



Student Financial Assistance

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

Our Services

SFA is part of the Income Security Program which is designed to assist northerners to become as self-reliant as individual capacity allows, participate fully in community life and share in the opportunities available to them.



Program Services and Service Standards

General Communication

- A Student Case Officer (SCO) will see you within 10 minutes of your office appointment.
- We will return all telephone messages and emails within 2 business days.

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 cheque 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 two business days of filing your appeal to the SFAAB. Your appeal will be scheduled within a maximum of 45 days of 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.

Administration

- 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.