TUITION ASSURANCE POLICY AND PROCEDURE – FEE FOR SERVICE

PURPOSE AND SCOPE

This document sets out the policy and procedure of Evolve College Pty Ltd ("**Evolve College**") for protecting fees that students pay in advance.

It applies to domestic students of Evolve College who pay their fees themselves, upfront, in full or by instalment ("**Fee for Service**" students).

It does not apply to fees paid by a VET Student Loan. Students using a VET Student Loan are protected by the Australian Government's Tuition Protection Service, as set out in our *VSL Tuition Assurance Policy and Procedure*.

1. HOW YOUR FEES ARE PROTECTED

1.1 The Standards for Registered Training Organisations (as in force from time to time) require an RTO that collects more than $1,500 in fees in advance from a student to protect the fees above that amount.

1.2 Evolve College meets this requirement by holding an unconditional bank guarantee with an Authorised Deposit-taking Institution (bank) in Australia. The guarantee covers all fees paid in advance of more than $1,500 per student for services not yet delivered.

2. INFORMATION FOR STUDENTS AND PROSPECTIVE STUDENTS

2.1 What happens if Evolve College cannot deliver your course?

If for any reason Evolve College is unable to complete training that a student has paid for in advance and enrolled in, Evolve College will either:

a) place the student into an equivalent course, where:
   i. the new course location is suitable to the student; and
   ii. the student receives the full services they have paid for, at no extra cost to the student; or

b) refund the student any fees paid in advance of more than $1,500 for services that have not yet been delivered. The refund is backed by the bank guarantee.

Evolve College will contact affected students as soon as practicable to explain the options available to them.

2.2 Notification of major changes

Evolve College will notify students as soon as practicable of any change that may affect the services it provides to them, including:

a) a change in ownership of Evolve College; and

b) any changes to, or new, third-party arrangements for the delivery of services to those students.

Evolve College contacts students through the EvolveHub and/or by email to the email address the student gave at enrolment (or as later updated by the student).

2.3 Questions and complaints

If you have a question about how your fees are protected, contact us at evolve@evolvecollege.com or on 1300 880 885. If you are not satisfied with a decision or the way we have handled a matter under this policy, you may make a complaint or appeal under the *Complaints and Appeals Policy and Procedure*, available at www.evolvecollege.com/policies.

3. STUDENTS OF ANOTHER PROVIDER THAT CLOSES

3.1 If Evolve College becomes a replacement provider

If Evolve College acts as a replacement provider for another RTO that stops delivering a course, a student enrolled in a replacement course with Evolve College:

a) will be granted credit for the parts of the original course they have successfully completed with the previous provider, as shown by a statement of attainment or other certification issued in accordance with the Australian Qualifications Framework, or an authenticated VET transcript prepared by the Student Identifiers Registrar (within the meaning of the *Student Identifiers Act 2014* (Cth));

b) will not be charged tuition fees for any part of the replacement course that they have already paid for and had delivered; and

c) will be enrolled in the course as soon as practicable, and treated efficiently and fairly so they can continue their studies with minimal disruption.

Version V26.01. Approved November 2026. Next review: November 2027.
Related documents: Fees, Charges and Refunds Policy and Procedure, VSL Tuition Assurance Policy and Procedure, Student Agreements, Complaints and Appeals Policy and Procedure.