

7. 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;
- withdrawal from a course;
- tuition payment for unauthorized repeated courses;
- errors or omissions made by FFWS;
- providing false information to FFWS.

It is a student's responsibility to notify FFWS **immediately** of any changes or errors pertaining to their sponsorship.

Overpayments must be paid back to FFWS immediately, as a student with an outstanding overpayment will not be considered eligible for future sponsorship.

8. Appeal Process

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. However:

- 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 signed contract between the student and FFWS cannot be appealed.

Step 1: Student (not parent, spouse, etc.) must submit a written, signed and dated request for an appeal, within 10 working days of when the decision in question was made.

Step 2: An appeal form will be mailed to the student.

Step 3: Student must fill out the form and return it to FFWS within 5 working days.

Step 4: FFWS will review the appeal form and decision in question. The program supervisor will contact the student in writing within two weeks.

Step 5: If the student is not satisfied with the outcome of this review, they must submit a request to review letter to the FFWS, Executive Director within one week of receiving the program supervisor's letter, to review the program supervisor's decision.

Step 6: The Executive Director will contact the student within one week.

Step 7: If the Executive Director does not consider the appeal to be closed at this time, an appeal committee will be formed within two weeks.

Note: Winning an appeal does not guarantee that you will receive funding. If funds have already been fully utilized for the year, funding will still not be available.