



Flexible, practical, and industry-informed staff training, when it suits you!

At ICAN Learn, we believe in building strong communities by strengthening the skills and knowledge of those who support them. ICAN Learn delivers several accredited and non-accredited fee-for-service programs to develop the capacity of workers across a variety of sectors. We consult to assist community services and other related organisations and peak bodies to meet their training needs and work with organisations to create contextualised education products and approaches.

Our e-Learning modules are designed to provide accessible, flexible, and high-quality training for professionals and community workers across Australia.

OUR E-LEARNING MODULES

Explore a growing library of interactive online learning modules with new modules launching regularly!

WORK WITH ABORIGINAL AND/OR TORRES STRAIT ISLANDER PEOPLE

This training provides the skills and knowledge required to identify Aboriginal and Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work practice, and develop strategies to enhance cultural safety.

“The training really stood out in the way it delivered clear, relevant and applicable learnings; the more organisations that adopt this training, the better the outcomes will be for vulnerable customers.”

Amy Rouse, Customer Care Coordinator, Coliban Water

WHY CHOOSE ICAN LEARN E-LEARNING?

-  **Self-paced learning** - study anytime, anywhere.
-  **Engaging** - utilising diverse interactive elements to keep learning engaged and boost retention of crucial information.
-  **Industry-relevant** - practical skills you can apply immediately.
-  **Expert-led content** - designed by experienced educators and industry practitioners.
-  **Upskill with a difference** - refresher courses available with advanced content.
-  **Support a social enterprise** - all profits go towards providing scholarships for First Nations students.

RECOGNISE AND RESPOND APPROPRIATELY TO DOMESTIC AND FAMILY VIOLENCE

This training provides the skills and knowledge required to identify and respond to the needs of customers who may be experiencing domestic and family violence, including responding to immediate intervention and support needs.

EDUCATE **LEARN** EMPOWER LEAD

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WHO ARE THESE MODULES FOR?

Our e-Learning modules are designed for a wide range of professionals who want to build knowledge and skills in financial well-being, including:

Utility companies – frontline staff and managers who engage with customers facing financial stress.

Banks and credit institutions – teams supporting customers with repayment, hardship, or financial product decisions.

Service providers working with vulnerable customers – anyone supporting individuals and families experiencing financial difficulty.

Professionals seeking development – anyone looking to strengthen their knowledge and skills in support of those who experience financial vulnerability.



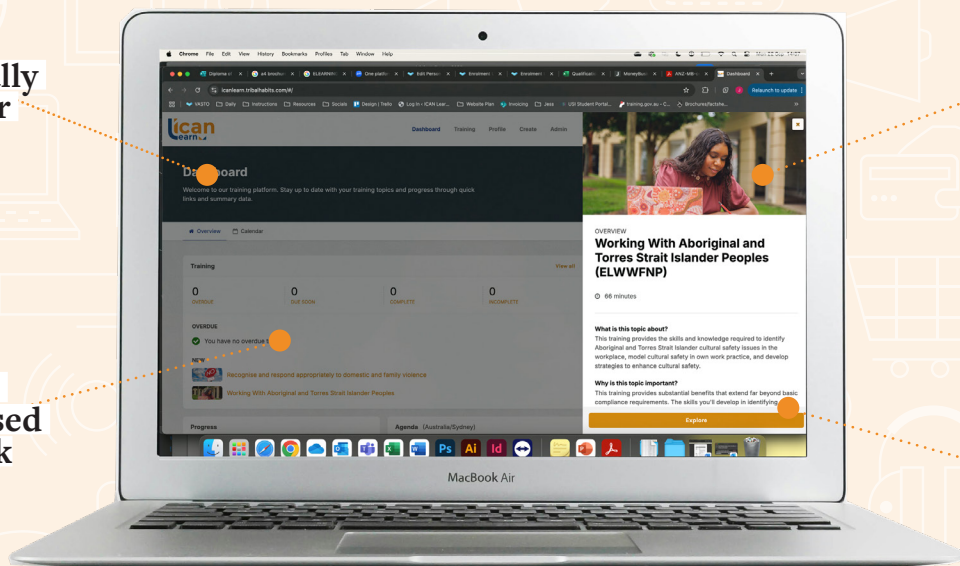
LEARNING MADE EASY

Automatically
saves your
progress

Instant
personalised
feedback

Learners can
reflect on their
experiences

Takeaway
a journal of
learnings



FEATURES INCLUDE:

Use our online platform or integrate our SCORM file into your Learning Management System (LMS): Easy-to-use, interactive, and accessible on your LMS (including Cornerstone, SAP SuccessFactors, Moodle, Canvas, and many others).

Key takeaways: Learners can take notes as part of the learning process and be provided with a downloadable journal that includes the key takeaways as well as their notes and reflections.

Certificate of completion: Showcase your new skills.

Meet compliance requirements: Helping organisations fulfil training requirements and respond effectively to enforceable undertakings.

Customisable: Tailor our modules to fit your organisation's needs and branding, including incorporating company policies, specific scenarios, and aligning with branding guidelines.

Progress tracking and reporting: Real-time comprehensive learner analytics - enabling leaders to make data-driven decisions about training effectiveness and identify skill gaps before they impact performance.

CONTACT OUR TEAM TO GET STARTED

Find us at:  www.icanlearn.edu.au  elearning@icanlearn.edu.au  03 5471 7777

