

# Survey of GAELA Members re: COVID-19

Response ID:1 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

EnglishUSA

### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

US - for English language programs

International - for service providers

### 3. What is your association/organization doing at present to support/assist your members & sector?

Providing online best practices virtual events

Providing advocacy updates on congressional information

### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

Leadership letter to Congress

Relying on larger orgs for assistance with advocacy efforts (TESOL, NAFLSA, Alliance)

### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

None

### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

Possibly Small Business Association loans for our proprietary programs; for university-based programs. Not sure

### 7. Please describe your association/organization's relationship with the travel/tourism industry.

None at this time

### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

Most members moved to 100% online. The majority of programs did not offer refunds for the remainder of the sessions. A small percentage may offer a discount for summer online sessions.

### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Other - Write In: Remote instruction

### 10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?

Due to the diversity of the types of English language programs, I can't answer this.

### 11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to

**arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Other - Write In: See #10

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Other - Write In: See #10

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

See #10

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Other - Write In: See #10

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

Because of the size of our organization (early 400 member programs) and diversity, I can't answer most of these questions on behalf of the membership.

# Survey of GAELA Members re: COVID-19

Response ID:2 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

Groupement fle

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### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

France

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### 3. What is your association/organization doing at present to support/assist your members & sector?

lobbying  
schools' forum for faq  
lobbying  
news letters to members

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### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

gouvernement bodies  
miniteries (as our quaiity label is under the umbrella of the Foreign Office who in turn is reposnsible for tourism) Eductaion Ministry and the MInistry for Culture. we lobby the above plus the organisation in charge of the Quality label: France Education International  
Also TV Monde

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### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

not clear if any

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### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

Loans  
paid furlough  
freezing of social Security expenses and taxes plus the ok to freeze utilities/phone bills and rent

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### 7. Please describe your association/organization's relationship with the travel/tourism industry.

we come under the same ministry and consider ourselves as language tourism a term that the governemnt has used about us in the past so we hope that we will be entitled to the specila measures to be announced for the French tourism industry this week

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### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

no refunds unless made by special arrangements between schools and agencies/students  
Our policy is to issue vouchers

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### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Can return & continue the course where they stopped once the situation normalizes, borders re-open, flights available (until a specified date)  
Offered a voucher equivalent to unused portion of course (valid until a specific date)

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**10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?**

valid 31/12/21

**11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Offer to defer to a later date, with no 'admin/change fees'

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid until Dec 2021

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid for 1 year from course start date

No refund at all

Offer online course as an alternative (with refund or voucher for difference in cost)

**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Postponement to a later date, with no 'additional admin/change fees'

Cancelled with student still owing some admin/cancellation fee

**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

vouchers

online

**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Allowing to postpone payment of deposit funds

Requiring deposit but postponing final payment deadline

Allowing students to defer into the future with no 'change/admin fees'

Offering bonus online content prior to the start of the course for free/reduced cost (with full payment of course)

**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

German agents have been very vocal about the fact that they MUST refund so asking schools to do the same and some agencies of all nationalities are asking for refunds of all non consumed weeks which we do not think sustainable

**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

we feel it is important that everyone makes money fairly in this industry and that in the recent past the balance was weighted towards agencies and some things have come to light:eg: agents requiring students to pay upfront 5 weeks prior to departure and not refunding 3 weeks prior to departure yet only allowing schools one week cancellation compensation

# Survey of GAELA Members re: COVID-19

Response ID:3 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

FELTOM

### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

Malta

### 3. What is your association/organization doing at present to support/assist your members & sector?

- \*Lots of Lobbying
- \*keeping schools informed of facts happening

### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

Tourism Minister  
Education Minister  
Malta Tourism Authority  
Other Local federations  
Malta Chamber of Commerce

### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

The federation is eligible for deferred payments when it comes in income tax and NI contributions and a wage subsidy per employee of 800euros

### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

- The Schools are eligible for:
- \*deferred payments when it comes in income tax and NI contributions
  - \*a wage subsidy per Full time employee of 800euros
  - \*Part time employees are getting 500euros
  - \*Bank guarantees by governments so that loans can be issued to schools
  - \*quarantine benefit

### 7. Please describe your association/organization's relationship with the travel/tourism industry.

the ELT industry in Malta is regulated by the ELT council, which feltom is represented, which is part of the ministry of tourism and a regulator for the schools, for this reason, the federation focuses mainly on communicated with the Tourism Authority and Ministry

### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

I believe that we are living in extraordinary times. Most schools have already upgraded the courses they give the students. We must understand that this was not a situation that was done intentionally and therefore the option given covers the responsibility of the school.

### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Can return & continue the course where they stopped once the situation normalizes, borders re-open, flights available (until a

specified date)

Offered a voucher equivalent to unused portion of course (valid until a specific date)

Refund issued for unused portion of the course (if not continuing online)

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**10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?**

Members are looking at issuing vouchers for the coming 12 month period that the student can utilize. The vouchers with agents is negotiated between school and agent

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**11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Offer to defer to a later date, with no 'admin/change fees'

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid for 1 year from course start date

Offer online course as an alternative (with refund or voucher for difference in cost)

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Postponement to a later date, with no 'additional admin/change fees'

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

At the moment it is a waiting game so till now no changes has been made to bookings booked in summer.

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Requiring deposit but postponing final payment deadline

Offering bonus online content prior to the start of the course for free/reduced cost (with full payment of course)

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

I feel that measures should view the industry as a whole and not expect schools to carry all the burden. there was be a way to share responsibility if we are going to survive.

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

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# Survey of GAELA Members re: COVID-19

Response ID:4 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

FDSV

Fachverband Deutscher Sprachschulen und Sprachreise-Veranstalter e.V.

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### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

international

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### 3. What is your association/organization doing at present to support/assist your members & sector?

The FDSV supports its schools with all legal and political questions.

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### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

government bodies, tourism industry, national and international associations.

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### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

We don't get any support as an association.

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### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

Our members receive loans from the government and can apply for short-time work.

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### 7. Please describe your association/organization's relationship with the travel/tourism industry.

We are just a small section of the general travel industry.

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### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

Our schools were able to convince some of the enrolled students to live online lessons. However, online lessons are not very interesting to generate new clients. Our schools organized the live online classes themselves.

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### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Can return & continue the course where they stopped once the situation normalizes, borders re-open, flights available (until a specified date)

Offered a voucher equivalent to unused portion of course (valid until a specific date)

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### 10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?

A voucher system is considered, but currently not officially possible under German travel law. German travel law would have to be changed for this option.

Nevertheless, all schools try to agree on vouchers instead of repayment in consultation with the customer.

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### 11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to

**arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Offer to defer to a later date, with no 'admin/change fees'

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid until Dec 2021

Offer online course as an alternative (with refund or voucher for difference in cost)

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Postponement to a later date, with no 'additional admin/change fees'

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

try to offering vouchers instead of reimbursing fees.

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Allowing to postpone payment of deposit funds

Allowing students to defer into the future with no 'change/admin fees'

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

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# Survey of GAELA Members re: COVID-19

Response ID:5 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

ABLS ACCREDITATION (ACCREDITATION BODY FOR LANGUAGE SERVICES)

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### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

UNITED KINGDOM

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### 3. What is your association/organization doing at present to support/assist your members & sector?

Offering telephone consultation. Postponing inspections for those due to be visited this summer. Circulating news which specifically relates to our industry.

Considering staggered payment plans for annual fees.

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### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

We offer a service which is approved by the UK government but do not lobby as an association on behalf of ELT schools.

English UK is advocating on behalf of ELT schools and this is much appreciated.

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### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

Not applicable

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### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

Schools have been advised to write to their local authority for assistance with business rates.

Schools are using the furlough scheme during period of closure in order to keep staff legally employed.

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### 7. Please describe your association/organization's relationship with the travel/tourism industry.

ELT schools make a significant contribution to study travel/tourism and as accreditors within this sector we are stakeholders.

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### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

Some of the schools operating year round shifted their students to online learning. We understand that students who didn't wish to study in this way were refunded.

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### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Refund issued for unused portion of the course (if not continuing online)

Refund issued for unused portion of the course (regardless of online participation)

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### 10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?

No information available from schools regarding voucher scheme.

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### 11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)

Offer to defer to a later date, with no 'admin/change fees'

Reimbursing all but admin/cancellation fee

Reimbursing all fees in full

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

A few schools have reported that to date some bookings for the summer are still expected. We would be surprised if this were the final outcome.

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

No 'requests' received.

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

FELCA has identified various and detailed options for schools (and their associations) to consider in response to bookings and Covid -19 plus future registrations etc and this is welcomed. Some of our schools have no contact with agents. We can only inform and advise those that do, but will be cautious.

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# Survey of GAELA Members re: COVID-19

Response ID:6 Data

## 1. Survey of GAELA Members re: COVID-19

### 1. What is the name of your association/organization

Canadian Association of Public Schools - International (CAPS-I)

### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

Canada

### 3. What is your association/organization doing at present to support/assist your members & sector?

- Requested Global Affairs compile border closure info of key markets as some students returned home
- Liaising with Canadian Embassies/Consulates abroad for local intel
- Liaising with Immigration for clarification on policy and operations during these times
- Convening bimonthly calls with provincial representatives and key stakeholders to address emerging issues
- Organized a Homestay Working Group to problem solve homestay issues related to COVID-19

### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

Global Affairs Canada  
Immigration  
Canadian Society of Association Executives  
Employment & Social Development Canada  
Various Provincial Ministries of Education

### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

- 75% wage subsidy from federal government
- 40K small business loan of which \$30K needs to be repaid by deadline in order for \$10K to be forgivable

### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

- None aware of given they're public/government institutions

### 7. Please describe your association/organization's relationship with the travel/tourism industry.

- Not closely affiliated, no working relationship

### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

- Course offerings across all grade levels (K-12) now available online
- Students continuing to learn online whether from Canada or since returning home not granted refund

### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

- Refund issued for unused portion of the course (if not continuing online)
- Refund issued for unused portion of the course (regardless of online participation)
- Other - Write In: Offering student a 'bursary' (equivalent to partial refund) in hopes will return to study in the future but with no requirement to do so
- Other - Write In: Rather than offer students a refund in some markets as have to treat all the same, offering some agents a 'marketing fee' equivalent to partial refund per student

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**10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?**

Members don't seem to be considering a voucher system at this time as most students have finite window within which they want to complete high school studies/graduation requirements.

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**11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Offer to defer to a later date, with no 'admin/change fees'

Reimbursing all but admin/cancellation fee

Reimbursing all but admin/cancellation fee & portion of agent 'commission/referral fee'

Reimbursing all fees in full

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Postponement to a later date, with no 'additional admin/change fees'

Cancelled with student still owing some admin/cancellation fee

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

Not yet determined - still hopeful they can arrive even if in August and not July.

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Allowing to postpone payment of deposit funds

Requiring deposit but postponing final payment deadline

Allowing students to defer into the future with no 'change/admin fees'

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

- Please advocate for parents/students to defer educational programs rather than request refunds

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

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# Survey of GAELA Members re: COVID-19

Response ID:7 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

English New Zealand

### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

New Zealand

### 3. What is your association/organization doing at present to support/assist your members & sector?

Working closely with government agencies, advocating for a range of support measures and helping manage questions regarding border closures, operating restrictions and student/agent concerns.

### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

Government agencies involved in export education .

### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

As an organisation not a lot currently but support measures are under discussion. Possible salary subsidy via the government financial assistance package.

### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

Salary subsidies to assist in keeping staff employed, easier access to loans, some measures around business continuity advice/assistance and tax relief.

### 7. Please describe your association/organization's relationship with the travel/tourism industry.

We span both the education and tourism sectors and are members of the Tourism Industry Association which is very focused on advocacy. Education NZ, the government agency promoting export education for New Zealand, are closely aligned with tourism and we are represented via that channel.

### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

Most of our schools are providing online lessons and the length of lessons/teaching each week is similar to that in the physical premises. The shift had to be approved by NZQA. Students are generally very happy. Some may have chosen to take a holiday as permitted under the terms and conditions of the school but if on a student visa, they are expected by Immigration NZ to be in classes.

### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Other - Write In: A range of different things. We are waiting on NZQA approval for delivery online so students who returned home and want to continue online tuition are able to.

### 10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?

This detail would need to be provided by the school.

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**11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Other - Write In: The schools would need to clarify this. Most are trying for deferral but there have been some cancellations.

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Postponement to a later date, with no 'additional admin/change fees'

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

Schools would need to provide this level of detail.

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Other - Write In: Currently taking bookings but without payment of fees. Visa processing is currently on hold.

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

Just to remain in contact, keep English language on potential students' radars for the future when we all have a clearer picture of the situation.

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

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# Survey of GAELA Members re: COVID-19

Response ID:8 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

Education South Africa

### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

South Africa

### 3. What is your association/organization doing at present to support/assist your members & sector?

Providing guidance as to the financial relief packages, working alongside our tourism association in lobbying for financial relief, keeping members up-to-date on developments, general support, reduction in membership fees

### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

We are part of the biggest private sector tourism services association in Southern Africa who have been of great assistance to us. Their resources and reach with government is much more than our own and they have been in constant contact with government.

### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

Employees get the standard unemployment insurance, which is a low percentage of overall salaries. There are a few relief packages out there, but some are not applicable to our members and others do not provide much. Due to the income inequality in South Africa, most relief packages are aimed and small, emerging businesses and the South African government unfortunately does not have a lot of funds to provide during this crisis, already being under strain prior to the crisis.

### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

Again, there are some loan offerings, but these do not amount to much.

### 7. Please describe your association/organization's relationship with the travel/tourism industry.

We are quite involved with the tourism industry through SATSA, the private tourism services association which we are part of. Gavin Eyre represents us on the Tourism Business Council of South Africa's Board, and they have direct contact with the government.

### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

Most schools shifted to online to accommodate those students who were still in school at the time of school closures due to the outbreak. This was largely done seamlessly, with only a couple of students requesting refunds. Some students were also happy to take a credit for study in the future.

### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Can return & continue the course where they stopped once the situation normalizes, borders re-open, flights available (until a specified date)

Offered a voucher equivalent to unused portion of course (valid until a specific date)

### 10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until

**December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?**

Schools are offering a validity period of between 1 and 2 years. The question of the voucher being transferrable has not come up, although I do not see this as being an issue, considering current circumstances.

**11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Offer to defer to a later date, with no 'admin/change fees'

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid until Dec 2021

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid for 1 year from course start date

No refund at all

Offer online course as an alternative (with refund or voucher for difference in cost)

**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Postponement to a later date, with no 'additional admin/change fees'

Cancelled with student still owing some admin/cancellation fee

**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

Offering vouchers for future groups in case these groups cancel.

**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Allowing to postpone payment of deposit funds

Allowing students to defer into the future with no 'change/admin fees'

Offering bonus online content prior to the start of the course for free/reduced cost (with full payment of course)

**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

Agencies should be more open to selling online courses to support schools who are trying to stay afloat during these trying times. We should support each other and this is one way where agents could support schools. It's a way to keep business and relationships going and online students could potentially turn into in-school students in future.

**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**



# Survey of GAELA Members re: COVID-19

Response ID:9 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

English Malaysia

### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

Malaysia

### 3. What is your association/organization doing at present to support/assist your members & sector?

Malaysia is started MCO (Movement Control Order) since 18/Mar, this is our 6th week in the MCO. We have FORUM in Whats App and members are posting questions and sharing information.

### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

Our Minister of Education (MoE) has called for an online meeting last week to get our input pertaining to local examinations. So far our channel of communication before MCO and current, are all with MoE. Our Minister in PM office in charged of Economy has accepted our request to meet.

### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

None for the association at the moment

### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

None at the moment. We hope to put in a request to the relevant ministry next week. Any guideline from other member association will be much appreciated.

### 7. Please describe your association/organization's relationship with the travel/tourism industry.

Unfortunately there were changes to the political body thus change in the Ministers and Ministries. There were affords on travel/tourism, but most of it initiated by MoE, rather than the Ministry of Tourism.

### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

Yes. Some of us have 90% attendance for online classes, especially those have tie up with university. We are not giving any refund.

### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Can return & continue the course where they stopped once the situation normalizes, borders re-open, flights available (until a specified date)

Offered a voucher equivalent to unused portion of course (valid until a specific date)

### 10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?

Case by case basis, and differ by each member school.

And we do not allow transfer to someone else (again, case by case basis)

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**11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Offer to defer to a later date, with no 'admin/change fees'

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid until Dec 2021

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid for 1 year from course start date

Reimbursing all but admin/cancellation fee

Reimbursing all but admin/cancellation fee & portion of agent 'commission/referral fee'

Offer online course as an alternative (with refund or voucher for difference in cost)

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Postponement to a later date, with no 'additional admin/change fees'

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

no input on this. Sorry

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Allowing to postpone payment of deposit funds

Allowing students to defer into the future with no 'change/admin fees'

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

none

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

none

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# Survey of GAELA Members re: COVID-19

Response ID:10 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

Marketing English in Irelnad

### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

Ireland

### 3. What is your association/organization doing at present to support/assist your members & sector?

Collating relevant information and presenting to members.  
Detailed weekly updates to members.  
Deferred annual membership fees.

### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

Represent the members on Government task force.  
We have produced briefing notes about the sector; immediate, medium and long term impacts of COVID-19.  
The information has been sent to government alongside a wish list of supports (cash injection, marketing fund, tax breaks, tightening of regulations to ensure quality standards are maintained)

### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

Temporary Wage Subsidy Scheme - 80% up to a maximum of €410 per week can be claimed back on employees wages.  
COVID-19 Working Capital Scheme supports loans from €25,000 up to €1.5 million to cover immediate cash flow concerns.  
COVID-19 Business Loans of up to €50,000  
Commercial rates deferral  
Sustaining Enterprise Fund for future growth - €200 million set aside to support small businesses after Covid

### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

Same as above

### 7. Please describe your association/organization's relationship with the travel/tourism industry.

Traditionally our organisation would have been strongly linked to Tourism Ireland (state tourism body)  
More recently our sector has come under the remit of Enterprise Ireland (state enterprise body).  
Enterprise Ireland is primarily concerned with breaking into new business markets outside of the EU.  
Currently 80% of our students come from the EU. We are determined to ensure that these markets are not taken for granted by the Irish Government.  
During this time we also are keen to highlight to government the knock on effect our students have on the wider tourism economy - hotels, restaurants, bars, museums, tours etc.

### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

All MEI schools shifted their programmes to online platforms. This is in line with what is happening in state universities and secondary schools.

We have discouraged refunds for current students.

In certain cases there have been class deferrals. Although again we discourage this as it could cause visa issues down the line if/when it comes to visa renewals.

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**9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)**

Can return & continue the course where they stopped once the situation normalizes, borders re-open, flights available (until a specified date)

Offered a voucher equivalent to unused portion of course (valid until a specific date)

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**10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?**

We have only started initial discussions regarding the terms of a voucher.

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**11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Offer to defer to a later date, with no 'admin/change fees'

Reimbursing all fees in full

Offer online course as an alternative (with refund or voucher for difference in cost)

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Postponement to a later date, with no 'additional admin/change fees'

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

At this stage our schools do not believe there will be a summer 2020.

Very hard to envisage students travelling and then also restrictions being lifted in order to facilitate groups.

Schools with larger buildings are making provisions to at least be ready to host summer groups if it happens.

Smaller schools see this summer are trying to reorganise their bookings to next summer.

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Requiring deposit but postponing final payment deadline

Allowing students to defer into the future with no 'change/admin fees'

Offering bonus online content prior to the start of the course for free/reduced cost (with full payment of course)

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

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# Survey of GAELA Members re: COVID-19

Response ID:11 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

Eaquals

### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

International (across 39 countries).

60% accredited members represent language and travel industry.

### 3. What is your association/organization doing at present to support/assist your members & sector?

Free training: webinars covering the move to online teaching and learning, management systems etc.

Online Q&A sessions with trainers.

Discussion forums: private forum groups for members to share information, updates etc.

Free resource access: training materials for use by members.

Temporary postponement of re-inspections.

### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

Varied - international membership.

### 7. Please describe your association/organization's relationship with the travel/tourism industry.

### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

Majority of member institutions moved to online learning. Differences in terms of refund options being offered - dependent on where member is based globally. Majority not offering refund as course content considered delivered.

### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Can return & continue the course where they stopped once the situation normalizes, borders re-open, flights available (until a specified date)

Offered a voucher equivalent to unused portion of course (valid until a specific date)

Refund issued for unused portion of the course (if not continuing online)

### 10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?

Voucher still under consideration by some members (those who responded) and all aspects of this under consideration.

### 11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)

Offer to defer to a later date, with no 'admin/change fees'

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid until Dec 2021

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid for 1 year from course start date

Reimbursing all but admin/cancellation fee

No refund at all

Offer online course as an alternative (with refund or voucher for difference in cost)

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Postponement to a later date, with no 'additional admin/change fees'

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

Offer of postpone to later date.

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Offering bonus online content prior to the start of the course for free/reduced cost (with full payment of course)

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

Members vocal regarding issues they face in terms of cashflow.

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

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# Survey of GAELA Members re: COVID-19

Response ID:12 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

BAISIS

### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

UK

### 3. What is your association/organization doing at present to support/assist your members & sector?

Collating information and disseminating it in a weekly newsletter to our members

### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

Boarding Schools' Association, Public Health England, Department of International Trade, Department for Education

### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

None

### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

Financial help to furlough staff; help with bank loans

### 7. Please describe your association/organization's relationship with the travel/tourism industry.

None

### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

Nearly all our members are now offering online lessons and offering on average a 255 reduction in fees

### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Can return & continue the course where they stopped once the situation normalizes, borders re-open, flights available (until a specified date)

Other - Write In: Online lessons for continued payment

### 10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?

### 11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)

Offer to defer to a later date, with no 'admin/change fees'

Reimbursing all but admin/cancellation fee

### 12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)

Postponement to a later date, with no 'additional admin/change fees'

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

postponement to later date

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Allowing to postpone payment of deposit funds

Requiring deposit but postponing final payment deadline

Allowing students to defer into the future with no 'change/admin fees'

Offering bonus online content prior to the start of the course for free/reduced cost (with full payment of course)

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

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# Survey of GAELA Members re: COVID-19

Response ID:13 Data

## 1. Survey of GAELA Members re: COVID-19

### 1. What is the name of your association/organization

A.S.I.L.S.

### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

Italy

### 3. What is your association/organization doing at present to support/assist your members & sector?

We are trying to support our member dealing with government in relation to layoffs for employees, loans for companies like ours and understanding what would be the scenario for the next months.

### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

Government bodies, tourism national association, other associations like our.

### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

As an association we don't have any help from the government.

### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

The members can have help in the extension of the payment of taxes, layoffs for employees, loans guaranteed by the state but with limits to be respected

### 7. Please describe your association/organization's relationship with the travel/tourism industry.

We are establishing a contact with the tourist association of touristic operators to be able to sit at the strategic tables of the ministry of tourism and ask for support to our industry that officially doesn't exist: language tourism

### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

These questions are not easy to answer since we don't have these kind of information from our members at the moment and some schools are acting in different ways from other depending on the amount of students enrolled at the moment of lock down.

### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Can return & continue the course where they stopped once the situation normalizes, borders re-open, flights available (until a specified date)

Offered a voucher equivalent to unused portion of course (valid until a specific date)

Refund issued for unused portion of the course (if not continuing online)

### 10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?

There are different approaches from our schools members, mainly schools are issuing voucher valid 12 months and with

possibility of transfer to someone else but I'm quite confident that if we could find an agreement to have even a longer validity if accepted by both parties (schools and agencies)

---

**11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Offer to defer to a later date, with no 'admin/change fees'

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid until Dec 2021

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid for 1 year from course start date

Reimbursing all but admin/cancellation fee

Other - Write In: shift to online course without difference since the service is the same

Other - Write In: credit note to agency

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Postponement to a later date, with no 'additional admin/change fees'

Cancelled with student still owing some admin/cancellation fee

Other - Write In: starting online course and eventually continuing onsite once it'd be possible

Other - Write In: credit note to agency

---

**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

I don't have such kind of information from all our members but I know that many groups postponed to spring or summer 2021.

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Allowing to postpone payment of deposit funds

Requiring deposit but postponing final payment deadline

Allowing students to defer into the future with no 'change/admin fees'

Other - Write In: reduced terms of free cancellation

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

Finding a way to have an european agreement from association of schools regarding issue of vouchers and terms of refunds valid for all clients and agencies.

# Survey of GAELA Members re: COVID-19

Response ID:14 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

ELSAC

### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

Cyprus

### 3. What is your association/organization doing at present to support/assist your members & sector?

We have been watching what has been happening in other markets. As a small industry in Cyprus we haven't yet been supported by government initiatives, but we are working together to ensure our industry voice can be heard.

### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

Cyprus Tourism Ministry, Education Ministry.

### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

None

### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

There are loan and furlough schemes available all businesses, nothing specific for our industry.

### 7. Please describe your association/organization's relationship with the travel/tourism industry.

Difficult, we are seen a highly niche, and more of an Education sector.

### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

Very little as most schools are summer operators.

### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Can return & continue the course where they stopped once the situation normalizes, borders re-open, flights available (until a specified date)

Offered a voucher equivalent to unused portion of course (valid until a specific date)

### 10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?

Could be either to student or agent and valid for 12 months.

### 11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)

Offer to defer to a later date, with no 'admin/change fees'

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid until Dec 2021

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid for 1 year from course start date

Reimbursing all but admin/cancellation fee

Reimbursing all but admin/cancellation fee & portion of agent 'commission/referral fee'

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Postponement to a later date, with no 'additional admin/change fees'

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Allowing to postpone payment of deposit funds

Allowing students to defer into the future with no 'change/admin fees'

Other - Write In: Flexible cancellation

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

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# Survey of GAELA Members re: COVID-19

Response ID:15 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

English UK

### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

UK

### 3. What is your association/organization doing at present to support/assist your members & sector?

sharing information/updates, webinars, lobbying Government for support

### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

Government departments, Tourism Alliance, local authorities

### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

Coronavirus Job Retention Scheme (furloughed workers scheme), Coronavirus Business Interruption Loan Scheme, VAT/tax relief on payroll

### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

As above

### 7. Please describe your association/organization's relationship with the travel/tourism industry.

We are founding member of the Tourism Alliance and also attend TIER meetings, national-level emergency meetings for the tourism industry in the UK

### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

English UK strongly recommended all our member centres to close as of Friday 20 March. Most did so and shifted teaching online. We have sought advice from TravLaw (specialist legal advisers in the travel field) on behalf of our members and their advice was that in the current situation online tuition is a reasonable substitution for face-to-face classes. We understand that many of our members offered the options of either online tuition or re-booking/postponement.

### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Other - Write In: English UK has provided our members with legal advice so that they are aware of what they are obliged to do under the law. They are all dealing with cancellations and postponements according to their own contractual terms and situations.

### 10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?

As above.

### 11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to

**arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Other - Write In: As above

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Other - Write In: As above

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

As above - English UK has provided our members with legal advice so that they are aware of what they are obliged to do under the law. They are all dealing with cancellations and postponements according to their own contractual terms and situations. We are encouraging open communication and for all partners to work together in order to negotiate their way through these unprecedented and difficult times.

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

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# Survey of GAELA Members re: COVID-19

Response ID:16 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

Languages Canada

### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

Canada

### 3. What is your association/organization doing at present to support/assist your members & sector?

Connecting members to share via townhall meetings.

Disseminating information and updates on government programs and useful resources via e-newsletters and LC webpage:  
<https://www.languagescanada.ca/en/coronavirus>.

Federal government lobbying (see below).

Coordinating lobby efforts with other relevant stakeholder groups (e.g. tourism, business groups, partners, international education associations.)

### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

Federal government: Global Affairs Canada, Immigration, Refugees and Citizenship Canada, Prime Minister's Office, Minister of Finance, Minister of International Trade, Minister of Economic Development and Official Languages

Industry organizations: Canadian Federation of Independent Business, Tourism Industry Association of Canada (TIAC), Canadian Chamber of Commerce, Montreal International, Quebec International

Municipal governments in Vancouver and Toronto

### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

Languages Canada is eligible for 75% wage subsidy program

### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

Private sector members are eligible for:

- 75% wage subsidy program
- Worksharing
- Canada Emergency Business Account - \$40,000 interest-free loan, with \$10,000 forgivable
- Access to credit via BDC and EDC programs

### 7. Please describe your association/organization's relationship with the travel/tourism industry.

Information sharing with TIAC around our respective priorities and alignment of advocacy efforts, where appropriate.

### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

Nearly all LC members have shifted to live virtual delivery and have offered this as an option for currently enrolled students to complete studies that have already been paid for. LC is not aware of students being offer refunds, but some members have indicated they have offered free additional weeks.

### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Can return & continue the course where they stopped once the situation normalizes, borders re-open, flights available (until a

specified date)

Offered a voucher equivalent to unused portion of course (valid until a specific date)

Refund issued for unused portion of the course (if not continuing online)

Refund issued for unused portion of the course (regardless of online participation)

Other - Write In: Members are offering a variety of options to accommodate students to the greatest extent possible.

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**10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?**

This is up to the discrepancy of individual LC member programs, therefore terms and conditions of vouchers vary.

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**11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Offer to defer to a later date, with no 'admin/change fees'

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid until Dec 2021

Issuing a voucher for the full value of the booking (course, accommodation, etc.) valid for 1 year from course start date

Reimbursing all but admin/cancellation fee

Reimbursing all but admin/cancellation fee & portion of agent 'commission/referral fee'

Reimbursing all fees in full

No refund at all

Offer online course as an alternative (with refund or voucher for difference in cost)

Other - Write In: As above, this is up to the discrepancy of LC member schools, and a variety of options are offered.

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Postponement to a later date, with no 'additional admin/change fees'

Cancelled with student still owing some admin/cancellation fee

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

This is up to the discrepancy of individual LC member programs, therefore terms and conditions of vouchers vary.

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Allowing to postpone payment of deposit funds

Requiring deposit but postponing final payment deadline

Allowing students to defer into the future with no 'change/admin fees'

Offering bonus online content prior to the start of the course for free/reduced cost (with full payment of course)

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

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# Survey of GAELA Members re: COVID-19

Response ID:17 Data

## 1. Survey of GAELA Members re: COVID-19

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### 1. What is the name of your association/organization

English Philippines

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### 2. Please indicate which country(ies) your association/organization represents/has members based in or simply use 'international' as appropriate.

The Philippines

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### 3. What is your association/organization doing at present to support/assist your members & sector?

No action at present with member schools but some discussion of steering committee.

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### 4. Who has your association/organization been communicating with/advocating to? (e.g. government bodies, tourism industry)

Not recently but discussion with Dept. of Tourism and The Technical Education and Skills Development Authority (TESDA) which is the government agency that oversees ESL schools.

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### 5. What assistance is your association/organization eligible for from government(s) in terms of subsidies, loans, etc.?

At the moment, none that are known of.

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### 6. What assistance are your members eligible for from government(s) in terms of subsidies, loans, etc.?

At the moment, none that are known of.

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### 7. Please describe your association/organization's relationship with the travel/tourism industry.

Close relationship with some agencies, and good relationship with other stakeholders such as airlines.

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### 8. FELCA is asking... To what extent did your member schools shift students that were enrolled at the time of the COVID-19 outbreak to online learning platforms? Are the students that accepted the transition to online learning eligible for a partial refund - why or why not?

This is being done on a school by school basis, with the schools that had already existing online call centers doing more than others.

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### 9. FELCA asks... What options are being made available to students that returned home due to the outbreak before their course/term was finished? (Choose all that apply and/or add other solutions)

Other - Write In: Various are being done by schools independently of the association.

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### 10. If a voucher system is being considered by your members to compensate students for any unused portion of their course, what terms are being considered? (eg. valid for 12 months from the date when the voucher is issued, valid until December 2021, will the voucher be in the name of the student or agent (or both) - can it be transferred to someone else, providing that the new student fulfills the school's requirements?

Unknown.

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### 11. How are your member schools addressing students who have already registered, PAID IN FULL and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)

Other - Write In: Again, this is being decided by each school but most are just refunding, we expect. Depends on the cancellation policies that were in place.

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**12. How are your member schools addressing students who have already registered, BUT NOT YET PAID and were expected to arrive in the coming weeks/months? (Choose all that apply and/or add other solutions)**

Other - Write In: Again, this is being decided by each school but most are just refunding, we expect. Depends on the cancellation policies that were in place.

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**13. What are some of the ways your member schools are addressing group bookings - expected to arrive during Summer 2020, that have already paid a deposit.**

Refunds and attempts to defer to 2021.

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**14. What approaches are your member schools taking to encourage registrations/applications going forward?**

Other - Write In: Decided by each member school.

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**15. Please share any 'requests' etc. your association or members have of agencies during these challenging times, that GAELA can discuss on Thursday and consider sharing with FELCA when we speak with them again next week.**

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**16. Please provide any additional comments/information that you feel is relevant but hasn't been asked about.**

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