

Educate. Learn. Empower. Lead

1. Purpose

This Policy governs the ICAN Learn rationale for providing refunds to Students who are withdrawn from an ICAN Learn accredited course.

2. Application

2.1 This Policy applies to Students enrolled in ICAN Learn accredited course.

2.2 This Policy links to the Course Withdrawal Policy and Procedure and information about refunds can be found in the Student Handbook.

3. Review

This Policy is reviewed on an annual and as needed basis along with the Refund Procedure.

4. Enrolment cancellation and refunds

4.1 The Australian Consumer Law (*Competition and Consumer Act 2010*) determines that Consumer rights apply to any consumer contract. This includes ICAN Learn Student Enrolment Agreements.

4.2 Students are entitled to terminate an ICAN Learn Enrolment Agreement (not an enrolment renewal, extension or transfer of an agreement) within 10 business days of entering into the Enrolment Agreement.

4.3 If the ICAN Learn Enrolment Agreement is terminated in writing within 10 business days of entering the Enrolment Agreement, the Student will be entitled to a refund for any course unit fee payments made according to the rules outlined in clause 6 of this Policy.

4.4 ICAN Learn will provide the student with a refund of any unit / cluster fees within 14 business days of receipt of the signed and dated Course Withdrawal Form less the \$500 enrolment fee¹.

5. Refunds

5.1 An individual student may be entitled to a unit fee refund if they have paid in advance for units that they are unable to complete. Lack of completion may be due to course Leave of Absence, Course Deferment resulting in Course Withdrawal².

5.2 A refund entitlement is determined in consultation with the ICAN Learn Management team and includes consideration of nominal hours allocated to an individual unit versus completed nominal hours for the unit.

5.3 An organisation that pays on behalf of the student is subject to the refund conditions below.

5.4 A refund for partially completed units / course must be requested.

¹ Refer to ICAN Learn Enrolment Policy and Enrolment Information Guide

² Course Withdrawal Policy; Course Deferment and Leave of Absence Policy

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6. Refund Conditions

6.1 Enrolment fee

The \$500 enrolment fee is not refundable. Enrolling students are advised that this is a non-refundable enrolment fee.

6.2 Course Withdrawal

6.2.1 Any refund application will only be considered upon receipt of a signed and dated Course Withdrawal Form from the student.

6.3 Course fees

6.3.1 Students are not charged full course fees up front; hence course fee refunds apply to entities that are approved to pay full course fees on behalf of a student who is an employee

6.3.2 No refund will apply if 50% or more of the course and related assessments have been provided to the student (equating to 50% or more nominal hours as allocated to that unit).

6.3.3 If 50% or less of the course has been provided to the student, the student or paying entity is entitled to 50% refund minus \$200 administration fee.

6.3.4 If 20% or less of the course has been provided to the student, the student or paying entity is entitled to 100% refund minus \$200 administration fee.

6.3.5 If an organisation is the paying entity and has paid for one or more students, any refund requested will be applied to the course progress of individual students. Detail for course refunds to a paying entity is described in section 6.5.

6.4 Unit fees

6.4.1 When Students are individually invoiced for individual units throughout the course, they may be entitled to a refund.

6.4.2 If a student has not commenced a unit, but the unit has been allocated to them in the online portals and the student has not notified of the desire to withdraw, the student is not entitled to a refund for that unit.

6.4.3 If a student has commenced an individually invoiced unit and the unit has been opened to them in the online portal the student is not entitled to a refund for that unit.

6.4.4 A paying entity [e.g. agency/ organisation] claiming a refund for any student for whom they have made a full course payment where that student is not continuing in the course and the student has completed the Withdrawal form, the paying entity is required to email administration@icanlearn.edu.au to request that refund.

6.4.5 On request from a paying entity, ICAN Learn informs the paying entity of the amount of course completed by each student for whom the entity has been making payments and calculates the refund amount according to section 6.3.

6.5 Once the amount of the refund has been calculated as it applies to an individual or nominated entity, the refund will be paid to the account nominated by that student or entity within 14 days.