

**SUBJECT: REFUND POLICY FOR
CONSERVATION EDUCATION
COURSES**



Policy Number:

File Number: 006 04 0055

Effective Date: June 1, 2024

**Approval: Cade Libby, Deputy Minister
Department of Natural Resources and Energy Development**

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1.0 Policy

1.1 Policy Objectives

The objectives of this policy are:

- to establish procedures as to when refunds will be issued; and
- to reduce the wait time for clients to receive a refund.

In addition, any information, including personal and confidential information will be collected and used by the Department of Natural Resources and Energy Development (DNRED) in accordance with the *Right to Information and Protection of Privacy Act* and other applicable legislation.

2.0 Background

2.1 Background DNRED, through the Fish and Wildlife Branch, organizes and administers five Conservation Education courses provincially. The courses cover bow hunting education, firearms safety, hunter education, nuisance wildlife control operator, and trapper education. Any person meeting the age requirements and pre-requisites can take these courses. These courses are required to obtain relevant licences to either hunt or trap New Brunswick wildlife using the method outlined in a course.

The refund process lacks criteria in terms of the circumstances and timelines required to be eligible for a refund; this led to refunds often being issued with no questions asked. The policy provides clear parameters for individuals who are eligible to receive a Conservation Education course refund.

Conservation Education course fees range from \$40 to \$95 per course for each participant. Fees depend upon the age of the individual and which course or combination of courses for which they register. In some instances, students ask for refunds months after the course was held, resulting in a long and cumbersome process to issue a refund. The most common refund issued is for \$65.00, the adult fee conservation education courses.

3.0 Definitions

3.1 Conservation Education Course

Any course administered by the Fish and Wildlife Branch. These include:

- Atlantic Canada Bow Hunter Education;
- Atlantic Canada Hunter Education;
- Atlantic Provinces Trapper Education;
- Canadian Firearms Safety Course; and
- Nuisance Wildlife Control Operator.

3.2 Department Staff

Any DNRED staff that help to administer Conservation Education courses.

3.3 No - show

An individual who registers and pays for a course but who does not inform DNRED staff they will not be attending five business days prior to the first day of a course.

- 3.4 Special Circumstance** A situation that is out of an individual’s control that causes them not to be able to attend a course.
- 3.5 Refund** The act of issuing a cheque for the full amount paid for a Conservation Education course.
- 3.6 Registration** The process where an individual contacts DNRED to be placed on a list for an upcoming course and pays a fee for that course.

4.0 Procedures

- 4.1 Roles and Responsibilities** It is the responsibility of DNRED staff to:
- inform individuals registering for courses about the refund policy;
 - maintain a record of individuals eligible for refunds based on criteria in Section 4.2; and
 - request refunds for eligible individuals.
- 4.2 Eligibility for Refunds** Individuals are eligible for a refund if:
- they have paid and registered for a Conservation Education course;
 - they have notified DNRED staff at least five business days prior to the first day of a course of their inability to attend that course;
 - in the event of a special circumstance, an individual has requested a refund within 10 business days following the start date of the course; or
 - the course has been cancelled by DNRED.
- 4.3 Special Circumstances** Special circumstances may apply to any of the above conditions, in which case, supporting documentation may be requested. Special circumstances include:
- a medical emergency or any immediate threat to the health or personal safety of the student;
 - any immediate threat to the health, safety or well being of a family member of the student; or
 - a Force Majeure, e.g., a natural disaster, pandemic, or inclement weather.
- 4.4 Options** Options for individuals to consider:
- individuals who cannot attend a course that they have registered and paid for and who have notified a DNRED staff member within the criteria as outlined in Section 4.2, may have their money refunded and their name removed from the list of registrants; or
 - the individual may be transferred to an upcoming course, if there is a course posted online with available seats in the same district in which the student was already registered.
- 4.5 Other Circumstances** If a course is cancelled by DNRED, individuals will have their fee refunded and they may enrol in another course of their choosing.

5.0 Scope and Application

5.1 Application This policy applies to DNRED staff, the public and volunteer instructors involved in the delivery of Conservation Education courses.

6.0 Authority

6.1 Authority

- *Financial Administration Act*
- *Fees for the Firearm Safety and Conservation Education Program Regulation*

7.0 Inquiries

7.1 Written Inquiries Inquiries concerning this policy may be made in writing to:

Director, Fish and Wildlife Branch
Department of Natural Resources and Energy Development
P.O. Box 6000, Fredericton, NB E3B 5H1

7.2 Telephone Inquiries Telephone inquiries concerning this policy may be made by calling DNRED at 506-453-3826.

7.3 Email Inquiries Inquiries concerning this policy may be made by email at fw_pfweb@gnb.ca.