

1. Purpose

This Policy outlines the ICAN Learn obligations and processes regarding ICAN Learn fees and charges and relates to the Refund Policy and the Financial Management Policy.

2. Application

This Policy applies to all accredited courses delivered at ICAN Learn.

3. Commencement

This Policy is reviewed annually and as needed alongside the Refund and Financial Management Policies.

4. Fee types

4.1 Enrolment fee

- (a) An enrolment fee is invoiced to the student at the completion of the enrolment process and payable prior to course commencement;
- (b) The enrolment fee covers cost of time taken for the administrative aspects of enrolment.
- (c) The enrolment fee is non-refundable once paid unless extenuating circumstances are presented by the enrollee.

4.2 Course fees

Comprises several costs including:

- (a) access to online learning and assessment materials;
- (b) access to the learning and assessment portal;
- (c) access to the student essentials page [web based];
- (d) access to the online course resources;
- (e) issuance of certification documents including:
 - (i) one testamur (certificate) and
 - (ii) one record of results; or
 - (iii) one Statement of Attainment.
- (f) the course fee is broken down into per unit costs;
- (g) an invoice for each unit is generated prior to commencement of any unit as per the course timetable and fees and invoicing schedule.

4.3 Skills Recognition Fees

Are charged at 75% of the course unit fee.

4.4 Credit transfer fees

There are no fees for Credit Transfer [CT], should a CT be recognised following a Skills Recognition Process

5. Fee Information

- 5.1 Students are provided with the following finance information prior and throughout the enrolment process;

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- (a) The total amount of all fees including enrolment fees, course fees, administration fees and any other charges;
 - (b) Payment terms are identified through a fee & invoicing schedule which includes the timing, amount of fees to be paid and any non-refundable enrolment fee;
 - (c) Fees payable when units are not completed [outlined in the Refund Policy].
- 5.2 Any fees and charges for other services will be disclosed to the student prior to providing the service and subsequent invoicing e.g. issuance of a replacement Testamur [5.3] and Record of Results / Statement of Attainment.
- 5.3 Fees for replacement Testamur/ Statements of Attainment / Record of Results is charged at \$25 for electronic replacements and \$50 for hard copy replacements.
- 6. Fees Paid in Advance**
 - 6.1 In accordance with “*Clause 7.3 – Protecting pre-paid fees by students*” of the RTO standards, ICAN Learn will not request individual Students to make payments in advance that exceed:
 - (a) \$1,000 prior to course commencement; and
 - (b) \$1,500 following course commencement.
 - 6.2 A company may invest in worker education by paying a lump sum for course delivery. Refunds are issued according to individual contract arrangements with that company.
- 7. Refunds**

See Refund Policy for information on refunds.