

Educate. Learn. Empower. Lead

1. Purpose

This Procedure outlines the process for student withdrawal from an ICAN Learn accredited course.

2. Application

This Procedure applies to Students enrolled in ICAN Learn accredited courses¹.

3. Review

This Procedure is reviewed on an annual and as needed basis in line with review of the Course Withdrawal Policy.

4. Procedure

Course withdrawal can be initiated by the student or ICAN Learn.

5. Student initiated course withdrawal

5.1 The student communicates their intent to withdraw to ICAN Learn:

5.1.1 Communication may be verbal (e.g. Online or phone call) or written (text or email).

5.1.2 Written communication about withdrawal should be sent to administration@icanlearn.edu.au

5.2 ICAN Learn contacts the student to discuss the student's intent to withdraw.

5.3 If the student still wishes to withdraw from the Course:

5.3.1 The Teaching, Learning & Course Coordinator initiates the Course Withdrawal Checklist and Final Outcomes Form (if applicable) and sends to administration@icanlearn.edu.au;

5.3.2 The administration team emails a Course Withdrawal Form to the student to sign and confirm their intent to terminate their Course enrolment.

5.4 The Student signs and dates the Course Withdrawal Form and returns it to administration@icanlearn.edu.au within 10 business days.

5.5 The Student settles any outstanding course / unit of competency fees (if relevant). This refers to any unit of study that has commenced and is more than 50% complete except under exceptional circumstances².

5.6 Access to the online learning resources and portals is suspended immediately upon notification of course withdrawal and cancelled once the Course withdrawal Form has been received.

5.7 If the student fails to send the signed and dated course withdrawal form to administration@icanlearn.edu.au within 10 business days, the student will be withdrawn forthwith.

6. ICAN Learn initiated course withdrawal

6.1 ICAN Learn may terminate a Student course enrolment as a result of a student progress process³.

¹ Refund Policy & Procedure

² Refund Policy

³ Student Progress Policy & Procedure

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- 6.2 ICAN Learn will give the student at least 28 days' notice prior to withdrawing them from the course⁴.
 - 6.3 ICAN Learn maintains evidence to support progression of the withdrawal request. This includes:
 - 6.3.1 evidence of engagement with the student throughout a student progress process [email, notes, student progress workplans etc.];
 - 6.3.2 Student notes that indicate detail about the student progress prior to the withdrawal request;
 - 6.3.3 Copies of student progress letters / emails/ workplans that have been provided to the student
 - 6.4 Indication of a lack of student capacity to complete the course may be as a result of student progress processes which have considered:
 - 6.4.1 A change to Student academic and personal capacity to complete;
 - 6.4.2 The best interests of the student [i.e. not setting the student up to fail];
 - 6.4.3 Student non-attendance without notice or subsequent communication;
 - 6.4.4 Student misconduct, including subsequent investigation and conclusion.
- 7. Fees and Refunds⁵**
- 7.1 A student can withdraw from a course prior to or on a census date.
 - 7.2 If a student who has a VET Student Loan (**VSL**) fails to notify ICAN Learn of their intention to withdraw they may be considered to have failed 1 or more consecutive progression reports in eCAF after which they will no longer be considered a genuine student and ICAN Learn will initiate the course withdrawal policy⁶.
 - 7.3 A VSL student is required to report their progression into eCAF within 2 weeks of their withdrawal from a course or part of a course. This includes reporting a course withdrawal.
- 8. Course outcomes**
- 8.1 Upon completion of the course withdrawal process, the student is entitled to a Statement of Attainment listing the completed units of competency achieved prior to withdrawal. Incomplete units will not be listed on the Student Statement of Attainment.
 - 8.2 The Statement of Attainment is provided to the Student by email within 30 days if all course unit fees have been paid in full.
 - 8.3 If course unit fees have not been paid in full, ICAN Learn will not issue a Statement of Attainment until fees are paid.
 - 8.4 If requested, a hard copy of the Statement of Attainment is mailed to the student for their records.
 - 8.5 Codes allocated on the Statement of Attainment may include any of the following:
 - C Competent

⁴ VSL Act 2016

⁵ Refund Policy & Procedure

⁶ Course Withdrawal Policy



Course Withdrawal Procedure

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- NC Not Competent
- RPL Recognition of Prior Learning
- CT Credit Transfer

9. Complaints and Appeals

Should there be an unresolved complaint or appeal, ICAN Learn will not withdraw that student until the complaint / appeal has been resolved⁷.

⁷ Complaints & Appeals Policy