

Appendix E – International Experience Canada Subordinate Remission Policy

E1.1 Context

This section of the appendix articulates remission requirements specific to the International Experience Canada participation fee.

E1.2 Purpose

The purpose of this policy is to:

- explain International Experience Canada service standards
- identify situations that will be excluded from the remission eligibility
- outline the remission scale for International Experience Canada participation fee
- explain the remission process

This document is to be read in conjunction with Immigration, Refugees and Citizenship Canada's (IRCC) Departmental Remission Policy Pursuant to the [Service Fees Act](#).

E1.3 Policy Effective Date

This policy takes effect April 1, 2021.

E1.4 Affected Fees

This policy applies to the [International Experience Canada Participation fee](#).

E1.5 Service Standard

The [International Experience Canada participation fee service standard](#) indicates the level of performance that clients can expect to receive under normal circumstances. These standards apply only to complete applications.

E1.6 Remission Rules

E1.6.1 Remission Calculation Methodology for the International Experience Canada Fee

In cases where the service standard is not met, clients will be refunded a portion of the fee paid. This amount is based on the proportion by which the standard has not been met. The refund will be based on the scale below and is based on time elapsed between the date a complete application is received and the date International Experience Canada finalizes the application.

Should any of the following be necessary during the application process, the time taken to fulfil the requirement shall not be included in the calculation of the service standard.

Thus, the IEC program will not include in the service standard calculation the following circumstances:

- Applicants are required to enrol Biometrics. The period begins when the Biometrics Instruction Letter is sent to the client and ends when the Biometric Information is received by IRCC;
- Applicants are required to undergo a medical examination;
- IRCC requires additional information from applicants to complete the assessment;
- IRCC must conduct other reviews on an application.

The impact to the fee payer is determined to be correlated to the amount of time outside a service standard that the service is delivered. Taking into consideration that the service is ultimately received remissions at IRCC shall not exceed 50%. The proportion of the fee remitted will correspond to the following two tiers:

Remission Tier	Days over service standard
25% of fee paid	1-28 days
50% of fee paid	29 days or more

E1.7 Remission Process

Remissions will be automatically issued by the Department in accordance with the *Service Fees Act* and the *Directive on Charging and Special Financial Authorities*. Remissions will be completed on a regular basis throughout the year. All remissions will be completed before July 1st of the following fiscal year (April 1st to March 31st).

Clients who may be entitled to a remission are not required to apply for one. All applications and processing times are monitored by the International Experience Canada team. Clients will be informed if their application was not processed within the established service standards and a remission will be initiated by the International Experience Canada team

The fee remission will be issued to the client based on the latest client information available to the Program.

E1.8 Exclusions

The IEC program will exclude from this remission policy applications from countries with which IEC does not have a bilateral youth mobility agreement.

This remission policy also does not apply for applications processed in unusual or exceptional circumstances that may impact regular operations, result in an unforeseeable and significant influx of applications, or result in loss of staff, loss of facility (partial or full), or loss of communications or network capabilities.

Departmental exclusions can also be found in the Departmental Remission Policy which should be read in conjunction with this document.

E1.9 Enquiries

Enquiries on remission eligibility or with regards to this subordinate remissions policy should be directed to client service center by calling **1-888-242-2100** or through the [web form](#).

E1.10 References

Legislation

- [Service Fees Act](#)
- [Financial Administration Act](#)

Related policy instruments

- [TB Directive on Charging and Special Financial Authorities](#)
- [TB Directive on Payments](#)
- [TB Policy on Service and Digital](#)
- [TB Guideline on Service and Digital](#)