

## Policy Language Class Fee Refund

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Policy Category	Service
Approver	Executive Director
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Date of Last Review	N/A
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### 1. Purpose

- 1.1. The purpose of this Policy is to establish Impact North Shore’s framework, terms and conditions for fee refunds in its fee-paying English language classes.

### 2. Scope

- 2.1. This Policy applies to all students registered in a fee-paying English language class at Impact North Shore. This does not include English language classes that are funded by the Canadian federal government, BC provincial government, or another funding body.

### 3. Definitions

- 3.1. **Fees** refers to funds paid/payable to Impact North Shore including, but not limited to, tuition, registration fees, program fees, and fees charged for course materials.
- 3.2. **Fee Refund** means funds paid to Impact North Shore that are now being returned to the client following their withdrawal from the fee-paying language class.

### 4. Policy

- 4.1. Impact North Shore refunds fees paid in accordance with the principles of equity, consistency, transparency, and fiscal accountability. This Policy recognizes the significant investment of resources made by the organization into designing and delivering classes.
- 4.2. Students must submit their request for a fee refund in writing using the *Request for Refund Form* to Impact North Shore either in-person or by email at [ell@impactnorthshore.ca](mailto:ell@impactnorthshore.ca). The form must be completed in full, including any applicable supporting documents, for it to be processed by Impact North Shore.

#### **Fee Refunds Before the Language Class Begins**

- 4.3. Impact North Shore may refund 90% of fees paid, minus the registration fee, if the student submits their completed *Request for Refund Form* thirty (30) calendar days or more before the start date of the language class as specified on the *Class Enrollment Contract*.
- 4.3.1. The registration fee, specified in the *Class Enrollment Contract*, is non-refundable.
- 4.4. Impact North Shore may refund 100% of fees paid in either one of these scenarios:
- 4.4.1. The organization provides a notice of dismissal to a student in accordance with the terms of the *Class Enrollment Contract* prior to the start date of the language class as specified in the *Class Enrollment Contract*



- 4.4.2. The class is cancelled by the organization prior to the start date of the language class as specified in the *Class Enrollment Contract*

#### **Fee Refunds After Language Class Begins**

- 4.5. Impact North Shore may refund 70% of fees paid, minus the registration fee, if the student submits their completed *Request for Refund Form*, or if the student is dismissed from the class in accordance with the terms of the *Class Enrollment Contract*, AND:
- 10% or less of the total instructional hours for the class as specified in the *Class Enrollment Contract* has been provided.
- 4.6. Impact North Shore may refund 50% of fees paid, minus the registration fee, if the student submits their completed *Request for Refund Form*, or if the student is dismissed from the class in accordance with the terms of the *Class Enrollment Contract*, AND:
- More than 10% and less than 30% of the total instruction hours for the class as specified in the *Class Enrollment Contract* has been provided.
- 4.7. Impact North Shore will not issue any refund of fees paid if the student submits their *Request for Refund Form*, or if the student is dismissed from the class in accordance with the terms of the *Class Enrollment Contract*, AND:
- 30% or more of the total instructional hours for the class as specified in the *Class Enrollment Contract* has been provided.
- 4.8. Impact North Shore may refund fees paid if the class is cancelled by the organization after it has begun. The fee refund is pro-rated based on the instruction hours for the class delivered up to the cancellation date.
- 4.9. In both Section 4.5 and 4.6 of this Policy, the registration fee, specified in the *Class Enrollment Contract*, is non-refundable.

#### **Other Conditions for Fee Refunds**

- 4.10. Fee refunds are calculated based on the date that the *Request for Refund Form* is received by Impact North Shore staff in-person at the office or by email at [ell@impactnorthshore.ca](mailto:ell@impactnorthshore.ca).
- 4.11. Impact North Shore may consider fee refund requests outside the timeframes indicated in sections 4.3 to 4.7 of this Policy if the student presents with extenuating medical or personal circumstances. Such requests must be supported with appropriate documentation as requested by the organization, are reviewed on a case-by-case basis, and must be approved by the Director of Services. Should a fee refund be granted in such circumstances, it may be pro-rated based on the instruction hours for the class delivered up to the withdrawal date.
- 4.12. If Impact North Shore loans any technical equipment to a student at no cost, this equipment must be returned to Impact North Shore immediately upon the student's withdrawal/dismissal from the class.
- 4.13. The registration fee is non-refundable except in the following scenarios:
- 4.13.1. Impact North Shore provides a notice of dismissal to a student in accordance with the terms of the *Class Enrollment Contract* prior to the start date of the language class as specified in the *Class Enrollment Contract*.



- 4.13.2. Impact North Shore cancels the class prior to the start date of the language class as specified in the *Class Enrollment Contract*.
- 4.13.3. Impact North Shore cancels the class after it has begun. The registration fee refund is pro-rated based on the instruction hours for the class delivered up to the cancellation date.
- 4.14. Where a student withdraws or is dismissed from their class, they may be entitled to a 100% refund on any as-yet to be received course materials that have been pre-paid.
- 4.15. Fees paid cannot be deferred nor transferred to another language class or a language class that starts at a later date.
- 4.16. Fee refunds owing to students are paid within approximately thirty (30) calendar days of Impact North Shore receiving the completed *Request for Refund Form* or within approximately thirty (30) calendar days of Impact North Shore issuing a written notice of dismissal to a student.
  - 4.16.1. Statutory holidays and organizational closure dates may increase the refund processing time.
  - 4.16.2. Refunds are issued back to the credit card or to the bank account (by e-transfer) from which the fees were originally paid by the student.
- 4.17. Students may appeal a decision related to a refund by writing to the Director of Services within seven (7) calendar days of receiving a decision on their refund request. The final appeal decision will be made within thirty (30) calendar days of receiving the appeal request.
- 4.18. If there are questions of this Policy's interpretation or application, the issues are referred to the Director of Services for interpretation of this Policy.

**5. Mandated Review Date**

- 5.1. This Policy must be reviewed at least every 3 years.

**6. Feedback**

- 6.1. Impact North Shore believes policies and procedures should be clear, useful, and practical for all employees. To achieve this, an inclusive and collaborative process is needed for the development, approval, maintenance, and retirement of policies and procedures.

As such, all employees are invited to provide their feedback on this policy at any time by contacting the Director of Operations & HR. All feedback is valued and will be carefully considered in the review of this policy and its associated procedures.

**Amendment History**

Version	Amendment	Date
1.0	Policy Created	March 2025