

Enrolment Information Guide	
This Information should be provided to learners prior to enrolment and may be provided in conjunction with ICAN Learn's application form.	
Enrolment Procedure	Fill out and sign the application form provided by ICAN Learn and await application acceptance. ICAN Learn will make contact by phone or email to confirm your enrolment.
Obtaining your USI	USI means is a Unique Student Identifier number. RTOs require all students to register for a USI. This is done via a website process and is a government requirement. https://www.usi.gov.au/about https://www.usi.gov.au/students
Orientation Procedure	Attend the pre study orientation meeting that the ICAN Learn will schedule prior to commencement of studies. Students will be provided with information that will assist them in the successful completion of studies and achievement of competency.
Course Content	ICAN Learn will provide training and assessment that leads to the achievement of competency in _____ The course will normally be delivered over a period ofdays from ...am topm on each scheduled day.
Fees	ICAN Learn will only enrol students who have paid the required course fees in advance. Please refer to ICAN Learn's Fee Schedule. On enrolment, all students will be given a training plan which will highlight the units in which they are enrolled. Students will sign this plan as part of their ICAN Learn Enrolment Agreement. Fees will be generated according to the units in the training in each semester. ICAN Learn requires a deposit payment of \$500.00 upon course enrolment. Students will not be charged course fees until after each semester Census date: Semester 1 March 31 Semester 2 August 31 Post Census date students will be charged for the units in which they are enrolled in that Semester.
Refund Policy	If a student, at the commencement of the course, chooses to withdraw from the course early, they will need to notify ICAN Learn prior to the Census date in the relevant Semester after which the student will be entitled to the following conditions where: <ul style="list-style-type: none"> • 20% or less of the course has been provided to the student a 100% refund less \$200.00 admin fee will apply. • less than 50% of the course has been provided to the student a 50% refund less \$200.00 admin fee will apply. • 50% or more of the course has been provided to the student no refund will apply. <p>If a student does not withdraw prior to the Census date in the relevant semester, according to their ICAN Learn Enrolment Agreement, they will incur fees.</p>
Financial Hardship	ICAN Learn will take into consideration an individual's financial hardship circumstances. Please refer to ICAN Learn's Financial Management Policy
Consumer Rights	Cooling off period - You are entitled to terminate a new ICAN Learn Enrolment agreement (not a renewal, extension or transfer of an agreement) within seven days of entering into the ICAN Learn Enrolment Agreement (or an agreement to

	<p>enter into an ICAN Learn Enrolment Agreement) or making a payment under the agreement (whichever happens first).</p> <p>If you do terminate the ICAN Learn Enrolment Agreement, you are entitled to a refund for payments you have made. ICAN Learn will provide you with a refund within 14 days; however, ICAN Learn can deduct its reasonable expenses from this amount if the expenses, or the method of calculating such expenses, has been set out in the ICAN Learn Enrolment agreement.</p>
Language Literacy and Numeracy	All students who advise the ICAN Learn's staff of their special learning needs will be provided with the appropriate support and guidance with the aim of assisting the student to obtain competency in the course undertaken. This assistance provided by The ICAN Learn Staff will be within the principles of fairness and flexibility of workplace assessment and will be offered in a discrete manner.
Welfare and Guidance	All students experiencing any difficulty or concerns about their training experience should make contact with the lecturer or ICAN Learn's Management where a range of solutions may be discussed and provided.
Complaints and Appeals	The complaints and appeals policy of the ICAN Learn provide an avenue for students to address their complaints and appeals to ICAN Learn's Management and have them dealt with in a constructive and timely manner.
Disciplinary Procedures	Students who are unruly, offensive or conduct themselves in a disrespectful manner toward ICAN Learn's staff or fellow students will be offered one warning to desist their behaviour, after which continued behavior will result in their enrolment being cancelled. Plagiarism will not be tolerated and if identified may result in revocation of certification following the award of any qualification issuance.
Access and Equity	ICAN Learn is committed to providing training and assessment services to all clients regardless of race religion sex socio-economic status, disability, language, literacy or numeracy.
Student Records	All students have timely access to current and accurate records of their participation. Students seeking advice concerning their course participation should in the first instance contact the ICAN Learn's reception.
Legislative Compliance	ICAN Learn's Management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for ICAN Learn's including but not limited to OH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation. Enrolled students may request access to Legislation via their designated Trainer / Assessor.
National Recognition	ICAN Learn recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework.
Recognition of Prior Learning	Recognition of Prior Learning (RPL) is offered to all students enrolling in the ICAN Learn accredited training programs. Where sufficient documentation is provided the ICAN Learn will provide also provide credit transfer to enrolling eligible students. ICAN Learn recognises all current competencies held by students regardless of how, where or when these competencies were learned. If a student would like to pursue RPL they can apply at enrolment.