see the *Zero Tolerance Policy on Inappropriate Conduct*.
- Comply with all Evolve College policies and procedures, and with the law.

10.3 Attendance and participation

- Attend the online sessions and (for WA students) campus weekends you are booked into, arrive on time, and tell us in advance if you cannot attend so we can help you make up the time.
- Have your camera on and be in a private space for practical sessions and assessments.
- Do not attend a campus weekend if you are unwell with an infectious illness (see the *Infection Control Policy*).

10.4 If the Code may have been breached

You will be told of the allegation in writing and asked to respond in writing within 7 days. The Academic Board will consider your response and give you its decision and reasons in writing within 21 business days. Outcomes can include a warning, an unsatisfactory result, suspension or cancellation of your enrolment. You can appeal the decision under the *Complaints and Appeals Policy and Procedure*. Serious matters that may be criminal will be referred to the police.

11. YOUR RECORDS AND PRIVACY

We handle your personal information under the *Privacy Policy and Procedure*. Some information is reported to government agencies as required by law (for example, the National Centre for Vocational Education Research and the USI Registrar) – see the *Privacy Notice for Data Collection*. You can see your progress and results in the EvolveHub at any time. To access or correct other records, use the *Student Records Access Request Form*. We will not release your information to anyone else without your consent unless the law requires it.

12. COMPLAINTS AND APPEALS

We welcome your feedback at any time. If you have a complaint, or want to appeal an assessment result or any other decision, you can first talk to your Trainer/Assessor, or go straight to a formal complaint or appeal using the *Complaints & Appeal Form*. There is no fee, and lodging a complaint or appeal will not affect your enrolment. Appeals must be lodged within 5 working days of being told of the decision. Full details, including external options, are in the *Complaints and Appeals Policy and Procedure*.

13. KEY POLICIES AND FORMS

All of the following are at www.evolvecollege.com/policies:

- Student Agreement – Diploma of Counselling; Qualification Fact Sheet – CHC51015 Diploma of Counselling
- Fees, Charges and Refunds Policy and Procedure; Administration and Additional Fee Schedule; Charges not covered by Tuition Fees; Tuition Assurance Policy and Procedure – Fee for Service
- Course Cancellation Request Form – Counselling; Course Extension and Deferral Request Form; Special Consideration Request Form

- National Recognition Policy and Procedure and Application Form; RPL Policy and Procedure and Application Form
- Student Support Policy and Procedure; Student Records Access Request Form
- Plagiarism and Cheating Policy and Procedure; Zero Tolerance Policy on Inappropriate Conduct; Infection Control Policy
- Privacy Policy and Procedure; Privacy Notice for Data Collection
- Complaints and Appeals Policy and Procedure; Complaints & Appeal Form
- Jobs and Skills WA students: www.evolvecollege.com/policiesandinformation

14. CONTACT US

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Phone: 1300 880 885 (Monday to Friday, 9:00am – 5:00pm AEST/AEDT)
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This Handbook forms part of your terms of enrolment together with your Student Agreement. If there is any inconsistency, the Student Agreement and Evolve College policies and procedures apply.