



Frequently Asked Questions

1. How can I register for a Learn4Life course?

Online registration is available, and where special considerations are needed; an in-person appointment can be arranged by contacting us via email. Once registration opens, please visit the website at 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 of refunds that may be processed back to the credit card.

2. What is your Program Accommodation policy?

We strive to meet the accommodation needs of persons with disabilities. Registrants are encouraged to make their needs for accommodation known in advance of commencing a Learn4Life class.

3. 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 at \$50.00 administrative fee.

Refunds are processed back to the original credit card used for payment. Fees paid by cheque or cash will be refunded by cheque after Continuing Education staff acknowledges clearance of the cheque. Please allow 4-6 weeks for refund processing. The option to keep funds on the TDSB Learn4Life account is no longer available.

Courses less than five weeks in duration:

- 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 pro-rated 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 writing.
- No refunds or transfers will be considered once the second class has started.

Subsidized courses: NEW! A \$50.00 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 Refund Policy: NEW! A \$50.00 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.

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

There are two ways to submit requests:

- Email: communityprograms@tdsb.on.ca
- On-Line: www.learn4life.ca

4. What type of Government Assistance is eligible to access the subsidized rate? And what type of documents do I need to provide?

The following Government Assistance Programs are eligible: Ontario Works (OW), Ontario Disability Support Program (ODSP), Canada Pension Plan Disability Benefits (CPP Disability), Old Age Security (OAS), Guaranteed Income Supplement (GIS), and Guaranteed Annual Income System (GAINS).

Documentation required (All documents must include your name, address, and statement date):

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

Notice of Assessment is not an acceptable document.

5. If I am registering as a subsidy learner, do I need to provide my eligible documents each time I register?

Eligible social assistance documents are required to qualify for the subsidy rate. A current copy must be submitted with the application form to support this request. Some documents may be required to be submitted every term. The reduced rate applies to course fees only and is limited to one course per term. Material fees, if applicable, are extra.

6. I am eligible to register using the subsidized rate, how come I cannot register using the online registration system?

Learners requesting the subsidized rate must submit supporting documentation. Your eligibility must be verified before we can complete your course registration.

Learners can now upload their social assistance documents and registration form directly to their Learn4Life account for review. To assist with this process, please refer to our step-by-step instruction guide on how to upload documents available on the website.

Important: Do not register online as refunds for the difference in cost will not be processed. Instead, after uploading your documents, you must email Learn4Life to let us know your documents and registration request are ready for review.

Send your email to: communityprograms@tdsb.on.ca. Use the Subject line: "Proof of Social Assistance Document and Registration Form Upload".

Your documents will be reviewed, and if eligible, we will complete the registration for you.

Material fees, if applicable, are extra.

Note: Learners requesting the subsidized rate must have a Learn4Life account. If you do not already have one, you will need to create an account.

- 7. As a subsidized learner can I register using the online registration system and then get a refund for the difference after I provide my documents?**
No. Supporting documentation must be received at the time of registration to be eligible for the subsidized rate. Refunds for the difference in cost will not be processed.
- 8. If a dependent of Ontario Works recipients would like to register and access the subsidy rate, how do they register?**
Recent changes may affect how dependents of Ontario Works recipients confirm their eligibility for the subsidized rate. Dependents over the age of 18 who would like to register for a course must be listed on your Drug Benefit Eligibility Card. If you do not have this card, a letter from the Social Assistance Office confirming the dependent will be required to register for a subsidy course plus material fees, if applicable.
- 9. How much is the subsidized rate?**
Subsidy learners (if eligible) receive an 80% discount on course fees. The reduced rate applies to course fees only and is limited to one course per term. Material fees are extra and will be added to the registration fee. All fees are due at the time of registration.
- 10. How many courses am I eligible to register for as a subsidy learner?**
Eligible learners can register for one course per term.
- 11. 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 in the class. Learners aged 64 and under can register for a Seniors' Daytime course. Please complete the registration form available on our website, include payment information, and upload the document to your Learn4Life account. An email must be sent to communityprograms@tdsb.on.ca to inform Learn4Life staff that the registration form has been uploaded and is ready for review. An email confirmation of the registration will be sent to you if space is available in the class. Please call us at 416-338-4111 for more information.
- 12. Now that you have moved to a new system, do I have to create a new client account? And is an email address required to create an account?**
Learn4Life moved to a new registration system effective November 2020. Previous PIN and CLIENT Numbers will not work in the new system. All registrants will need to create a new account and password to register for a course.
An email address is required to create an account. The email address used will be your User ID. All learners must create an account before attempting to register, including learners accessing the subsidized rate. **NOTE: If you created a new account after November 2020, there is no need to create another one.**
- 13. Is my credit card information required when creating an account?**
No, you are not required to add or save your credit card information when you are creating an account. This section is optional.

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

Payment is processed only when there is a successful registration. Adding your name to the waitlist does not mean you are registered in the course and will therefore not be charged. We will make every attempt to contact learners who are on a waitlist when space becomes available.

15. I registered for a course using the online registration system; will I receive confirmation and/or a receipt?

If you have successfully registered for a course, you will receive an email from "no-reply@ebasefm.com" with your registration receipt. Please check your junk mail folder if you have not received the email. Also, you may want to check the spelling of the email address used to create your account and that it is correct.

16. How do I pay the material fee?

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

17. I am registering for a class that requires materials, where can I find the list of items needed?

If a list has been posted, to view list, go to the course page, click the material list pdf under Files just above the course Schedule. If no material list posted, the list will be provided at the first class.

18. I am a dependent on an account, how do I receive direct email communication from the program?

Dependents must add an email address on their profile to receive all email communication from Learn4Life.

Note: If there are multiple users on an account, the system automatically picks the main account holder's email address on the account. To avoid this, each dependent must add their email address on their profile.

19. I am registered for a remote course, when am I supposed to get the link for the class?

Classroom links are now available on the Learn4Life registration site. Once registration and payment has been processed, the link will be available in the program information window under the Virtual Meeting section. To access the link for the class you are registered in, log into your TDSB Learn4Life account, the My Programs section lists all classes you are currently registered in. Click the program you want to launch; the program information window will appear. Simply click the link which will redirect you to the online platform. The same link will be used for the duration of the class.

Note: to avoid missing your remote class when the site is down due to maintenance, it is recommended to copy and save the classroom link in another location on your computer for use throughout the term.

20. I have an account with another family member and the link was sent to my family member's email. Why did this happen?

If there is more than 1 person on the account, the system automatically picks up the main account holder's email address. If you are not listed as the main account holder, and you register for an online course, the classroom link will be sent to the main account holder's email address on file. To avoid any confusion, there should only be one email address on the account.

21. What happens if I don't get the email with the link within the hour of the scheduled start time?

If you do not receive the email within the hour, please email us at communityprograms@tdsb.on.ca.

22. What online platform will be used for remote classes? And will I need to download any software to access links?

There are a few online platforms that may be used, ZOOM and Google Meet, and Teams. If you are using a desktop, no software is required to be downloaded when accessing ZOOM, Google Meet or Teams. If a

smartphone or Android will be used, you must download the ZOOM, Google Meet or Teams app in order to access the remote class.

23. What browser should I use?

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

24. Do I need a passcode to join a class?

If the online platform used is Google Meet, a passcode will not be needed. If the online platform used is Zoom, a passcode may be required. Every attempt will be made to ensure a passcode is not required, however, please email us at communityprograms@tdsb.on.ca if you are not able to access the link without a passcode.

25. Do I need a camera to participate in the class?

It is not mandatory to have a camera, but it is recommended so the instructor is able to see you and interact. This makes for a much more engaging experience during the remote class.

26. Are classes going to be recorded?

The online delivery model follows a synchronist (in-real time) learning format. Sessions will not be recorded or made available for later viewing.