

*Educate. Learn. Empower. Lead*

## 1. Purpose

This Procedure implements the Course Withdrawal Policy and relates to ICAN Learn nationally accredited courses and abides by rules and legislation as required<sup>1</sup>.

## 2. Application

This Procedure:

2.1 Applies to Students enrolled in ICAN Learn nationally accredited courses.

2.2 Relates to the:

2.2.1 Course Withdrawal Policy

2.2.2 Refund Policy and Procedure

2.2.3 Enrolment Policy and Procedure

2.2.4 Fees and Charges Policy and Procedure

2.2.5 Student Progress Policy and Procedure.

## 3. Review

This Procedure is reviewed on an annual and as needed basis in line with the Course Withdrawal Policy and policies and procedures as outlined in section 2.

## 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 from their enrolment. Communication may be verbal (e.g. Online (via Zoom) or phone call) or written (e.g. text or email/letter):

5.1.1 When an ICAN Learn staff member receives a verbal indication that a student wants to withdraw, the student is requested to formalise their intent in writing;

5.1.2 Written communication about withdrawal must be sent to [administration@icanlearn.edu.au](mailto:administration@icanlearn.edu.au).

5.2 The student is contacted (by phone, email or text) to discuss their intent to withdraw.

5.3 An ICAN Learn staff member will endeavour to have a conversation with the student about the circumstances surrounding their decision to withdraw.

5.4 If the student wishes to uphold their decision to withdraw from the course following ICAN Learn contact:

5.4.1 The Course Withdrawal procedure is initiated by an ICAN Learn staff member completing the Course Withdrawal Checklist and Final Outcomes Form (if applicable) and sending it to [administration@icanlearn.edu.au](mailto:administration@icanlearn.edu.au);

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

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<sup>1</sup> VSL Act 2016, VSL Rules 2016 and Standards for RTO 2015

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- 5.5 The student must sign and date the Course Withdrawal Form and return it by email to [administration@icanlearn.edu.au](mailto:administration@icanlearn.edu.au) within 10 business days.
- 5.6 The student settles any outstanding tuition fees (clause 7) (if relevant). This refers to any unit of study within the relevant fee period that has commenced and is more than 50% complete except under exceptional circumstances<sup>2</sup>.
- 5.7 Access to the online learning resources and portals is suspended immediately upon notification of course withdrawal and cancelled when the course withdrawal process is complete.
- 5.8 If the student fails to send the signed and dated course withdrawal form to [administration@icanlearn.edu.au](mailto:administration@icanlearn.edu.au) within 10 business days, the student is withdrawn forthwith.
- 5.9 If the student has a VSL section 9 applies.

## 6. ICAN Learn initiated course withdrawal

- 6.1 ICAN Learn may terminate a student course enrolment as a result of a student progress process<sup>3</sup>.
- 6.2 ICAN Learn will give the student at least 28 days' notice prior to withdrawing them from the course<sup>4</sup>.
- 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; and/or
  - 6.4.2 The best interests of the student [i.e. not setting the student up to fail]; and/or
  - 6.4.3 Student non-attendance without notice or subsequent communication; and/or
  - 6.4.4 Failure to submit student progression reports in eCAF; and/or
  - 6.4.5 Student misconduct, including subsequent investigation and conclusion.

## 7. Fees and Refunds<sup>5</sup>

- 7.1 A student can withdraw from a course prior to or on the census date for a unit of study within the relevant fee period.

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<sup>2</sup> Refund Policy

<sup>3</sup> Student Progress Policy & Procedure

<sup>4</sup> VSL Act 2016

<sup>5</sup> Refund and Fees & Charges Policies & Procedures

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- 7.2 A student who has a VSL must report their progression into eCAF within 2 weeks of their withdrawal from a unit of study.
- 7.3 If the student fails to submit 1 or more consecutive progression reports in eCAF, ICAN Learn will contact the student within 2 weeks to discuss their intent either to complete or withdraw from the course.
- 7.4 Should the student fail to respond to ICAN Learn within 10 business days, the course withdrawal procedure is initiated.

### **8. Course outcomes**

- 8.1 On completion of the course withdrawal procedure, the student is provided with a Statement of Attainment listing the completed units of competency achieved prior to withdrawal. Incomplete units are not listed on the Statement of Attainment.
- 8.2 The Statement of Attainment is provided to the student by email within 30 days if all tuition fees have been paid in full.
- 8.3 A Statement of Attainment is not issued to the student until fees are paid in full<sup>6</sup>.
- 8.4 If requested by the student, a hard copy of the Statement of Attainment is mailed to the student within 10 business days.
- 8.5 ICAN Learn reports student outcomes and withdrawals to relevant government bodies as required.

### **9. Complaints and Appeals**

- 9.1 The student is given 28 days' notice when ICAN Learn initiates a course withdrawal to provide the student the opportunity to initiate a complaint, should that be relevant.
- 9.2 Should there be an unresolved complaint or appeal, the student is not withdrawn until the complaint / appeal has been resolved<sup>7</sup>.

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<sup>6</sup> Fees & Charges Policy and Procedure

<sup>7</sup> Complaints & Appeals Policy