STUDENT SUPPORT POLICY AND PROCEDURE

PURPOSE

This policy and procedure sets out the educational, administrative and learner support that Evolve College Pty Ltd (RTO 41035) ("**Evolve College**") offers its students, and how students can ask for it. It applies to all students in all Evolve College courses.

1. SUPPORT AVAILABLE

Student support is available in three areas:

a) **Educational support** – help with learning materials, assessments and feedback (section 3);

b) **Administrative support** – enquiries, enrolment, timetables, course changes, letters, qualifications and IT (section 4); and

c) **Learner support** – support and reasonable adjustments for students with disability or additional learning needs, including language, literacy and numeracy (LLN) needs (section 5).

2. HOW TO ASK FOR SUPPORT

a) Students can ask for any kind of support by phone on 1300 880 885 (Monday to Friday, 9:00am – 5:00pm AEST/AEDT), by email to evolve@evolvecollege.com, or through the My Support tab in the EvolveHub.

b) We will respond within 3 business days.

c) If the team cannot resolve the matter, it will be referred to the responsible manager, who will respond within a further 5 business days:

   i. educational matters – the Executive Manager Education and Training;

   ii. administrative and learner support matters – the Executive Manager Operations.

d) If the manager cannot resolve the matter, it will be referred to the Executive Manager Governance and General Counsel, who will respond within a further 5 business days.

e) If you are still not satisfied, you can make a complaint under the *Complaints and Appeals Policy and Procedure* (section 6).

3. EDUCATIONAL SUPPORT

The Education Team is responsible for:

a) **Theory assessments** – marking assessments, giving feedback and answering questions about assessments and feedback;

b) **Practical assessments** – conducting practical assessments, completing assessment checklists and supporting students as needed;

c) **Competency decisions** – deciding whether a student is competent or not yet competent in each unit or subject, and arranging reassessment when needed;

d) **Reasonable adjustment** – adjusting how assessments are done, in liaison with the Student Services Manager and the student (see section 5);

e) **Mentoring and extra tuition** – giving additional tuition or educational support to students who need it;

f) **Curriculum questions** – answering students' questions about learning materials and assessments, and helping students with parts of the course they find difficult; and

g) **Learning and assessment materials** – reviewing and improving materials in response to student feedback and regulatory changes, with changes approved by the Executive Manager Education and Training and recorded under version control.

4. ADMINISTRATIVE SUPPORT

The Student Services and Administration Team is responsible for:

a) **Enquiries** – answering phone calls courteously and promptly, and answering emails and website enquiries within 3 business days;

b) **Enrolments** – processing enrolments and carrying out pre-enrolment checks, including the LLN questionnaire, confirmation of identity, VET Student Loan eligibility (see the *Student Entry Policy and Procedure*) and identification of any disability or additional learning needs, which are referred to the Student Services Manager;

c) **Timetables** – preparing, publishing and updating class timetables, and giving trainers the class and venue information they need;

d) **Course progress and changes** – supporting students with completion timeframes and course progress, and processing:

   i. extensions and deferrals, using the *Course Extension and Deferral Request Form*; and

   ii. cancellations and withdrawals, using the *Course Cancellation Request Form* for the course. Withdrawals from the HLT52021 Diploma of Remedial Massage received on or before a census day are processed before the end of that census day, as set out in the *Student Withdrawal Policy and Procedure*;

e) **Letters** – providing student status letters and confirmation of study letters (for example, for Centrelink) on request;

f) **Qualifications** – completing administrative checks before qualifications are issued, issuing qualification certificates and Records of Results, providing graduate letters for private health fund provider numbers, and contacting students about anything needed to complete their qualification;

g) **Student communications** – sending class reminders and other student notices; and

h) **IT support** – helping students with access to the EvolveHub and educational videos.

5. STUDENTS WITH DISABILITY OR ADDITIONAL LEARNING NEEDS

a) Evolve College welcomes students with disability or additional learning needs and will make reasonable adjustments so they can take part in training and assessment on the same basis as other students, consistent with the *Disability Standards for Education 2005*. Adjustments change how training or assessment is delivered; they do not lower the competency standard required.

b) Needs may be identified from the questionnaire completed at enrolment, the AVETMISS data form completed on first login, or at any time by the student telling us.

c) The Student Services Manager (or delegate) will respond to a request for support within 3 business days, consult the student (and, with the student's consent, their trainer or family as needed), agree on suitable support or adjustments, and record and review them as the student progresses through the course.

d) Where specialist support is needed, such as LLN assessment or counselling, we can refer the student to an appropriate external service. Any fees charged by an external service are the student's responsibility.

e) Information about a student's disability or needs is kept confidential and handled in line with our *Privacy Policy and Procedure*.

f) If a request cannot be resolved, it is escalated as set out in section 2.

6. COMPLAINTS AND APPEALS

If you are not satisfied with the support you receive or a decision made under this policy and procedure, you can make a complaint or appeal under the *Complaints and Appeals Policy and Procedure*, using the *Complaints & Appeal Form*. Both are available at www.evolvecollege.com/policies.

Version V26.02. Approved November 2026. Next review: November 2027. Replaces the Student Educational and Admin Support Procedure V21.01.
Related documents: Student Entry Policy and Procedure, Student Withdrawal Policy and Procedure, Course Extension and Deferral Request Form, Course Cancellation Request Forms, Privacy Policy and Procedure, Complaints and Appeals Policy and Procedure, Student Handbook.