

Overpayments

A student may be placed in an overpayment with FFWS for a number of reasons that include but are not limited to:

- change in student status from full time to part time;
- withdrawal from program of studies;
- tuition payment for unauthorized repeated courses;
- errors or omissions made by FFWS;
- providing false information to FFWS.

It is in a student's best interest to immediately notify FFWS of any changes or errors pertaining to their sponsorship.

Students should attempt to pay back their overpayment in a timely manner as failure to do so may affect their ability to receive future sponsorship from FFWS.

8. Appeal Process

Students should attempt to solve problems with their funding officer. If a solution cannot be reached, the student may request to speak with the program supervisor. Although students are not discouraged from appealing, it should be a last resort after going through the established chain of command. Students may not appeal decisions made by FFWS to Indian and Northern Affairs Canada.

There is an appeal process in place if a student feels a procedural decision was unfair and does not reflect the policy and its objectives.

- The policy itself may not be appealed.
- Decisions based on lack of funds may not be appealed.
- Deadlines may not be appealed; they are absolutely firm. This is to ensure all applications can be assessed as quickly and as fairly as possible.

A written request to appeal must be submitted to FFWS detailing the situation. Once this letter is received, an Appeal Request form will be sent to the student with further instructions. Requests must be received within 60 days of when the decision in question was made.

The student will be informed of the date of their Appeal Hearing, at which time they will be given the opportunity to present their case to an Appeal Board. The Appeal Board will consist of a member of the FFWS Board of Directors and an impartial third party. The student's funding officer or the program supervisor may be present in an information-providing capacity only. The student may choose to have representation at the hearing, however the hearing will be of an informal nature in terms of conduct (no legal jargon). The decisions of the Appeal Board may not be appealed and may set a precedent for similar situations in the future.

9. Privacy Statement

FFWS is committed to providing our students and potential students with privacy regarding their personal and financial information. Any personal information provided to FFWS is managed according to the *Alberta Freedom of Information and Protection of Privacy (FOIP) Act*. This means that, at the point of collection, you will be informed that your personal information is being collected, the purpose for which it is being collected,

and that you have a right of access to the collected information. This privacy is extended to all schooling and financial matters if approved for sponsorship.

As part of the FFWS post secondary approval process, students must read, complete, and sign the *Student Consent to Release/Obtain Personal Information Form*. This form is used for the collection of personal information and for the purpose of managing the consent for disclosure of personal information. It allows FFWS access to information from and/or to release student information to post-secondary institutions, banks, government funding agencies, First Nations, and/or any other relevant organizations.

No personal information will be released to anyone other than the sponsored student and/or the aforementioned organizations without specific signed consent by the student. This includes family members.

Any questions regarding privacy or the handling of personal and financial information should be directed towards a funding officer of FFWS.