

1. Purpose

This Policy outlines the ICAN Learn obligations and procedures regarding ICAN Learn fees and charges.

2. Application

This Policy:

- 2.1 applies to all courses delivered at ICAN Learn; and
- 2.2 links to the:
 - 2.2.1 Refund Policy and Procedure; and
 - 2.2.2 Financial Management Policy; and
 - 2.2.3 Re-crediting Policy and Procedure; and
 - 2.2.4 Student Invoicing Procedure; and
 - 2.2.4 Enrolment Policy and Procedure; and
 - 2.2.6 Course Withdrawal Policy and Procedure.

3. Commencement

This Policy is reviewed annually and as needed alongside the policies and procedures in clause 2.

4. Policy

- 4.1 On the ICAN Learn website the student can find information about:
 - 4.1.1 Tuition fees; and
 - 4.1.2 Census dates and fee periods. Census dates are vital for students enrolling in nationally accredited courses.
- 4.2 ICAN Learn provides accredited and non-accredited courses, census dates do not apply to non-accredited courses and some accredited short courses.

5. Fee information

ICAN Learn charges fees for its courses.

- 5.1 Where a full course fee is less than \$1,500, the student is invoiced for the full course fee at enrolment. Enrolment does not progress until the course fee is paid.
- 5.2. Where the course fee exceeds \$1,500, the invoicing schedule is divided into fee periods with designated units of study. Each unit of study includes a census date.
- 5.3 An invoice for a unit of study is generated 2 weeks prior to commencement of the unit of study within the relevant fee period as per the course timetable and fees and invoicing schedule.
- 5.4 ICAN Learn publishes and maintains its tuition fees, census dates and related financial information and policies on its website.

6. General information

6.1 VET Student Loans (VSL)

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- 6.1.1 Students may apply for a VSL for an approved course to cover course tuition fees.
- 6.1.2 A student approved for a VSL incurs a VET Student Loan Debt repayable to the Commonwealth.
- 6.1.3 Fee periods are proportionate to course content and overall course hours.
- 6.2 Students are provided the following information prior to applying for a course:
 - 6.1.1 Tuition fees and additional fees, should they apply;
 - 6.1.2 Census dates, fee periods and related units of study for relevant courses;
 - 6.1.3 Payment terms and conditions;
 - 6.1.4 Information regarding refunds and re-crediting¹.
- 6.2 Tuition Fees**

Include:

 - 6.2.1 assessing academic suitability for the course; and
 - 6.2.2 enrolment in the course; and
 - 6.2.3 course delivery and assessment (if relevant); and
 - 6.2.4 access to online learning and assessment materials via an electronic portal; and
 - 6.2.5 access to additional online course resources; and
 - 6.2.6 access to online student information; and
 - 6.2.7 award of a qualification/statement of attainment/certificate of attendance.

Do not include:

 - 6.2.8 fees payable for goods and services essential to the course, or any fine or penalty that may be imposed on a student by a third-party; and/or
 - 6.2.9 the provision to a student of goods or services not essential for all or part of the course; and/or
 - 6.2.10 anything other than costs that are related to the obtaining of the qualification.
- 6.3 Fees notification**
 - 6.3.1 ICAN Learn provides a Statement of Covered Fees to the student that indicates whether or not the enrolment is accepted on the basis that some or all of the tuition fees for the course will be covered by a VET Student Loan².
 - 6.3.2 The student is advised of the time period they can access their enrolment in eCAF and apply for a VSL³.

¹ Refund Policy and Re-crediting Policy

² VSL Act s56; Section 118 of VSL Rules.

³ Enrolment Policy and Procedure

- 6.3.3 The student is issued with a Fees Notice⁴ on enrolment which includes information about the:
- (a) amount of the tuition fees that the student must pay; and
 - (b) when the tuition fees are due to be paid; and
 - (c) any gap fees that may apply.
- 6.3.4 A student with a VSL is issued with a Commonwealth Assistance Notice within 28 days after each census date within a fee period.
- 6.3.5 Students who do not apply for a VSL and are unable to pay the required tuition fees may apply for assistance to manage their financial difficulty⁵.
- 6.3.6 Tuition fees and related information is published on the [MySkills](#) website. This information is regularly updated.

6.4 Additional fees

- 6.4.1 Any additional fees and charges are disclosed to the student prior to invoicing (e.g. issuance of a replacement Testamur and Record of Results / Statement of Attainment).
- 6.4.2 The fee charged for replacement Testamur/ Statements of Attainment / Record of Results is \$30 (excl GST) for electronic replacements and \$60 (excl GST) for hard copy replacements.

6.5 Skills Recognition Fees

- 6.5.1 When skills recognition is approved⁶, skills recognition fees are applied.
- 6.5.2 Skills recognition fees are charged at 75% of the tuition fee for the relevant unit of competency.

6.6 Credit transfer fees

There are **no fees** for Credit Transfer (CT)⁷.

7. Providing information

7.1 Electronic Commonwealth Application Form (eCAF)⁸

The student:

- 7.1.1 accepts ICAN Learn invitation to complete their registration; and
- 7.1.2 submits VSL application; and
- 7.1.3 completes progression reports at fixed progression points when invited by ICAN Learn.

ICAN Learn:

- 7.1.4 registers the student which generates an invitation to the student; and

⁴ Diploma of Financial Counselling course only

⁵ Student Invoicing Procedure

⁶ Skills Recognition Policy & Procedure

⁷ Skills Recognition Policy & Procedure

⁸ Only applicable if the student has a VSL

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7.1.5 identifies fixed progression dates and notifies the student.

7.1.6 reports outcomes as required.

8. Fee periods and census dates⁹

8.1. There are at least 4 set fee periods for VSL approved courses. Each fee period contains at least 2 units of study each of which has a census date.

8.2 Fee periods are sequential and proportionately spread across the length of the course.

8.3 Census dates are provided to allow a student to withdraw from a unit of study in a relevant fee period prior to that census date without incurring a financial liability.

8.4 Each census date is at least 20% of the way through a unit of study. If a census date falls on a weekend or public holiday, the next business day is used as the census date.

8.5 Students can access census dates on the ICAN Learn website at all times.

8.6 Students are advised in writing of their right to withdraw from an accredited course without financial or academic penalty¹⁰.

9. Refunds¹¹

10. Marketing

Course marketing:

10.1 meets the Standards for RTOs 2015; and

10.2 complies with VSL requirements¹².

⁹ Only for approved courses. VSL Act s58(2)

¹⁰ Course Withdrawal Policy

¹¹ Refund Policy and Procedure

¹² VSL Rules [Rules c 142] and the VSL Style Guide