Learn4Life Frequently Asked Questions

Welcome to the Learn4Life Frequently Asked Questions.

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Registration & Accounts

1. How can I register for a Learn4Life course?

Online registration is available. If special considerations are required, an in-person appointment can be arranged by contacting us by email or phone.

Once registration opens, please visit **www.learn4life.ca** and use your VISA or MasterCard to pay.

Notice to users of pre-paid credit cards: Although the system will accept a pre-paid credit card, it is not recommended to use a pre-paid VISA or MasterCard when registering for a course. Learners will be responsible for tracking any refunds that may be processed back to the credit card.

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2. I am not a senior, but I would like to register for a Seniors' Daytime course. How do I register?

Seniors' Daytime courses are for registrants 65 years of age and older; however, some courses allow a limited number of non-seniors to register.

Learners aged 64 and under can register by completing the registration form available on the website, including payment information, and uploading it to their Learn4Life account. An email must then be sent to **communityprograms@tdsb.on.ca** to notify Learn4Life staff that the registration form has been uploaded and is ready for review.

An email confirmation will be sent if space is available in the class. For more information, please call **416-338-4111**.

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3. Do I need to create a new Learn4Life account? Is an email address required?

Learn4Life moved to a new registration system effective November 2020. Previous PIN and CLIENT numbers will not work in the new system.

All learners must create a new account and password to register for courses. An email address is required to create an account and will serve as the User ID.

Note: If you created an account after November 2020, you do not need to create another one.

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4. Is my credit card information required when creating an account?

No. Adding or saving credit card information during account creation is optional.

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5. The class I want to register for is full, and I have added myself to the waitlist. Am I registered and will I be charged?

No. Payment is processed only when a successful registration is completed.

Joining a waitlist does not mean you are registered for the course, and you will not be charged. Learn4Life will make every attempt to contact waitlisted learners if space becomes available.

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6. Will I receive a registration confirmation and receipt?

Yes. Once you have successfully registered, you will receive a registration receipt by email from **no-reply@ebasefm.com**.

If you do not receive it, please check your junk mail folder and verify that the email address associated with your account is correct.

Refunds & Payments

7. What is the New refund and transfer policy?

The Toronto District School Board (TDSB) will process a full refund if a written refund request is received at least 48 hours before the course start date.

Requests received less than 48 hours before the course start date will incur a **$50 administrative fee**.

Refunds are processed back to the original credit card used for payment. Payments made by cheque or cash will be refunded by cheque once Continuing Education staff confirms cheque clearance. Please allow **4 to 6 weeks** for processing. The option to keep funds on the TDSB Learn4Life account is no longer available.

Courses Less Than Five Weeks

- **NEW!** A $50.00 administrative fee will apply to withdrawal requests received less than 48 hours before the course start date.
- No refunds or transfer requests will be considered after the class begins.

Courses Five Weeks or Longer

- **NEW!** A $50.00 administrative fee will apply to withdrawal requests received less than 48 hours before the course start date.
- If you withdraw after the first class, a prorated refund will be processed, less a $15.00 administrative fee per course and a portion of the materials fee, if applicable, provided the TDSB receives the request in writing.
- No refunds or transfers will be considered once the second class has started.

Subsidized Courses

- **NEW!** A $50 administrative fee will apply to withdrawal requests received less than 48 hours before the course start date.
- No refund or transfer requests will be considered after the class begins.

Summer Courses

- **NEW!** A $50 administrative fee will apply to withdrawal requests received less than 48 hours before the course start date.
- No refund or transfer requests will be considered after the class begins.

Important: All refund and transfer requests must be submitted in writing. The effective date of withdrawal is the date the withdrawal notice is received by the TDSB.

Requests can be submitted:

- By email: **communityprograms@tdsb.on.ca**
- Online: **www.learn4life.ca**

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8. How do I pay the material fee?

Material fees are collected centrally at the time of registration. No discounts apply.

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9. I am registering for a class that requires materials. Where can I find the list of items needed?

If a materials list has been posted, go to the course page and select the **Materials List PDF** under the **Files** section above the course schedule.

If no materials list is posted, the instructor will provide one during the first class.

Subsidized Courses

10. Which government assistance programs qualify for the subsidized rate, and what documents do I need to provide?

The following programs qualify:

- Ontario Works (OW)
- Ontario Disability Support Program (ODSP)
- Canada Pension Plan Disability Benefits (CPP Disability)
- Old Age Security (OAS)
- Guaranteed Income Supplement (GIS)
- Guaranteed Annual Income System (GAINS)

Required documentation must include your name, address, and statement date:

- Current monthly statement or letter from the Social Assistance Office (OW and ODSP).
- Annual statements (CPP Disability, OAS, GIS, and GAINS).

Notice of Assessment document is not accepted.

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11. Do I need to provide eligibility documents every time I register for the subsidized rate?

Yes. Eligible social assistance documentation is required to qualify for the subsidized rate and must be submitted with the registration request.

Some supporting documents may need to be submitted each term.

The subsidized rate:

- Applies to course fees only.
- Is limited to one course per term.
- Does not cover material fees.

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12. I am eligible for the subsidized rate. Why can't I register online?

Eligibility must be verified before registration can be completed.

Learners requesting the subsidized rate must:

1. Have a Learn4Life account.
2. Upload their registration form and supporting documents to their account.

3. Email **communityprograms@tdsb.on.ca** with the subject line:

"Proof of Social Assistance Document and Registration Form Upload"

Once eligibility is confirmed, Learn4Life staff will complete the registration. Material fees, if applicable, are extra.

Important: Do not register online and pay full price expecting a refund later. Refunds for the price difference will not be processed.

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13. Can I register online first and receive a refund after my subsidy documents are approved?

No. Supporting documentation must be submitted and approved at the time of registration. Refunds for the difference in cost will not be processed.

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14. How can a dependent of an Ontario Works recipient register using the subsidized rate?

Dependents over 18 years of age must be listed on the recipient's Drug Benefit Eligibility Card.

If the dependent is not listed on the card, a letter from the Social Assistance Office confirming the dependent's eligibility is required.

Material fees, if applicable, are extra.

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15. What is the subsidized rate?

Eligible subsidized learners receive an **80% discount** on course fees.

The discount:

- Applies to course fees only.
- Is limited to one course per term.
- Does not cover material fees.

All fees are due at registration.

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16. How many courses can I take at a subsidized rate?

Eligible learners can register for **one subsidized course per term**.

Accessibility & Accommodations

17. What is your Program Accommodation policy?

Learn4Life strives to meet the accommodation needs of individuals with disabilities.

Learners are encouraged to identify their accommodation needs before the start of their course so that appropriate support can be arranged.

Online Learning & Technical Support

18. When will I receive the link for my remote course?

Once your registration and payment have been processed, your class link will be available in the **Virtual Meeting** section of the program information page within your Learn4Life account.

To access the link:

1. Log in to your Learn4Life account.
2. Select **My Programs**.
3. Choose the course.

4. Click the virtual meeting link.

The same link will be used throughout the course.

Tip: Save a copy of the link in case the website is unavailable due to maintenance.

Note: Course links are not sent by email. They are available through your Learn4Life account.

Some remote classes use Google Meet. Due to Google's access requirements, participants may be required to sign in to a Google account to join the class. If you do not have a Google account, you may need to create one before joining.

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19. Which online platforms are used for remote classes, and will I need to download any software?

Learn4Life may use:

- Zoom
- Google Meet
- Microsoft Teams

Desktop users do not need to download software to access these platforms through a web browser.

If using a smartphone or tablet, you may need to download the appropriate app.

Note: Some remote classes use Google Meet. Due to Google's access requirements, participants may be required to sign in to a Google account to join the class. If you do not have a Google account, you may need to create one before joining.

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20. Which browser is recommended?

Although you may be able to access the class using other browsers, the recommended browser to use is Google Chrome.

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21. Do I need a passcode to join my class?

- Google Meet classes generally do not require a passcode.
- Zoom classes may require a passcode.

Every effort will be made to ensure that a passcode is not required. However, please email us at **communityprograms@tdsb.on.ca** if you cannot access the link without a passcode.

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22. Do I need a camera to participate in class?

No. A camera is not required, but it is strongly recommended to help instructors engage with learners and create a more interactive classroom experience.

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23. Are remote classes recorded?

No. Learn4Life remote classes are delivered live in real time and are not recorded for later viewing.

Account Communication

24. How can dependents receive direct email communications from Learn4Life?

Dependents must add their own email address to their Learn4Life profile to receive program communications directly.

If multiple users share an account, the system automatically sends communications to the primary account holder unless each user has added their own email address to their profile.