

Application information

The application process starts the applicant's learning journey with ICAN Learn and must be completed in full before the application is converted to an enrolment.

Definitions

Applicant: A person who submits an application to enrol in a nationally accredited course.

Student: An Applicant who has successfully completed the Application stage and has been enrolled into a nationally accredited course.

LLN: The Language, Literacy and Numeracy (LLN) test. A test to determine their academic suitability for the nationally accredited course for which the applicant is applying. It is a requirement and must be done before enrolment can progress. Should the LLN test results identify that the course is unsuitable for the applicant's level of academic abilities, the applicant may be given links to other course options or additional support. The [Learner Support Policy provides more information](#).

SKILLS RECOGNITION: Skills can be recognised in 3 different ways: Recognition of Prior Learning [RPL]; Recognition of Current Competence [RCC] and Credit Transfer [CT]. Students applying for Skills Recognition must be enrolled and complete the Skills Recognition Application and Self-Assessment kit available on the ICAN Learn website or by emailing administration@icanlearn.edu.au

USI: A Unique Student Identifier [USI] number. The USI is issued by the Australian Government for every person undertaking a nationally recognised training. The USI gives the student access to their own USI portal which has an online record of their nationally recognised training outcomes in the form of a VET Transcript. A student cannot be issued with a Qualification or Statement of Attainment without a USI. A USI is verified as part of the enrolment process. If the student does not have a USI, they must create one by going to <https://www.usi.gov.au/students/create-your-usi> or can request ICAN Learn to create one on the student's behalf. ICAN Learn uses the student USI to report outcomes to the National Centre for Vocational Education Research [NCVER].

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Step 1: Application pack

An Applicant is provided with an Application pack which has:

1. A link to an online application form which includes:
 - (a) Personal consent information
 - (b) Student Handbook
 - (c) Withdrawal Policy
 - (d) Refund Policy
 - (e) Privacy Notice
 - (f) VSL information for approved courses
2. Application and Enrolment Guide
3. Application Process Guide
4. Course guide
5. Course timetable
6. Tuition fees and census dates schedule.

Step 2

Read all documents and information contained in the Application pack.

Step 3

1. Complete the online application form and:
 - (a) Provide two identity documents proving Australian Citizenship, certified by an authorised person; <https://www.dese.gov.au/help-and-other-information/applying-become-help-provider/guidelines-certification-documents#toc-who-can-certify-a-copy> ; and
 - (b) Provide a USI number or permission for ICAN Learn to create a USI number; and
 - (c) Identify if intending to apply for a VSL; and
 - (d) Read and accept the terms and conditions relating to course withdrawal and refund policies, student handbook, personal consent and privacy notice; and
 - (e) Sign and submit the application.

Step 4:

If the Applicant is intending to apply for a VET Student Loan, they must read all information on <https://icanlearn.edu.au/vet-student-loans-information/>

Step 5: Group interview

The Applicant is required to attend a group interview as part of the application process for Diploma level courses. The group interview will give the Applicant some client scenarios to discuss and forms part of the academic suitability requirements.

Step 6: LLN

The Applicant is sent an email with instructions to complete an online LLN test. The Applicant has 5 business days to undertake and submit this test.

If the LLN indicates that the Applicant is academically suitable for the course, the Applicant is sent a letter of offer via email within 5 business days.

If the LLN demonstrates that this course may be academically unsuitable, the Applicant will not receive an offer for the course but may be given alternative study options or ways to prepare themselves for future a course application.

Step 7: Read information about Fees

Applicants are provided with information about tuition fees at the application stage, with financial information being available on the ICAN Learn website along with the tuition fees and census dates schedule.

Fee for service

Where a full course fee is less than \$1,500 the student is invoiced for the full course fee at enrolment. Enrolment does not progress until the course fee is paid.

Where the course fee exceeds \$1,500 the invoicing schedule is divided into fee periods with designated units of study. Each unit of study includes at least one census date for the relevant fee period.

An invoice for a unit of study is generated 2 weeks prior to commencement of the unit of study within the relevant fee period as per the course timetable and fees and invoicing schedule.

Scholarships

The student is invoiced for the course tuition fees and will need to seek reimbursement from the scholarship provider. The enrolled student has the responsibility to pay the invoice.

Vet Student Loans¹ (VSL)

A VSL is only available for studies that are at Diploma level and above and are approved by the Department of Education, Skills and Employment. At ICAN Learn this is the Diploma of Financial Counselling CHC51115.

ICAN Learn provides information to applicants about eligibility criteria and how to access a VSL (<https://icanlearn.edu.au/vet-student-loans-information/>).

A student who wants to apply for a VSL must submit their application using the eCAF system no earlier than 2 days after enrolment and no later than 11.59pm AEST on the first census date for the unit of study for which they wish to access the loan. There are a number of census dates throughout the course. Each census date relates to a unit of study within a fee period.

Financial hardship

Students who find themselves in financial difficulty must contact the ICAN Learn Finance team as soon as the difficulty becomes apparent. A student can email accounts@icanlearn.org.au to negotiate a payment arrangement.

Failure to communicate or make financial arrangements can result in course withdrawal.

Course Withdrawal and Refunds²

Step 8: Read about Consumer rights

The Australian Consumer Law applies to all student initial Enrolment Agreements. Students are entitled to terminate an ICAN Learn initial Enrolment Agreement (not an enrolment renewal, extension or transfer of an agreement) within 10 days of entering into the Enrolment Agreement. Other rules apply once this 10 day³ period is over.

¹ VET Student Loans is only applicable to the Diploma of Financial Counselling course

² Course Withdrawal, Refund and Re-crediting Policies on the ICAN Learn website <https://icanlearn.edu.au/policy/students/>.

³ Course Withdrawal Policy.

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If the initial Enrolment Agreement is terminated in writing within 10 days of entering the Enrolment Agreement, any tuition fees paid will be refunded.

Step 9: Read about Complaints and Appeals

Complaints and appeals are dealt with by applying principles of natural justice and procedural fairness. The Complaints and Appeals Policy is available on the ICAN Learn website <https://icanlearn.edu.au/policy/students/>.

Step 10: Read about ICAN Learn Obligations

Students are provided with learning and assessment information that complies with the Standards for Registered Training Organisations (RTOs) 2015. More information can be found on the Australian Skills Quality Authority (ASQA) website:

<https://www.asqa.gov.au/about/asqa/key-legislation/standards-rtos>

Step 11: Induction

Students are required to attend a course induction session if this is on the course timetable. The induction session provides an opportunity for enrolled students to meet teachers, gain more information about the teaching, learning and assessment approach, expectations that relate to the course and have an opportunity to ask questions.