

Enrolment information

The enrolment process starts the student learning journey with the Registered Training Organisation [RTO] and must be completed in full before a student can commence their study.

Definitions

Audit Answers: Audit Answers is the ICAN Learn AVETMISS compliant student management system. You are required to read the Privacy Notice below on why we collect your personal information through our online registration process in Audit Answers.

Catapult: Catapult is our online student learning management system and assessment portal and is used for all written assessments in this course.

LLN: Language, Literacy and Numeracy [LLN] assessment must be undertaken and completed by the Student to determine their language, literacy and numeracy skills as identified in the training package for the nationally accredited training in which they are enrolling. If the student is identified as having a need for additional support with language, literacy or numeracy, they will be advised of the support measures offered by ICAN Learn and referral information offered to support agencies. For more information, please refer to the ICAN Learn [Learner Support Policy](#). The LLN takes approximately 1-2 hours to complete and must be undertaken prior to the commencement of your training. [RTOs are required to undertake an LLN assessment as part of their RTO registration requirements).

SKILLS RECOGNITION: Skills Recognition is the general term given to a formal assessment process that measures the student's skills and knowledge from previous study, training, work, or life experiences against key performance indicators outlined for each unit in the course in which they are enrolling. The 3 categories in which skills can be recognised are Recognition of Prior Learning [RPL]; Recognition of Current Competence [RCC] and Credit Transfer [CT]. For more information about Skills Recognition processes at ICAN Learn please email administration@icanlearn.edu.au

USI: Unique Student Identifier [USI] number: is a number issued by the Australian Government for every person undertaking a nationally recognised qualification. The USI gives you access to an online record of your nationally recognised training outcomes in the form of a USI Transcript. This can be used when applying for a job, seeking skills recognition or demonstrating pre-requisites when undertaking further training. A Student cannot be issued with a qualification or statement of attainment without a USI. ICAN Learn is required to include your USI in the data we submit to the National Centre for Vocational Education Research [NCVER]. If you do not have a USI, you must create one here: <https://www.usi.gov.au/students/create-your-usi>

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Enrolment pack

ICAN Learn will email the student an enrolment pack which includes:

1. Enrolment form;
2. Personal information, image & testimonial consent form;
3. Enrolment information guide;
4. Enrolment process guide;
5. Course brochure and timetable;
6. Course Cancellation Policy;
7. Fees and invoicing schedule (*if applicable*);
8. Refund Policy (*if applicable*).

The Student must:

1. Read all documentation contained in the enrolment pack;
2. Complete the enrolment form;
3. Have identity documents certified by a 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->
4. Email the enrolment form and certified identity documents to enrolment@icanlearn.edu.au

Online registration

Receipt of completed enrolment documents will prompt an email from the ICAN Learn registration system, Audit Answers [AA].

The Student then completes the online registration form, providing personal information (*Read the Privacy Notice below*) which includes provision of their USI.

If the Student does not have a USI, they must obtain one from www.usi.gov.au (the process takes approximately 5 minutes) before enrolment can continue.

Privacy notice

Why we collect your personal information

As a registered training organisation [RTO], we collect your personal information so we can process and manage your enrolment in a vocational education and training [VET] course with us.

How we use your personal information

ICAN Learn uses your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

ICAN Learn will use your personal email contact to link you with the ICAN Learn sector newsletter. Should you want to opt out of this newsletter you can unsubscribe or email administration@icanlearn.edu.au to remove you from the mailing list. Your email contact will not be provided to any third party organisation.

How we disclose your personal information

ICAN Learn is required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) [NVETR Act]) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd [NCVER]. The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

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ICAN Learn is also authorised by law (under the NVETR Act) to disclose your personal information to the relevant State or Territory training authority.

How the NCVET and other bodies handle your personal information

The NCVET will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) [Privacy Act] and the NVETR Act. Your personal information may be used and disclosed by NCVET for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVET is authorised to disclose information to the Australian Government Department of Education, Skills and Employment [DESE], Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact ICAN Learn using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact ICAN Learn to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

For enquiries relating to your enrolment or your personal information please email administration@icanlearn.edu.au

LLN

Upon completion and receipt of the online registration form, the Student will receive 2 emails:

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1. Login information to Catapult where the Student activates their account and sets their password;
2. An email invitation from Catapult to complete the LLN assessment.

The Student will have 2 weeks to complete the LLN and submit it to the designated teacher. The student will not be able to commence the course without having completed the LLN.

Induction

ICAN Learn will invite the student to an induction session to meet trainers and gain more information about the course (e.g. assessments, expectations, other information and Student support).

Fees

Fee for service

Students are informed of unit fees at enrolment, with financial information being available on the course invoicing schedule.

Upon receipt of the completed enrolment form ICAN Learn will issue the Student with an invoice for a non-refundable enrolment fee of \$500. This enrolment fee is required to be paid at the completion of the electronic enrolment process. Enrolment will not be complete without this fee being paid.

Students will be invoiced per individual course unit [sometimes clusters of units by arrangement with the student] up to 2 weeks prior to any new unit commencing. Invoices are sent via email and must be paid within 14 days.

Scholarships

Fees are charged to the scholarship provider as per previous process.

Financial hardship

Students who find themselves in financial difficulty can contact ICAN Learn to negotiate a payment arrangement. To make a payment arrangement please contact accounts@ican.org.au at the earliest possible opportunity.

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

Course cancellation and Refunds

Refer to the Course Cancellation Policy on our website <https://icanlearn.edu.au>

Consumer rights

The student Enrolment Agreement is a Consumer Contract, and Australian Consumer Law applies. Students are entitled to terminate an ICAN Learn 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 day period is over. Please refer to the Course Cancellation Policy for further information on withdrawing from a course.

If the ICAN Learn Enrolment Agreement is terminated in writing within 10 days of entering the Enrolment Agreement, the Student will be entitled to a refund less the ICAN Learn non-refundable enrolment fee (\$500).

Complaints and Appeals Policy

The ICAN Learn Complaints and Appeals Policy ensures complaints and appeals are dealt with in accordance with the principles of natural justice and procedural fairness and remains publicly available. A copy of the ICAN Learn Complaints and Appeals Policy is available on the ICAN Learn website.

RTO Obligations

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As an RTO, ICAN Learn is committed to providing Students with learning and assessment 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>