Evolve College

STUDENT HANDBOOK

Massage Courses

HLT42021 Certificate IV in Massage Therapy
HLT52021 Diploma of Remedial Massage

Evolve College Pty Ltd | RTO 41035

Welcome to Evolve College. This Handbook explains how your massage 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 – Massage Courses* and the *Qualification Fact Sheet* for your course. 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 massage therapists, and our Student Services and Administration teams are here to support you from enrolment to graduation.

The HLT42021 Certificate IV in Massage Therapy and the HLT52021 Diploma of Remedial Massage are nationally recognised qualifications in the Australian Qualifications Framework (AQF), from the Health Training Package. Nationally recognised training is developed with industry and is subject to audit by the Australian Skills Quality Authority (ASQA), and it makes it easier to gain credit for your study in other courses. You can check our registration and both qualifications at training.gov.au.

We deliver massage training at 17 campuses across Australia. The current list is on our Locations page, at www.evolvecollege.com/massage-courses-locations.

2. YOUR COURSE

2.1 HLT42021 Certificate IV in Massage Therapy

The Certificate IV gives you the skills to provide therapeutic relaxation massage. Graduates may work as a Massage Therapist or Massage Therapy Practitioner in a health care clinic or their own clinic, a health service, a health resort or day spa, a palliative care facility or hospital, an aged care facility, or a range of community settings.

Subjects: 1 Massage Therapy; 2 Human Biology; 3 Client Communication; 4 Diversity in the Workplace; 5 Business Practices; 6 Legal and Ethical; 7 Develop and Market Your Business; 8 Clinical Practice 1.

Duration: minimum 6 months; you have a maximum of 1 year from your course activation date to complete it.

2.2 HLT52021 Diploma of Remedial Massage

The Diploma teaches you the knowledge and practical skills to work as a Remedial Massage Therapist – using massage as an applied remedy for musculoskeletal conditions. You will learn remedial and sports massage, deep tissue and relaxation massage, joint loosening, stretching, injury and clinical assessment, strength and conditioning, and human movement assessment. Graduates may work in a private clinic, alongside chiropractors, physiotherapists and other health professionals, in injury management and rehabilitation services, in sporting environments, or in the corporate sector.

Subjects: Massage Therapy; Human Biology; Client Communication; Diversity in the Workplace; Clinical Practice 1; Remedial & Sports Massage Skills 1 & 2; Business Practices; Client Health Information; Professional Healthcare; Strength & Conditioning; Safe Practices; Injury & Clinical Assessment; Legal & Ethical; Clinical Practice 2.

Duration: minimum 12 months; you have a maximum of 2 years from your course activation date to complete it. If you study the Certificate IV and then the Diploma, your minimum total duration is 12 months and your maximum is 2 years.

2.3 Units of competency

The units of competency for each qualification are listed in your learning materials and on training.gov.au (HLT42021, HLT52021). Read the *Qualification Fact Sheet* for your course before you enrol – it gathers the key facts about your course in one place.

2.4 Progress requirements

a) To keep your enrolment active, you must submit in the EvolveHub:

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

   ii. one completed subject approximately every six weeks.

b) You can choose to study full time or part time, and we will help you plan a study schedule that fits around work and family. If you are not meeting the progress 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 11).

3. CLASSES, TIMETABLES AND ATTENDANCE

3.1 How your course is delivered

Both courses are delivered through blended study. All practical subjects are studied on campus at an Evolve College training centre, in timetabled classes. Theory is studied in class and at home through the EvolveHub, our online learning platform.

3.2 Timetables

Timetable options depend on the training centre. Most campuses offer a weekend program (Saturday and Sunday); some also offer a weekday program (Monday and Tuesday). Timetables for each campus are on our Locations page at www.evolvecollege.com/massage-courses-locations. Not all timetables are shown online, so please call us on 1300 880 885 to check what is available near you. Once enrolled, your timetable is in the EvolveHub – check it before each practical class, as dates and times can change.

3.3 On-campus attendance

You must attend 100% of your timetabled practical classes and clinics:

HLT42021 Certificate IV in Massage Therapy	HLT52021 Diploma of Remedial Massage
1 × 2-day Massage Practice 1A class 1 × 2-day Massage Practice 1B class 2 × 2-day Student Clinics	1 × 2-day Massage Practice 1A class 1 × 2-day Massage Practice 1B class 1 × 2-day Massage Practice 2 class 5 × 2-day Student Clinics

For the Certificate IV, practical learning and assessment happen in subject 1 (Massage Therapy) and subject 8 (Clinical Practice 1), the final subject. For the Diploma, Clinical Practice 2 is the final subject, where the remaining practical assessments are completed. Your timetable in the EvolveHub shows the classes and clinics for each subject.

3.4 Being on time

- Classes start on time. Please arrive early enough for the class to start on time.
- If you are late, enter quietly and let your Trainer/Assessor know you have arrived at a suitable moment. If the door is locked because class has started, wait until the next break to join.
- If you are more than 2 hours late, the class will need to be rescheduled and a fee applies under the *Administration and Additional Fee Schedule*.
- Any time missed by arriving late or leaving early must be made up. Student Services can help you arrange this.

- If you need to reschedule a class or clinic, tell us before the class date. A rescheduling fee applies under the *Administration and Additional Fee Schedule*.

4. CLINICAL PRACTICE AND THE CLINIC PROGRAM

4.1 Supervised clinical hours

Both courses require supervised clinical hours (also called Client Consultation Work, or CCW), which must all be completed before you can graduate:

- **Certificate IV:** 80 clinical practice hours, at least 60 of them supervised.
- **Diploma:** 200 clinical practice hours, at least 150 of them supervised.

There is no external work placement: all clinical hours are completed through Evolve College's Clinic Program.

4.2 The Clinic Program

Your clinical hours are spread across four types of clinic, so that you gain broad, real-world experience and are ready to work when you graduate: the **Simulated Clinic**, the **Campus Clinic**, the **Community Clinic** and the **Student Clinic**. Your hours are made up of the CCW in practical classes, the Massage Practice classes and Student Clinics for your course (Clinical Practice 1 for the Certificate IV and Clinical Practice 2 for the Diploma). More detail is in the Clinic Program Fact Sheet in the Study Resources area of the EvolveHub.

4.3 Charging for massage

You must not charge money for massage until you have graduated. Diploma students must not charge for remedial massage until they have completed the Diploma, even if they already hold the Certificate IV. Do not perform clinical hours on anyone under 18.

4.4 Insurance

Evolve College's insurance covers you while you carry out activities that are an official part of your course: classes, student clinics on campus, and community events required for your studies. During these activities you must follow your Trainer/Assessor's directions, Evolve College policies and this Code of Conduct, and use only the techniques Evolve College teaches. Any other activity needs our written approval first.

5. STUDYING WITH EVOLVE COLLEGE

5.1 The EvolveHub

Your learning materials, assessments, timetable, clinic information, 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.

5.2 What your course fees include

Your course fees include your subject manuals and learning materials in the EvolveHub; assessment activities and materials; printed practical manuals provided in class; assessment in practical classes and clinics; tuition, coaching and support from Evolve College; videos where applicable; and use of our classrooms, massage tables and facilities (with massage oil supplied for your first subject).

5.3 Equipment you need

You need to arrange and pay for the items listed in *Charges not covered by Tuition Fees*, including:

- a massage table for your practice and clinical hours, which you keep after your course (tables start from about $150; we recommend a height-adjustable portable table);
- towels, a pillow and massage oil (only the Evolve College oil bottle may be used in class after subject 1), plus tissues and anti-bacterial wipes;
- an Evolve College polo shirt or other plain black shirt for student clinics, community events and professional massage treatments;
- a computer, internet access, audio-visual equipment that can play videos, and software to open PDF and Word files;
- a pen and notepad or an electronic device for notes; and
- travel, meals and accommodation to attend classes, clinics and community events.

Your class reminder emails tell you exactly what to bring to each class. If you lose a printed practical manual, a replacement fee applies under the *Administration and Additional Fee Schedule*.

5.4 Questions about your study

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

5.5 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 name, address or contact details. Name changes need evidence, and we will tell you what is required. We cannot give out the contact details of other students or of Trainers/Assessors.

6. ASSESSMENT, RESULTS AND YOUR QUALIFICATION

6.1 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, reports and projects, oral questions, case studies, role plays, practical demonstrations, clinic log books and professional massage treatments. All assessments in your assessment materials must be completed satisfactorily to achieve each unit. The Massage Practice modules in the Clinical Practice subjects contain clustered practical assessments.

6.2 If an assessment is not satisfactory

a) (**Theory**) You will receive feedback on what needs to be improved, and you can resubmit through the EvolveHub.

b) (**Practical**) You are allowed up to 2 reassessment attempts for each practical assessment activity. You will be told which areas were not satisfactory and reassessed on those areas. If you are still not yet competent after 2 reassessments, you will need to defer and re-enrol to repeat the subject in the next intake. Re-sitting a Massage Practice class after an unsuccessful first attempt attracts a fee under the *Administration and Additional Fee Schedule*.

c) If you are having difficulty, ask your Trainer/Assessor or the Education Support Team for extra support.

6.3 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.

6.4 Your qualification

When you have completed all assessments and clinical hours, an Evolve College Assessor and our qualifications team complete the final checks. We then email your qualification certificate (testamur) and Record of Results (academic transcript) within 30 days. If you need a Statement of Attainment for units you have fully completed during your enrolment, ask us – it will be issued within 30 days of your request being approved. Where units are assessed across more than one subject, all parts of the unit must be completed first. Replacement certificates and records can be ordered under the *Administration and Additional Fee Schedule*, with proof of identity; allow up to four weeks.

7. WORKING AS A MASSAGE THERAPIST

7.1 Private health fund rebates

Private health funds set the requirements a therapist must meet to become an approved provider, so that clients can claim a rebate. Medibank Private sets the benchmark for education in the massage industry. Evolve College's HLT52021 Diploma of Remedial Massage, including its supervised clinical hours, meets Medibank Private's educational criteria. Private health fund rebates are generally not available to graduates of the Certificate IV alone. Health funds and associations can change their requirements at any time, so check the current requirements with your association.

7.2 Professional associations

The massage industry is self-regulated, and professional associations play an important role in recognising qualified therapists, setting standards of conduct and ethics, and promoting the profession. When you graduate from the Diploma and meet all requirements, an association can put you forward to the health funds for approved provider status. Membership is your choice, but we recommend it, and your insurer may require it. Many associations offer student membership. Evolve College works with:

- AMT – Association of Massage Therapists: www.amt.org.au
- ATMS – Australian Traditional Medicine Society: www.atms.com.au

Associations set their own membership requirements and processes. Contact them directly for details.

7.3 Working outside Australia

Your qualification is designed for Australian workplaces. If you plan to work overseas, it is your responsibility to check the local requirements.

8. 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. No previous massage experience is needed.

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) To enrol, call the Course Enrolment Line on 1300 880 885, then complete and submit the enrolment form, which means you accept the *Student Agreement – Massage Courses*.

f) Diploma students applying for a VET Student Loan must also meet the Government's eligibility requirements (section 10).

9. FEES, PAYMENT AND REFUNDS

a) (**Course fees**) Current fees are on our website: www.evolvecollege.com/fees/certificate-of-massage-fees and www.evolvecollege.com/fees/diploma-of-massage-fees. Please confirm current fees with us before you enrol.

b) (**Payment options**) For the Certificate IV, you pay upfront. For the Diploma, you can pay upfront, use a payment plan, or apply for a VET Student Loan for all or part of your fees. Each payment must be made before you start the part of the course it relates to. You can pay by credit card or direct deposit (contact us for account details) – please do not send cash.

c) (**Other fees**) Administration fees (for example, rescheduling a class, an 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* (section 5.3). We will not surprise you with fees that are not in these documents.

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

e) (**Diploma census days**) If you are a Diploma student and withdraw on or before the census day for a part of your course, you will not incur a VET Student Loan debt for that part, or, if you paid upfront, you will receive a full refund of the tuition fees for that part. The $200 administration fee does not apply. Census days are in the *VSL Tuition Fee Schedule – HLT52021*. See the *Student Withdrawal Policy and Procedure*.

f) (**After the Refund Period**) No refund is available unless there are special circumstances, such as serious illness or hardship. You can apply using the *Special Consideration Request Form*. See the *Fees, Charges and Refunds Policy and Procedure*.

g) (**Jobs and Skills WA students**) If your Diploma 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.

h) (**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*. VET Student Loan students are protected by the Australian Government's Tuition Protection Service – see the *VSL Tuition Assurance Policy and Procedure*.

10. VET STUDENT LOANS (DIPLOMA ONLY)

Evolve College is an approved VET Student Loans provider for the HLT52021 Diploma of Remedial Massage only. Before applying, read the *VSL Student Info Sheet – HLT52021* and the VET Student Loans section of www.evolvecollege.com/fees/diploma-of-massage-fees, which includes important information about census days.

a) A VET Student Loan is not automatic – it must be approved by the Australian Government. The Department of Employment and Workplace Relations (the Department) pays the loan to Evolve College on your behalf.

b) Once approved, the loan is a HELP debt that you owe to the Commonwealth until it is repaid through the tax system. A 20% loan fee is added to the loan (it does not count towards your HELP loan limit). A HELP debt may affect your take-home pay and borrowing capacity, and you may wish to get independent financial advice.

c) To be eligible you must, among other things: be an Australian citizen, a permanent humanitarian visa holder living in Australia for the course, or a New Zealand Special Category Visa holder who meets the long-term residency requirements; meet our entry, academic suitability and course suitability requirements; have a sufficient HELP balance (your HELP loan limit less any HELP debts you have already incurred); and have a Tax File Number and a USI.

d) You must submit your electronic Commonwealth Assistance Form (eCAF) no earlier than two business days after you enrol and no later than your first census day. If you do not, your loan will not be activated and you will need to pay your fees another way.

e) You must meet the engagement and progress requirements for VET Student Loans. Re-crediting of a HELP debt is covered by the *Student Fees Re-crediting Policy and Procedure*, and reviews of loan decisions by the *Student Review Policy and Procedure*.

More information: www.studyassist.gov.au and the Department's VSL Student Manual at www.dewr.gov.au/vet-student-loans/vsl-student-manual.

11. 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. An extension cannot be granted if your qualification has been superseded and is in a teach-out period, or is subject to major changes.

b) (**Deferral**) If a medical condition or other serious circumstance affects your ability to study, 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. A deferral cannot be granted during a teach-out period. When you return, you restart at the beginning of the unit of study period you deferred.

c) (**Changing timetable**) To transfer to another timetable or campus, email evolve@evolvecollege.com or call us. Transfers depend on availability.

d) (**Cancellation**) To cancel your enrolment, complete the *Course Cancellation Request Form – Massage*. Your cancellation takes effect from the date we receive it, and we will confirm it in writing. VET Student Loan students should also read the *Student Withdrawal Policy and Procedure*. We may contact you to talk about support, but we will not stop you from withdrawing.

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

f) (**If Evolve College changes or cancels a class or course**) We will tell you as soon as practicable and help you transfer to another class or course. 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. If we are unable to deliver your course in full, we will help you move to another RTO.

12. CREDIT FOR PREVIOUS STUDY

a) (**National recognition**) If you have completed identical units with another RTO, you can apply for credit transfer using the *National Recognition Application Form*, with certified copies of your Statement of Attainment or Record of Results and your testamur. Units that have been superseded by an equivalent unit (as shown on training.gov.au) can also be credited after an Assessor checks them. There is no fee. See the *National Recognition Policy and Procedure*.

b) (**Recognition of Prior Learning**) If you already have the skills and knowledge for a unit from work, life experience or study that is not identical, 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*.

13. STUDENT SUPPORT

We provide academic, administrative and learner support, including study planning, help with the EvolveHub and technology, learning support sessions with a Trainer/Assessor, and learning materials in other formats (for example, large print). We support all students fairly and without discrimination.

Massage study needs well-developed language, literacy and numeracy skills. If our LLN assessment or your enrolment information shows you may need help, we will talk with you about the support available. If you have a disability or other additional learning needs, tell us at enrolment or at any time – we will discuss reasonable adjustments to your training and assessment, without lowering the standard of the qualification. If you need specialist help, such as counselling or a specialist 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*.

14. STUDENT CODE OF CONDUCT

By enrolling, you agree to follow this Code of Conduct in all your study, wherever it takes place – on campus, at home, in all types of clinic, at community events and in your practice hours.

14.1 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. Consequences can include repeating the subject, suspension or cancellation of your enrolment. See the *Plagiarism and Cheating Policy and Procedure*.
- Meet the requirements of your Student Agreement and this Handbook, including paying fees, submitting work when required, attending all required classes and completing your course within the allowed time.
- Tell us early about any difficulty with your learning or assessments, any intended absence, or any medical condition that may affect your participation or others training with you.

14.2 Professional and ethical behaviour

- Treat other students, clients, staff and Trainers/Assessors with courtesy and respect, in person and online, and respect the right of others to hold their own political and religious views.
- Do not engage in discrimination, harassment (including sexual harassment), bullying, victimisation, or any threatening, intimidating, obscene or offensive behaviour. Unwelcome conduct of a sexual nature is prohibited even if it is meant as a joke.

- Do not disrupt any class or learning activity, and do not use technology or social media in a way that is unlawful or harms Evolve College, its students or staff.
- Comply with work health and safety requirements, all Evolve College policies and procedures, and the law.

14.3 Practical work and client safety

- Perform only the techniques taught by Evolve College for the course you are enrolled in, strictly as instructed, and take responsibility for your client's safety and wellbeing at all times.
- Follow the *Massage Draping Protocol* at all times. Never place a hand under a draping towel. Never make contact with the breasts, or with the groin, genitals or perineum, whether above or under the towel; when working near the collarbone, shoulder or upper chest, keep your fingers raised.
- Never touch another student or client inappropriately, or use any massage subject for self-gratification. Evolve College has zero tolerance of inappropriate conduct – see the *Zero Tolerance Policy on Inappropriate Conduct*.

14.4 Hygiene and infection control

- Wear clean, appropriate clothing and enclosed shoes, and shower before class.
- Keep your hands clean and fingernails short, and remove rings and jewellery while working. Cover any broken skin. Wash your hands before class, in breaks and after practising.
- Dispense oil so the bottle does not touch your hand, use clean, freshly laundered towels, and clean the massage table (especially the face piece) and any surface used for oil after every use.
- Do not attend class or clinic if you are unwell with an infectious illness. Follow the *Infection Control Policy*.

14.5 Training rooms

- No smoking inside any training facility or within 15 metres of an entrance.
- No photos or videos may be taken in training rooms or on Evolve College premises.
- Only water may be consumed in training rooms. Tea and coffee are available in the breakout area where provided.
- Use Evolve College's resources, equipment and facilities (online and on campus) lawfully and with care.

14.6 Evolve College's materials

All learning, assessment and other materials remain the intellectual property of Evolve College. You must not copy, record, photograph, screen-capture, share, sell, publish, post or adapt any material, or provide it to anyone else. Materials are only for your own study at Evolve College.

14.7 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, may ask you for more information, and will give you its decision and reasons in writing within 21 business days. Outcomes can include a warning, an unsatisfactory result or not yet competent finding, 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.

15. YOUR RECORDS AND PRIVACY

We handle your personal information under the *Privacy Policy and Procedure*. You can see your progress, assessment records and feedback 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 written consent unless the law requires it.

As an RTO, we must report certain information to government, including AVETMISS data and your USI (to the National Centre for Vocational Education Research and the USI Registrar) – see the *Privacy Notice for Data Collection*. On request, we must also give ASQA your contact details and study information, and ASQA may contact you as part of an audit. If you have a VET Student Loan, we must give the Department information about you and your study.

16. COMPLAINTS, APPEALS AND FEEDBACK

We welcome your feedback at any time, and you will be asked to evaluate your training during your course. Email evolve@evolvecollege.com or call 1300 880 885.

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, you will be treated fairly and without bias, 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*.

Evolve College complies with the legislation that applies to RTOs, including the Standards for RTOs (as in force from time to time), work health and safety, anti-discrimination, privacy, copyright, consumer law, workplace relations and child protection legislation.

17. KEY POLICIES AND FORMS

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

- Student Agreement – Massage Courses; Qualification Fact Sheets – HLT42021 and HLT52021
- 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
- VET Student Loans (Diploma): VSL Student Info Sheet – HLT52021; VSL Tuition Fee Schedule – HLT52021; VSL Policy and Procedure; VSL Tuition Assurance Policy and Procedure; Student Entry, Withdrawal, Fees Re-crediting and Review Policies and Procedures
- Course Cancellation Request Form – Massage; 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
- Massage Draping Protocol; Zero Tolerance Policy on Inappropriate Conduct; Plagiarism and Cheating Policy and Procedure; Infection Control Policy
- Student Clinic Attendance 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

18. CONTACT US

Evolve College Pty Ltd (RTO 41035)
Suite 2.01, Level 2, 15 Blue Street, North Sydney NSW 2060
Phone: 1300 880 885 (Monday to Friday, 9:00am – 5:00pm AEST/AEDT)
Email: evolve@evolvecollege.com
Website: www.evolvecollege.com | EvolveHub: www.evolvecollege.com/student

Thank you for choosing to Evolve with us. We look forward to supporting you to learn and grow throughout your studies.

Version V26.02. Approved November 2026. Next review: November 2027. Replaces the Student Handbook dated October 2024.
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.