



1.1 (A)

POLICY ON MODULE REFUNDS & TRANSFERS

Approving Authority: Katie McLellan, MSW

Active Date: October 13th, 2023

Date of Most Recent Review/Revision: (TBD)

PREAMBLE

Since 2017, the Centre for Indigegogy has prevailed as an elite body for Indigenous centred, wholistic professional development programming, offering education to the community and honouring the spirit of Indigegogy. As a self-sustaining Centre, we are dedicated to long-term sustainability of the Centre and ensuring that the Indigenous facilitators and staff that work for the Centre are fairly compensated for their wholistic contributions to the community. This has a positive impact on the futures of our communities, and social work practice.

Enacting and following policies and procedures for the Centre allows us to remain relationally accountable, and honest, with our facilitators, participants, contracting organizations, and ourselves. As representatives of the Centre, we are appreciative your continued support of the work we do.

1.0 PURPOSE

1.01 The purpose of this policy is to establish sound and consistent financial accountability within the Centre for Indigegogy by outlining a procedure for processing refunds and module transfers.

2.0 DEFINITIONS

2.01 Approving Authority: an individual within the Centre for Indigegogy (e.g., Manager or Director) that holds designated authority to draft, review, revoke and enact effective policies.

2.02 DestinyOne: an online curriculum management system that provides participants access to workshop registration, historical and current registrations, as well as course schedules.

2.03 Financial Accountability: The Centre for Indigegogy, as a self-sustaining Indigenous Centre, is responsible for the financial security of its employees and independent contractors. As such, all measures must be taken by Centre Staff to ensure that transactions are processed and reviewed in a way that is congruent with long-term sustainability.



2.04 Modules: Referring specifically to one (1) of the thirty-five (35) workshops hosted each program year. These workshops are associated with the following certificates: Decolonizing Education Certificate, Indigenous Peoples Certificate, Indigenous Research Series and the Wholistic Healing Practices & Colonial Trauma Certificate. And the following standalone workshops: Wholistic Professional Development

3.0 JURISDICTION/SCOPE

3.01 This policy applies to all participants/learners/customers within the Centre for Indigegogy that have requested a refund, transfer or account credit following the completion of payment (i.e., cheque, credit card).

4.0 POLICY

4.01 No refunds, transfers or account credits will be processed or completed following the completion of the module in question.

4.02 All requests for refunds, transfers and account credits will be submitted to the Centre's Administrative Assistant, via email. Other forms of communication (phone call, chat message etc.) will not be accepted.

5.0 TRANSFERS & ACCOUNT CREDITS

5.01 No transfers or account credits will be processed within seven (7) days of the commencement of the module in question.

5.02 A participant will be allotted one transfer per scheduled module. Upon completion of the transfer, the participant is no longer eligible for refunds, transfers, or account credits.

6.0 REFUNDS

6.01 A participant will be eligible for a refund, minus applicable fees, under the following circumstances:

- Up to 10 days before the start of course: Full refund less 15% administrative fee.
- One to nine days before start of course: Full refund less 30% administrative fee.
- No refunds will be issued as of the first day of the course.

6.02 A participant will no longer be eligible for any refund following the completion of the time periods outlined in subsection 6.01.