



Student Financial Assistance Service Standards



Income Security Programs provide financial resources to Northerners, based on need and capability, to allow them to participate in community life and take part in the opportunities available throughout the Northwest Territories (NWT).

Our Services

The Student Financial Assistance (SFA) program provides financial help to NWT residents attending full or part-time studies at accredited post-secondary institutions and programs. It is designed to help supplement the cost of post-secondary education, rather than cover all expenses.

Program Service and Service Standards

General Communication

- A Student Case Officer will see you within 10 minutes of your office appointment.
- We will return all telephone messages and emails within 2 business days.
- We will assess your application within 25 business days if submitted prior to the deadline.

Funding

- We will process your funding within 10 business days after we receive the last required document, but not before the first day of classes.
- Your monthly living allowance payment will be deposited directly into your bank account by or on the first day of every month, even if it's a weekend or a holiday.

Appeals

- If you disagree with a decision, you have the right to appeal.
- The first level of appeal is through an Internal Review, and you will be notified of the outcome within 10 business days.

- If you disagree with the decision of the Internal Review Committee, you have the right to appeal again, to the Student Financial Assistance Appeal Board (SFAAB).
- You will receive written or verbal communication from the Appeals Office within 2 business days of filing your appeal to the SFAAB. Your appeal will be heard and a decision made within 45 days from the date you filed your appeal.
- A written decision will be released within 15 days of the date of your hearing. You will be sent a copy of the written decision within one business day of the decision being released.

Loan Repayment

- Upon request, we will provide you with a detailed statement of your loan amount, the outstanding principal amount of the loan, the interest rate, the advances and the principal payments.