

Course and Subject Cancellation Policy and Procedure

- 1. Purpose of the policy**
 - 1.1 This policy covers ICAN Learn's procedures for the management of Course Cancellation applications from students.
- 2. Course and Subject Cancellation Policy**
 - 2.1 ICAN Learn's management and staff are committed to implementing policies and procedures for fair and equitable application for course and subject cancellation of all ICAN Learn courses of study.
- 3. Application of the policy**
 - 3.1 This policy applies to students enrolled in ICAN Learn higher education training courses.
- 4. Commencement of the policy**
 - 4.1 This Policy will commence from 1st January, 2017
- 5. Policy review**
 - 5.1 This policy will be reviewed annually from the time of commencement
- 6. Terms of Course Cancellation by Student**
 - 6.1 Students can withdraw from their course of study at any time.
 - 6.2 All cancellations must first be notified to ICAN Learn via e-mail or telephone and then put in writing and addressed to ICAN Learn RTO Coordinator
 - 6.2.1 Notification via Email: enrolments@icanlearn.edu.au
 - 6.2.2 Notification by telephone: 07 40311 073
 - 6.2.3 Notification in writing to be addressed to:
RTO Coordinator
ICAN Learn
PO Box 1108
North Cairns Qld 4870
- 7. Course Cancellation Before Census Date**
 - 7.1 Students are liable for the full cost of the subjects they have completed to date, and those from which they have not withdrawn from prior to the relevant census date, in their course of study with ICAN Learn.
 - 7.2 Refunds will not be made to individuals or organisations when a person is booked into a course and fails to attend.

8. Course Cancellation – After Census Date

- 8.1** If the student cancels from the course after the Census Date in the semester, the student is also liable for the full cost of the subjects in which they are currently enrolled.
- 8.2** Where less than 50% of the course has been provided to the student a 50% refund of the remaining course fees paid less \$100.00 admin fee will apply.
- 8.3** Where 50% or more of the course has been provided to the student no refund will apply.
- 8.4** ICAN Learn will only enrol students who have paid the required course fees in advance.
- 8.5** The student must return of any course materials supplied by ICAN Learn as part of the course, including Study Guides and unused materials for any currently enrolled subjects and any other items bearing the name of ICAN Learn, before their cancellation is processed;
- 8.6** Student's login details used to access to ICAN Learn's online classroom and student portal via the ICAN Learn website will be suspended once cancellation intent has been notified, whether by telephone, email or in writing.
- 8.7** Student's login details used to access to ICAN Learn's online classroom and student portal via the ICAN Learn website will be cancelled once cancellation has been finalised.

9. Academic transcript of completed units of competency

- 9.1** Upon completion of the cancellation process, students will receive an updated academic transcript of the units of competency completed prior to withdrawal.

10. Subject Cancellation – Before Census Date

- 10.1** ICAN Learn Students are able to withdraw from a subject/s on or before the Census Date for the semester without suffering any financial penalty.
- 10.2** When a student withdraws from a subject on or before the census date for that subject, 100% of tuition fees paid up-front for that subject will be refunded to the student;
- 10.3** Fees charged for enrolment and student amenities are not refundable
- 10.4** And/or if the student has sought FEE-HELP assistance they will not incur a FEE-HELP debt for that subject.

11. Subject Cancellation – After the Census Date

- 11.1** If a student withdraws from the subject/s after the Census Date, then the student is liable for the whole cost of the subject/s.

- 11.2 Therefore, students who have sought FEE-HELP will incur a FEE-HELP debt for that subject/s,
- 11.3 Students who have paid the subject fee/s out of their own funds will not receive a refund.

12. Withdrawal without academic penalty

- 12.1 Students are able to withdraw from a subject without academic penalty before the end of the sixth week of the semester.
- 12.2 Students who do not formally withdraw will receive an academic transcript which states NC (not competent)