CFSI
The Canadian Foreign Service Institute | L'Institut canadien du service extérieur
A World of Learning | Un monde d'apprentissage

Foreign Affairs and International Trade Canada

Cancellation Policy
Canadian Foreign Service Institute (CSFI) Courses

Department of Foreign Affairs and International Trade
Ministère des Affaires étrangères et du Commerce international
Canada

1. *Issuing Authority*

   This policy is issued under the authority of the Director General of CFSI.

2. *Implementation Date*

   This policy takes effect September 1, 2009.

3. *Policy Objective*

   As stated in the Department of Foreign Affairs and International Trade's (DFAIT's) Learning Policy, "employees are responsible of their professional development by accessing the tools, resources and learning opportunities that best suit their learning style as well as by seeking out other professional development opportunities". The learning policy supports effective use of valuable resources.

   As a result, the aim of the cancellation policy is to recover the basic costs incurred in developing, designing and delivering CFSI courses, programs and services.

4. *Scope*

   The policy applies to all DFAIT, Passport Canada, OGD employees[1] and exempt staff of DFAIT's Ministers who register for classroom courses provided by CFSI.

5. *Policy Statement*

   DFAIT values continuous learning, and the transfer and upgrading of knowledge.

   The department also recognizes that all its courses have incidental costs that must be absorbed, whether or not the courses are actually delivered.

   The cancellation policy will be clearly outlined to all participants at time of enrolment.

6. *Cancellation Period*

Upon receipt of the enrolment request by the Registrar, participants will receive a confirmation from CFSI. Once confirmation from CFSI is received, the participant is responsible for attending on the date and place indicated. Participants should review the information upon receipt and advise CFSI of any changes.

   a. **Cancellation received more than ten (10) working days before the course start date**
      Participants who cancel their enrolment at least ten (10) working days before the course start date do not have to pay a cancellation fee. Notice of cancellation must be given in writing (by email or fax) to CFSI. Selected course may have a two (2)

[1] Where not covered by existing contracts or memorandums of understanding

working days or a five (5) working days cancellation period. Participants will be notified of the cancellation period in the confirmation email.

b. Cancellation received less than ten (10) working days before the course start date, or withdrawal

When employees enroll in a course and do not attend (withdrawal), or try to cancel or defer their enrolment less than ten (10) working days before the course start date, the cancellation fee established at the time of enrolment will be charged to their responsibility centre.[2] Directors or Directors General are notified of late cancellations or no shows and of the fee incurred to their responsibility centre.

c. Substitutions

Participants who cannot attend a course may provide a substitute meeting the eligibility requirements without a fee being imposed. However, CFSI reserves the right to accept or reject this request[3]. In the case of mandatory training, finding a substitute does not relieve a participant of the obligation to complete the course at a later date.

7. *Related Costs*

   The cancellation fee is used to cover administrative costs and consultant fees if applicable. The fee amount will be specified at the time of enrolment.

8. *Course Delivery*

   In the event of low enrolment or any other circumstances that compromise the success of the delivery of a specific planned offering, CFSI reserves the right to defer or cancel the course.

9. *Responsibility*

   Responsibility for implementing this policy is shared between CFSI and the HCM Area Management Office (HAM).

   CFSI must notify HAM of any failure to comply with this policy.

   HAM will be the financial authority to administer the policy and impose the cancellation fee.

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[2] If a suitable replacement exists on a waiting list, the cancellation fee will be waived

[3] If a waiting list exists, priority may be given to those on the waiting list