Alberta Student Aid
Educational Institution Procedures Guide
2020-21
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The purpose of this guide is to provide authorized school officials with information regarding many tasks you will need to complete for students issued funding by Alberta Student Aid, such as:

- Confirming registration manually and online
- Requesting and receiving tuition remittance
- Notifying Alberta Student Aid of changes to a student’s registration
- Refunding tuition
- Submitting session dates and costs (Alberta schools only)
- Notifying Alberta Student Aid of changes at the school

This guide will provide representatives of post-secondary schools with an overview of the Alberta Student Aid System and processes. For some of the more detailed topics and processes (such as the Alberta Student Aid System and Confirmation of Registration), you will be directed to the appropriate resource(s) and assist you in finding the information you need.

Note: The information in this guide applies to the 2020-21 loan year for session start dates between August 1, 2020, and July 31, 2021. For the 2019-2020 loan year procedures for students who began studies prior to August 1, 2020, please refer to the Educational Institution Procedures Guide: 2019-2020, or contact the Client Resolution Unit:

- Email: cru@gov.ab.ca
- Phone: 1-855-606-2096, select option 4, 1 (post-secondary school representatives only)

Overview of the Alberta Student Aid System

The Alberta Student Aid System allows you to search and access information about your students that are receiving full-time funding from Alberta Student Aid. It also allows you to perform functions such as confirming the registration of full-time students online and requesting tuition remittance.

Access to the system is optional. To gain access a school must:

- Be located in Canada,
- Be designated for student loan funding, and
- Enter into a legal agreement with Alberta Student Aid by signing the Access to Learner Information Agreement (ALIA).

By signing the ALIA, the school consents to conditions intended to ensure the privacy and confidentiality of student records, and to inform us of any changes in staff who have access to the Alberta Student Aid System.
There are two main components of the Alberta Student Aid System for schools.

1. **Inquiry** allows you to see the status and details of student applications, view letters to students, and review the payment schedule and calculations.

2. **COR** allows you to complete the Automated Confirmation of Registration (COR), request tuition remittance, and report changes to a student’s registration.

### Full-time Application PDF

All full-time students are expected to apply for Student Aid online. If a student is unable to create their secure account to access the online application, they can call the Alberta Student Aid Service Centre and choose option 2 for assistance.

When the student cannot apply online because their spouse does not have a SIN, or they have overlapping term dates, the student must call the Service Centre, Option 1. The Service Centre will confirm that the student is unable to submit the application online, and the student will receive the application PDF by email with instructions and a password to submit to Student Aid.

PDFs received that do not follow these instructions will be rejected.

### Confirming Registration for Full-Time Students

Alberta Student Aid must receive confirmation of registration from the student’s school before any funding is released to the student or the school for tuition remittance.

By confirming registration, you are verifying that a student is registered in at least 60% of a full course load. Only post-secondary courses can be considered when determining if a student meets the requirements to be considered full-time.

### Exceptions

#### Private Career Colleges

All full-time licensed programs at Alberta private career colleges are offered only at 100% of a full course load. Students in these programs must study at the full course load in order to receive student aid.

#### Students with Documented Permanent Disabilities

If a student has been approved to study at a reduced course load, they may be considered full-time if taking at least 40% of a full course load. A Schedule 4 must be submitted to Alberta Student Aid for each application period the student is taking a reduced course load.
**Automated Confirmation of Registration**

When to use:
- ✔ School has signed the Access to Learner Information Agreement (ALIA) and has access to the Alberta Student Aid System
- ✔ School is confirming full-time registration
- ✔ Students are not concurrently enrolled

There are two methods of Automated COR.
1. **Online:** Allows schools to confirm registration, request tuition remittance, and report changes to student registration using the Alberta Student Aid System.
2. **Batch:** Allows the school’s system to retrieve and send large groups of student data in order to confirm registration, request tuition remittance, or report changes to student registration. The batch method is suitable for schools with high volumes of funded students. Schools participating in the batch method go through a certification process to ensure that they meet the technical requirements.

**Manual Confirmation of Registration**

When to use:
- ✔ School has not signed the Access to Learner Information Agreement (ALIA), or
- ✔ School is located outside of Canada, or
- ✔ Student is concurrently enrolled

Alberta Student Aid will provide a Manual Confirmation of Registration Worksheet to the student if they are attending a school that does not participate in automated COR, or if they are concurrently enrolled. The Confirmation of Registration Worksheet will be available for the student/school representative to view on the Alberta Student Aid System.

The student is instructed to have the Registrar’s Office (or equivalent) at their school complete the worksheet. The worksheet must then be returned to Alberta Student Aid so that funding can be issued.

The top section of the worksheet contains information about the student, their program, and the disbursement schedule (for information purposes only). The student and program information reflects what the student entered on their full-time student aid application; you will need to verify that this information is correct.
Steps to Completing Manual COR

1. Verify Student Identity

To verify the student’s identity, you should ensure that there is an exact match between the school’s registration records and the worksheet information for one of the following combinations:

- Alberta Student Number (ASN) and Last Name, or
- ASN and Birthdate, or
- Last Name, Birthdate, and School Student ID, or
- Last Name, First Name, and Birthdate

If there is no exact match for one of those combinations, do not make changes to the student information on the worksheet. Instead, have the student correct their information before you confirm their registration:

- If the error is in the school records, the student may update registration records at the school.
- If there was a submission error on the student’s funding application, the school official should contact Client Resolution Unit to have the application cancelled and re-processed with the correct info.

When information is corrected at Student Aid, a new worksheet will be sent to the student. The student will then need to bring that corrected worksheet to the school for signature.
2. Verify Program Information

The next step is to verify that the program information on the worksheet (that were provided by the student when they applied for funding) matches the student’s registration records at your school.

If the institution, session dates, or program information does not fall within the parameters described below, you should not make corrections on the worksheet. Instead, the student must contact Alberta Student Aid to update their application. A new confirmation of registration worksheet will be sent to the student.

Institution
The name of the school must be correct.

Program Session
The program session dates must be within acceptable parameters.

Program and Specialization
Check that the program name and session dates match your records. Usually, you are looking for an exact match. If you have an exact match, confirm as ‘Yes’. In some cases, if the program information is incorrect, the student’s eligibility for funding may be affected and the application must be corrected and a COR worksheet reissued before you can confirm as ‘Yes’. For example, funding eligibility may be affected if:

- The program shown on the worksheet is a one-year program (including Open Studies) and the student’s correct program is a multi-year program, or vice-versa, or,
- The program shown on the worksheet is a graduate studies program, and the student’s correct program is an undergraduate program, or vice-versa.
Course Load
Only full-time students are issued a Confirmation of Registration Worksheet. By completing the worksheet, you are confirming that the student is registered in at least:

- 60% of a full course load at a public school (or 40% of a full course load in the case of a student with a documented permanent disability).
- 100% of a full course load at a private career college

Only post-secondary courses can be considered in the course load when determining if a student meets the requirements to be considered full-time.

If there is a discrepancy to one of the above, do not make changes to the student information on the worksheet. Instead, have the student correct their information before you confirm their registration:

- If the error is in the school records, the student may update registration records at the school.
- If there was a submission error on the student’s funding application, the school official should contact Client Resolution Unit to have the application cancelled, or the information updated.
- If the updated information means the student is still eligible to receive full time funding, a new worksheet will be sent to the student. The student will then need to bring that corrected worksheet to the school for signature.

Concurrent Enrolment
If the concurrent enrolment indicator appears and says ‘Yes,’ you should only confirm as ‘Yes’ if the student is registered at the school in the courses listed on the concurrent enrolment letter.

3. Confirm as Yes or No
After you have verified student identity, program information, and full-time status, you must then confirm the student as ‘Yes’ or ‘No’.

- ‘Yes’ means they are correctly registered in their full-time program.
• ‘No’ means the student is not, and will not, be registered full-time for this study period. A ‘No’ response will cancel the student’s funding.

Confirming as a “No”

If you provide a ‘No’ response, you should also provide a reason:

- **Withdrew** – the student was registered full-time but has now formally withdrawn from the school before the worksheet was completed.
- **Never Attended** – the student was never registered full-time for this study period and does not intend to register, did not commence their program on the start date indicated above, or has withdrawn or dropped to Part-Time within the first 30 days of the start date.
- **Dropped to Part-Time Studies** – the student was previously registered as a full-time student but has dropped to below 60% of a full course load (40% for a student with a documented permanent disability) before the worksheet was completed.

For ‘No’ responses, unless the student never attended, you should also provide the effective date. This will be the date on which the student ceased to be registered as a full-time student.

After selecting ‘Yes’ or ‘No’, the Authorized Official at the school must provide their name, title, signature and date signed. If available, the Authorized Official should also provide a school stamp. (If a stamp is not provided, Alberta Student Aid may contact the school at a later date to verify that the Authorized Official’s signature is valid).

Amend Registration Section

You should leave the Amend Registration section blank when first providing a response on a Confirmation of Registration Worksheet. This section is only to be used if the student drops below full-time enrolment after the worksheet was originally completed. Further information about Withdrawal/Never attended can be found above under “Confirm as No”.

4. Return the Worksheet

The student or the Authorized Official can return the worksheet by email or fax:

- Email: AE.COR-AB@gov.ab.ca
- Fax: 780-415-0448

Students may upload the document to their online Alberta Student Aid account using the eDoc upload feature.

You should retain a copy of the worksheet for school records. The copy can be used to report a withdrawal (using the Amend Registration section) if the student withdraws or drops below full-time enrolment prior to the session end date.
If you have further questions, school staff can contact the Client Resolution Unit:
  - Phone: 1-855-606-2096, option 4 (school representatives only)
  - Email: cru@gov.ab.ca

Students with questions about confirming enrolment can contact the Service Centre:
  - Phone: 1-855-606-2096, option 1 (students only)
  - Note that students should never be directed to contact Client Resolution Unit directly.

**Confirming Registration for Part-Time Students**

After a part-time application has been processed, schools can provide confirmation of registration for part-time students by:

  - Confirming enrolment using the Electronic Confirmation of Enrolment (ECE) Portal (federal funding only)
  - Completing the Mailing List for Alberta Part-time Grants (provincial funding only)

**Completing Section 5 of the Part-Time Application**

In addition to Part-Time Confirmation of Registration (which will occur once the application is processed), schools play a role in helping part-time students apply for funding by completing Section 5 of the Application for Financial Assistance for Part-Time Post-Secondary Studies available on the studentaid.alberta.ca website.

By providing course and program information in Section 5, you provide initial confirmation of the student’s part-time program, dates and costs so the part-time application can be processed accurately.

When completing Section 5, you should particularly note:

**Expected Percentage of a Full Course Load**

To receive part-time funding, a student must be enrolled in 20-49% of a full course load. If the student is enrolled in at least 60% or more of a full course load, a full-time application must be used instead of the part-time application.

**List Course(s) for Current Study Period**

If a student changes one or more courses after the part-time application is submitted, a correction should be sent to Alberta Student Aid to ensure accurate course information is on file.

  - Scan and Email: AE_COR-AB@gov.ab.ca
  - Fax: 780-415-0448
Part-Time Loan Application Forms

Students can download the part-time student aid application from the studentaid.alberta.ca website and complete the pages using the fillable PDF except for pages 3 and 5. Instructions for completing these pages are:

1. Students can send their part-time applications (excluding page 5) via email to their post-secondary institution.

2. The institution will complete page 3 and return it to the student via email.
   - Page 3 does not need to be stamped or physically signed by institution staff, as long as the school official’s name and contact info are provided.
   - A digital signature of school advisor is also acceptable.

3. The institution can return the completed application including page 3 to the student via email.
   - Institutions should not send a completed Page 3 to Student Aid independently of the application. Please return it to the student and advising them to follow these submission instructions:

4. Students must provide an ink signature on page 5. As such, advisors should instruct students to do the following:
   - The student should print page 5 and sign and date it. If applicable, the student's spouse/partner will also need to sign and date.

   - Students will then need to scan page 5 and to submit it electronically with the rest of their application.

   - Students should then log in to their Alberta Student Aid account and upload the completed application, including completed pages 3 and 5, using the electronic document upload feature.
Confirming Enrolment using the Electronic Confirmation of Enrolment (ECE) Portal

If a student has been approved to receive any of the following types of federal funds for part-time studies, the educational institution will be required to provide confirmation of enrolment using the Electronic Confirmation of Enrolment (ECE) Portal:

- Part-Time Canada Student Loan (PT-CSL)
- Canada Student Grant for Part-Time Studies (CSG-PT)
- Canada Student Grant for Part-Time Students with Dependents (CSG-PTDEP)
- Canada Student Grant for Students with Permanent Disabilities (CSG-PD)
- Canada Student Grant for Services and Equipment for Students with Permanent Disabilities (CSG-PDSE)

An enrolment type (full-time or part-time) can be found in the grid view, or you can use the search feature which includes enrolment type as a search option.

For additional information, or to register for access to the ECE Portal, contact the National Student Loans Service Centre (NSLSC):
- Phone: 1-888-852-2194
- Email: cie-ece@csnpe-nslsc.ca

If an educational institution is not registered, the NSLSC will send you a Confirmation of Remittance form to complete.

NOTE: This process applies only to Canada grants and loans for part-time studies.

**Confirmation of Registration for Alberta Part-Time Grants**

Once the student has been approved for the Alberta Part-Time Grant, you will need to confirm the student is registered to attend part-time studies in order for the funding to be released.

Alberta Student Aid will email the Confirmation of Registration for Part-Time Grant Funding worksheet to the schools.

**Step 1.**

You will need to confirm that the student is registered for part-time studies for the session dates listed by indicating ‘Yes’ in the space provided.
If the student is not eligible for part-time funding, confirm as ‘No’ and provide a reason:

- Not Registered
- Never Attended
- Withdrew (provide the date of withdrawal)
- Dropped below 20% of a full course load (provide the date the change occurred)

**Step 2.**

Return the completed COR worksheet form by email to Alberta Student Aid Program Financial Support:

- AE.COR-AB@gov.ab.ca and CC a copy to the individual who sent it out.

If you have confirmed the student as ‘Yes’, the Alberta Part-Time Grant cheque will be mailed directly to the student’s home address.

If you have confirmed the student as ‘No’, the grant funding will be cancelled. If the student registers at a later date, the student should reapply for funding on a new application.

Once the cheque has been mailed out to the student the Alberta Student Aid system will be updated with comment.

Eg. APTG/RTS mailed by IBM, May 24, 2020

If you have confirmed the student as ‘No’, the grant funding will be cancelled. If the student registers at a later date, the funding may be reinstated. If this is the case, contact the Client Resolution Unit.

- Phone 1-855-606-2096, option 4, 1
- Email CRU@gov.ab.ca

**Confirmation of Registration Acceptable Parameters**

**Session Dates**

A student’s eligibility calculation (in part) depends on the number of funded months on the student’s application. If the reported start/end date on the application is incorrect, but still within the acceptable parameters for which there will be no change to the student’s award, the change does not need to be reported before confirming as ‘yes’

To ensure the dates are within the acceptable parameters for the Confirmation of Registration, determine the months for which the student is being funded:

- If the study period **starts prior** to the 16th day of the month, the student is eligible for funding for that month.
- If the study period starts on or after the 16th day of the month, the student is **not** eligible for funding for that month.
• If the study period ends after the 6th day of the month, the student is eligible for funding for that month.
• If the program ends on or before the 6th day of the month, the student is not eligible for funding for that month.

If the dates on the confirmation request fall within the acceptable parameters, where eligibility would not be affected for this student, you may confirm the student as ‘Yes’.

Examples

The program start date is September 9th; the student is funded for September.
If the program start date is September 18th, the student is not funded for the month of September.

The program end date is April 12th; the student is funded for April.
If the program end date is April 3rd, the student is not funded for the month of April.

Student Applied for Funding for Multiple Semesters but Has Only Registered for the First Semester
Alberta Student Aid allows a student to apply for more than one semester per application. If a student’s session dates cover multiple semesters, but the student is only registered in one semester at the school, you can confirm the student as ‘Yes’ under the assumption the student will register for the next semester at a later date. If the student does not register later, you will report them as having withdrawn, and all funding for the next semester will be cancelled.

Confirm Registration for Previously Funded Students
You may be asked to provide confirmation of registration for previously-funded students who are not currently receiving funding through Alberta Student Aid in order that student loans can be reinstated to interest-free status. There are three ways of doing this:

Electronic Confirmation of Enrollment (ECE Portal)
When to Use:
✔ The student indicates they have previous Canada Student Loans only, or loans from other provinces
✔ The student indicates they have previous Canada and Alberta Student Loans

Form B – Confirmation of Registration
When to Use:
✔ Alberta Student Loans
✔ Medical residents
✔ Full or part-time students
Form B may also be used to amend enrollment for a non-funded student should their full-time status change.

**Schedule 2 – Confirmation of Enrolment**

When to Use:
- Canada Student Loans
- Full-time students only
- Medical or parental leave

A previously-funded student who is enrolled full-time only needs to submit either the Form B or a Schedule 2 to have all loans reinstated to interest-free status. If the student is studying part-time, the Form B should be completed.

**Completing Form B – Confirmation of Registration**

1. Students can email the completed Form B to their institution. All fields of the student section should be completed.

2. The institution will complete the school section of Form B
   - **Note:** the service provider requires as many fields as possible on Form B to be completed. All fields in Section 1 to be completed by the student are mandatory.

   When the service provider receives a Form B that is missing some information, such as the address or SIN, they may call the student to advise of the missing information and ask them to complete the form and return it to them via mail or fax. If any student contact information is missing from the form, not only are they unable to verify the student, but the service provider is unable to contact the student.

**To ensure the service provider is able to process all of your submissions of Form B, please complete the form as fully as possible.**

The institution can then either:

Return the completed form to the student via email and provide clear instructions on how the student should submit the form (see below) and/or,

- The institution can mail or fax the Form B directly to the Alberta Student Aid Service Centre

Acceptable ways to submit the Form B are:

- By mail: See address on front of Form B
- By fax: See fax number on the front of Form B
- Email: cor-ab@gov.ab.ca
- Student uploads via Electronic Document Upload feature in their Alberta Student Aid Account
Ideally, students should be using the NSLSC Online Confirmation of Enrollment (ECE Portal). Situations where a Form B is required instead of an NSLSC Online Confirmation of Enrollment include:

- Part-Time students who have previous Full-Time student loans
- Students who have previous Alberta funding only
- Post Graduate Medical Residence (PGME)
- Students who have outstanding Alberta loan funding, but have maxed their federal weeks of study limit for funding and interest free status

The student must be registered for either full-time or part-time studies in a designated program to maintain interest-free status on an existing Alberta Student Loan. Only post-secondary courses can be considered when completing a Form B.

The Form B can be obtained at studentaid.alberta.ca

Sign and date the form. The Form B must be signed within 30 days of the academic start date and prior to the academic year end date.

Retain a copy of the form for your records.

The student must submit the form to the Alberta Student Aid Service Centre within 30 days of the date the form was signed and prior to their academic year end date.

If the form indicates the student is enrolled full-time, any outstanding Canada Student Loans will also be reinstated to interest-free status (Schedule 2 not required).

Exceptions
Current or Returning Students Receiving Funding
If a student is either currently in school or returning to school, and will be receiving further full-time funding from Alberta Student Aid, previous loans will be automatically reinstated when new funds are cashed.

Apprentices
Alberta student loans issued to apprentices will automatically remain in interest-free status as long as the student remains registered as an apprentice with Alberta Apprenticeship and Industry Training. The Form B is not required.

Medical Residents
Medical Residents may submit a Form B for interest-free status during their medical residency training periods. The Form B should be completed by the school or administrator and submitted with a letter from the hospital where the residency has been arranged.

Completing Schedule 2 – Confirmation of Enrolment
A student must be registered for full-time studies in a designated program to maintain interest-free status on an existing Canada Student Loan. Only post-secondary courses can be considered when completing a Schedule 2.

The Schedule 2 - Confirmation of Enrolment can be obtained at studentaid.alberta.ca

1. Complete all relevant sections of the form (highlighted below).

2. Sign and date the form.
3. Remove Copy 3 before returning it to the student. Keep this for your records.

The student must submit the appropriate Schedule 2 copies to the National Student Loan Service Centre (NSLSC) within 30 days of the date the form was signed and prior to their study end date.

**Federal Electronic Confirmation of Enrolment System (ECE)**

The federal government’s ECE system allows schools to confirm a student’s registration online. For Alberta students, ECE may be used instead of a Form B or Schedule 2 to confirm students who are registered full-time, but not receiving funding.

For more information on ECE, contact the National Student Loans Service Centre (NSLSC).
- Phone: 1-888-852-2194

**Confirmation of Enrolment Letter**

A Confirmation of Enrolment Letter on the school letterhead is also acceptable to maintain the student’s interest-free status. It must be prepared within 30 days of the academic start date and prior to the academic year-end date.

It must include the following:
- Date it was written
- Student’s name
- Student’s Social Insurance Number
- Academic start date
- Academic end date
- Indication of whether the student is enrolled full-time, full-time with a reduced course load (if the student has a permanent disability), or part-time. If the student is a medical resident this should also be indicated.
- Signature of school’s authorized official

This letter must be sent to the lender(s) prior to the student’s end of study date.

- Alberta Student Aid Service Centre
  PO Box 4050
  Mississauga STN A
  Mississauga ON, L5A 4M9
**Tuition Remittance**

Alberta Student Aid facilitates the paying of tuition and mandatory fees by giving schools an option of requesting that a portion of the student loans and grants be sent directly to the school. Requesting tuition remittance is optional.

**Tuition remittance may be requested for:**
- Full-time students attending an automated COR school
- Students receiving part-time Canada student loans and grants

**Requesting tuition remittance is optional:**
When requesting tuition remittance, Alberta Student Aid asks that schools keep in mind that students have living expenses in addition to their school expenses. It is always best to discuss tuition remittance with students so they can plan their finances accordingly and avoid making double tuition payments.

**Tuition cannot be remitted from the following types of funds:**
- Canada Student Grant for Services and Equipment for Persons with Permanent Disabilities
- Alberta Grant for Students with Disabilities
- Alberta Part-Time Grant or Scholarships

The Canada Student Grant for Services and Equipment for Persons with Permanent Disabilities and the Alberta Grant for Students with Disabilities are issued to students to cover the costs of permanent disability related equipment and services and are not to be used for tuition or other costs.

**Requesting Tuition Remittance from Full-Time Student Aid**

Tuition remittance requests for students receiving full-time student aid can only be done through the Student Aid Alberta System COR screens using the Online and Batch COR methods, and must be requested prior to the funds being disbursed.

The amount of tuition remittance allowed will be the cost of the student’s tuition and mandatory fees. You may not remit tuition for book or supply costs. You will not have to decide from which type of funding to remit tuition: The service provider will determine the order of funding that tuition remittance will be applied against.

The amount requested for tuition remittance will be extracted in this order:
1. If the Alberta MSFAA is approved prior to the Canada MSFAA, then the tuition will be applied towards the provincial funding first (grants, then loans).
2. If the Canada MSFAA is approved prior to the Alberta MSFAA then the tuition will be applied towards the federal funding first (grants, then loans).
3. If both are approved at the same time, then the tuition will be remitted from federal funding first (grants, then loans), then provincial funding (grants, then loans).
Requesting Tuition Remittance from Part-Time Loans and Grants
You may use the Electronic Confirmation of Enrolment portal to request tuition remittance from federal part-time funding by indicating the amount of tuition to be remitted.

Tuition will be remitted from grants first, then loans.

Receiving Tuition Remittance from Full-Time Loans and Grants
The tuition remittance may be paid directly to the school when the loan funding has been disbursed. In order for funding to be issued, the student will have had to meet the following conditions:

✔ The student has completed their Alberta Master Student Financial Assistance Agreements (MSFAA) if they have been approved for Alberta Student Loans or Grants,
✔ The student has completed their federal Master Student Financial Assistance Agreements (MSFAA) if they have been approved for Canada Student Loans or Grants,
✔ Confirmation of Registration is completed,
✔ Consent and Declaration (for married or common-law students who are first time online applicants) is completed and returned to Alberta Student Aid.

No part of the funding will be issued to students or schools prior to the study start date.

Once all conditions have been met, any amount of funding remitted for tuition may be sent to the school by the lenders.

- The Alberta Student Aid Service Centre issues tuition remittance from Alberta student loans and grants.
- The National Student Loans Service Centre (NSLSC) issues tuition remittance from Canada student loans and grants.

You can check the payment status of grants and loans in the Alberta Student Aid System Payment Schedule.
To receive tuition remittance by direct deposit, you will need to submit the Electronic Funds Transfer Request Form for each of the lenders.

For more information on electronic funds transfer, to obtain copies of the forms, or to ask questions about the disbursements or tuition remittance payments, contact the lenders directly:

**Federal Electronic Set Up**

- Electronic Fund Transfer (EFT) must be setup first before Electronic Reporting can be done.
- Schools can directly email Szilvia.Fejervary@finastra.com; Sydonni.Douglas@finastra.com; or Samina.Mussaji@finastra.com to set up or update an EFT.

Schools already set up for EFT but are receiving their reports via fax can activate the SFT account by sending an email to NC-CSLP_PD-PCPE_GP-GD@hrsdc-rhdcc.gc.ca

**Provincial Electronic Set Up**

- Tumbleweed is used to provide electronic reports for Alberta provincial disbursements.
- For Tumbleweed setup, contact: Szilvia.Fejervary@finastra.com; Sydonni.Douglas@finastra.com; and Samina.Mussaji@finastra.com

**Note:** Student Aid cannot guarantee each school will receive the requested tuition remittance amount. Student applications may be frozen, cancelled or changed. Any of these activities might prevent a tuition remittance.

**Changes to Registration and Withdrawals**

You must immediately notify Alberta Student Aid of a withdrawal in cases where the student’s registration has changed. The student would be considered to have withdrawn if:

- Student has formally withdrawn from full or part-time studies at the school
✓ Student has dropped from full-time to part-time status
✓ Student never attended the school or program indicated on their application for funding
✓ Student is completing early

The effective withdrawal date is the first day the student was no longer considered a full-time student.

You must notify Alberta Student Aid of any full or part-time student withdrawals within 15 calendar days of when the school becomes aware of the withdrawal, except in December when notification must be received within seven calendar days.

If a student has had a break in studies of more than 30 days, they will be considered withdrawn and must submit a new application if they require additional funding.

**For Private Career Colleges**
Under the Withdrawal Policy for Students Attending Alberta Private Career Colleges licensed under the Private Vocational Training Act, you must report a student as withdrawn when:

- A student has missed five consecutive days without contacting the school, before or during the absence, to provide a reasonable excuse. The withdrawal date is the first day the student was absent.
- A student with a reasonable excuse is absent more than 30 consecutive days. The withdrawal date is the first day the student was absent.
- A student has excessive absences that will prevent them from successfully completing their program within the scheduled study period. The withdrawal date is the last day the student was in attendance.

You are required to monitor and record attendance. When a student is absent, you must keep track of the details relating to the absence and describe the circumstances;

- dates absent,
- the reason for the absence (excusable or non-excusable), and
- any contact with the student.

Once a student is considered withdrawn, in addition to reporting the withdrawal to Alberta Student Aid, you must provide written termination of the contract to the student (Private Vocational Training Act, Section 12.1)

For further information about tuition refunds, you may contact Alberta Private Careers Colleges Branch.

- Phone: 780-427-5609
- Fax: 780-427-5920
- Email: pcc.branch@gov.ab.ca

**Reporting Changes to Registration**
You must report withdrawals to Alberta Student Aid using one of the following methods depending on whether students are currently receiving funding for the academic year or not:
For funded students
- The Amend Registration function in COR (for automated COR schools reporting full-time, non-concurrently enrolled students)
- Manual Confirmation of Registration Worksheet, Amend Registration section (for students issued a Manual Confirmation of Registration Worksheet)
  - if you did not retain a copy of the students Manual Confirmation of Registration worksheet, you may submit your amendment updates via email to AE.COR-AB@gov.ab.ca

For non-funded students
- Notice of Withdrawal section
  - Confirmation of Registration (Form B – Copy 4)
  - Confirmation of Enrolment (Schedule 2 – Copy 3)

Notification of withdrawals must be sent directly to Alberta Student Aid by email or fax.
- Email: Awards Unit: AE.COR-AB@gov.ab.ca
- Fax: Awards: 780-415-0448

Although many students receive both federal and provincial student aid, notification of withdrawal only needs to be made once to Alberta Student Aid. This includes notification for a student who received only federal funding if the student applied to the province of Alberta. Alberta Student Aid will share withdrawal notification information with the service providers.

Part-Time Students

Canada Part-time Loans
If a student has received a Part-Time Canada Student Loan and ceases to be a part-time student prior to the period of studies end date, you must notify the lenders within 15 calendar days, except in December when notification must be received within seven calendar days.

You can submit notification of the withdrawal through the Electronic Confirmation of Enrolment portal.

Alberta Part-time Grant Funding
You may email a list of students who have withdrawn to Alberta Student Aid. This list must include:
- Student’s name
- Student’s SIN (if known)
- Last date of part-time studies

Note: Do not email any information that contains a student’s SIN.

Alberta Student Aid:
- Email: AE.COR-AB@gov.ab.ca
Deceased Student
A student’s family, next of kin, estate administrator, or educational institution can contact the Alberta Student Aid Service Centre to report a deceased student.

- Phone: 1-855-606-2096 (choose option 3)

For Loans Held with Alberta Crown Debt Collections
If the student’s loan is not in good standing, and returned to the Government of Alberta at the time of the death, contact will need to be made with Alberta Crown Debt Collections. Documentation to verify the borrower’s status will be required in order to write-off their debt. Eligible documentation includes:
- A death certificate issued by the province where the death took place; or
- A statement from a Funeral Home Director.

- Phone: 780-427-3744

More Information

For more information regarding withdrawals, reporting changes, or amendments to registration, or Alberta Student Aid programs or policies refer to:
- Website: studentaid.alberta.ca
- Phone: 1-855-606-2096, option 4, 1
- Email: cru@gov.ab.ca

Refunding Tuition
You may be required to refund tuition if a student:
- Received full-time student aid and dropped below a full course load, or
- Received part-time student aid and drops below 20% of a full course load, or
- Did not attend school for a period of study where they received full-time or part-time student aid, or
- Received full-time or part-time student aid and withdrew entirely from the study period, or
- Had a break in studies of more than 30 days

The school is responsible for forwarding the required tuition refund to the appropriate authority within 30 days of the date the student’s contract was terminated.

If tuition was paid from the proceeds of Student Aid funding, the school must submit the tuition refund to the lender that issued the funds.
If a student was issued only federal funding (Canada Student Loans or grants), the refund payment is forwarded to the National Student Loans Service Centre (NSLSC).

If a student was issued only provincial funding (Alberta Student Loans or grants), the refund payment is forwarded to the Alberta Student Aid Service Centre.

If the student was issued both federal and provincial funding, a portion of the refund should be sent to both service providers.

If the student did not receive Student Aid funding, or a third party (government, agency or person other than the student), the refund should be made to whomever paid the tuition fees.

**Correcting Tuition and Fee Overpayments**

For instances where excess tuition and fee payments were made by the student or a third party, schools can follow their policies to correct tuition and fee overpayments.

For example, if a student or a third party paid their tuition directly to the school, and then the school remits tuition, you should resolve the duplicate payment by refunding the student (or third party), before forwarding the appropriate amount of tuition refund to the lender.

**Where Does the Tuition Refund Need to Be Sent?**
To determine who issued the student their funding (or the largest portion of funding, in cases where the student received both), you can check one of the following:

1. **Alberta Student Aid System – Application Payment Schedule**

<table>
<thead>
<tr>
<th>Application ID</th>
<th>Session Dates</th>
<th>Program</th>
<th>Program Year / Length</th>
<th>Application Status</th>
<th>COR Status</th>
<th>Current Award</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>05-Sep-2020 to 29-Apr-2021</td>
<td>Digital Media and IT</td>
<td>2/2</td>
<td>Processed</td>
<td>Confirmed as Yes</td>
<td>$9,470</td>
</tr>
<tr>
<td>○</td>
<td>06-Sep-2020 to 21-Apr-2021</td>
<td>Digital Media and IT</td>
<td>1/2</td>
<td>RFR Level 1 Processed</td>
<td>Confirmed as Yes</td>
<td>$13,335</td>
</tr>
</tbody>
</table>
2. School Records
3. Contact the Client Resolution Unit
   - Phone: 1-855-606-2096, option 4, 1
How to Send Tuition Refunds

When sending tuition refunds, all payments should be referenced as ‘Tuition Refund’, and the following information needs to be included with the payment:

- Student’s first and last name
- Student’s SIN (available through the Alberta Student Aid System)

For refunds to the NSLSC (Canada student loans and grants), make funds payable to the ‘National Student Loans Service Centre’, and mail to:

- National Student Loans Service Centre
  PO Box 4030 STN A
  Mississauga ON L5A 4M4

For refunds to the Alberta Student Aid Service Centre (Alberta student loans and grants), make funds payable to ‘Alberta Student Aid Service Centre’ and mail to:

- Alberta Student Aid Service Centre
  PO Box 4050
  Mississauga STN A
  Mississauga ON L5A 4M9

Payments Made in Error

If a tuition refund was sent to either the NSLSC or Alberta Student Aid Service Centre in error, you will need to make arrangements to have the refund returned and applied correctly.

- National Student Loans Service Centre
  Phone: 1-888-852-2194

- Alberta Student Aid Service Centre
  Phone: 1-855-606-2096, option 4, 2

How Much Tuition Needs to Be Refunded?

For Alberta Private Career Colleges, the amount of tuition is calculated in accordance with the Private Vocational Training Act, Section 17.

According to the Act, the amount of tuition that needs to be refunded is based on the amount of training that has been delivered.

- If 10% or less of the training was delivered, 75% of the tuition needs to be refunded
- If 10-50% of the training was delivered, 40% of the tuition needs to be refunded
- If more than 50% of the training was delivered, no tuition refund is required
Note: The information in this section applies only to Alberta Private Career Colleges in accordance with the Private Vocational Training Acts and Regulations.

For further information about tuition refunds, you may contact Alberta Private Careers Colleges Branch.

- Phone: 780-427-5609
- Email: pcc.branch@gov.ab.ca
- Fax: 780-427-5920
- Website: alberta.ca/post-secondary/private-career-colleges

**Submitting Session Dates and Costs**

Alberta Student Aid uses the Alberta Student Aid System to process full-time student applications. To accurately assess and award students, the Alberta Student Aid System relies on accurate session dates and costs to be submitted by schools through the Provider and Program Registry System (PAPRS).

**Study Periods**

Using the PAPRS dates, the Alberta Student Aid System determines the number of months for which the student is receiving funding (the study period). Each student’s living costs for the months in the study period are then taken into consideration, along with tuition, mandatory fees, books, supplies and instruments costs.

- If a program starts prior to the 16th day of the month, the student is funded for that month.
- If the program starts on or after the 16th day of the month, the student is not funded for that month.
- If the program ends after the 6th day of the month, the student is funded for that month.
- If the program ends on or before the 6th day of the month, the student is not funded for that month.

A study period cannot exceed 12 months.

**Session Dates**

Session dates entered in PAPRS must align with how schools allow students to register for the program, and include all combinations of dates and costs.

For example, if the actual dates for the year are September 1 to April 30, but students are allowed to register for individual semesters, you would enter the following sessions:

- September 1 – April 30 (both semesters)
- September 1 – December 30 (first semester only)
- January 1 – April 30 (second semester only)
Session start and end dates can be submitted for either the actual start and end dates for various intakes of programs, or generic start and end dates. Generic start and end dates are used for entering data for batch submissions.

For example:
- Actual dates: September 5 to April 25
- Generic date: September 1 to April 30

**Graduate Studies Programs**

Schools can enter session dates into PAPRS for each year of study in a program that is approved by the Minister. The Alberta Student Aid System reads the accurate number of years in a program from PAPRS and allows students to choose which program year they are in when they apply for funding.

For example:
- 2 year diploma program: The student can indicate they are in year 1 or 2 when they apply for funding
- 4 year degree program: The student can indicate they are in year 1, 2, 3 or 4 when they apply for funding

Graduate studies programs are an exception to this.

**Master’s degree programs**
- Schools can only enter up to two years of session information into PAPRS

**Doctoral programs**
- Schools can only enter one year of session information into PAPRS

When applying for student aid, graduate students will be asked “What year of this program will you be in?” When applying online, they will have to indicate either:
- “1st year or less” or “2nd year” for Master’s programs
- “1st year or less” for doctoral programs

This limitation in PAPRS does not mean that graduate students can only apply for one or two years of student aid; this only affects PAPRS entry and what students will see when they apply online.

Students enrolled in Exchange/Field Studies or Co-op Programs may have unique session dates and costs that do not apply to students enrolled in the regular stream of the program. The unique session dates are usually not entered into PAPRS until a student needs to apply for student aid.

Students with unique session dates need to speak to a financial aid officer at their school. The financial aid officer will determine if the information needs to be entered into PAPRS. If the information is entered into PAPRS, the school can choose not to display the unique dates and costs to prevent other students from applying with this information.
Examples of Dates

Correct Session Start and End Date
12 month program, funded from January to December
- Start Date: January 2, 2019
- End Date: January 1, 2020

Incorrect Session Start and End Date
13 month program
- Start Date: December 12, 2019
- End Date: December 11, 2020
In this example, the time between the start and end dates is technically 12 calendar months. However, these dates result in a 13 month study period. Study periods cannot exceed 12 funded months.

8 month study period
- Start Date: September 5, 2019
- End Date: May 1, 2020
Funded for 8 months – September to April

8 month study period
- Start Date: September 16, 2019
- End Date: May 8, 2020
Funded for 8 months – October to May

9 month study period
- Start Date: September 5, 2019
- End Date: May 7, 2020
Funded for 9 months – September to May

Session Costs
Publicly-funded post-secondary schools in Alberta are required to load program costs in the Provider and Program Registry System (PAPRS).

Private Career Colleges
Private institutions in Alberta must provide program cost information to the Alberta Private Careers Colleges Branch. For more information, call or email the Alberta Private Careers Colleges Branch.
- Phone: 780-427-5609
- Email: pcc.branch@gov.ab.ca
- Fax: 780-427-5920
Allowable Costs
There are three types of allowable costs that schools need to enter into PAPRS. They are:

- Tuition
- Mandatory Fees
- Books, supplies and Instruments

Tuition
Tuition includes all fees identified as tuition fees, fees for instruction or equivalent terms in school calendars, and differential fees for specific programs.

Mandatory Fees
Mandatory fees include student association and mandatory administrative fees.

Student Association Fees:
- Library fees
- Computer use fees
- Material fees

Mandatory Administrative Fees:
- Health and dental fees
- Athletic and recreation fees
- Graduation fees (final year)
- Practicum fees
- Mandatory field trip fees

Books, Supplies and Instruments
These fees can include:
- Required text book costs
- Required stationery (pens, paper, etc.)
- Specific program supply costs, for example:
  - Lab coats, uniforms, shoes
  - Dental instruments or medical kit supplies
  - Hairstyling kit
  - Mechanic tools
  - Art supplies

The cost of computer purchases or leases cannot be included as an educational cost in PAPRS. Students may receive up to $500 for computer-related costs if they request it on their Student Aid application.

Reporting Changes at Your School
You must advise Alberta Student Aid immediately of the following changes:

- School address
- School name change
✓ Ownership
✓ Authorized official or signing authority
✓ Staff with systems access (Alberta Student Aid System, PAPRS, etc.)

_Private Career Colleges_

You must also report any of these changes to the Alberta Private Careers Colleges Branch.
- Phone: 780-427-5609
- Fax: 780-427-5920
- Email: pcc.branch@gov.ab.ca

**Change of Address**
If the school’s primary mailing address changes, send notification on school letterhead to Alberta Student Aid.
- Fax: 780-422-4516, Attn: School Address Change
- Mail: Alberta Student Aid
  PO Box 28000 STN Main
  Edmonton AB  T5J 4R4

**Change of School Name**
If the name of your school is changing, send an email to the following address to discuss the process and next steps.
- Email: AE.SAACORAccess@gov.ab.ca

**Change of Ownership**
If the ownership of a private career college changes, the Alberta Private Careers Colleges Branch must be notified in order to license the school again.
- Phone: 780-427-5609
- Fax: 780-427-5920
- Email: pcc.branch@gov.ab.ca

Once the new license requirements are met, the new owners will need to sign a new Alberta Institution and Designation Agreement (AIDA), and attend a New School Training session. The new Access to Learner Information Agreement (ALIA) can also be signed at this time if the new owner would like access to the Alberta Student Aid System-COR.

**Change of Authorized Official or Signing Authority**
Although schools may give anyone at the school the authorization to confirm registration, one person at each school is considered the Authorized Official, and has designated authority to sign loan certificates.
The school must provide Alberta Student Aid with the name of the Authorized Official and the names of any individuals that confirm registration on behalf of the Authorized Official.

If the Authorized Official changes, notification needs to be sent to Alberta Student Aid on school letterhead and must contain a sample signature of the new Authorized Official.

- Email: AE.LF-AWARDS.M@gov.ab.ca
- Fax: 780-415-6608, Attn: Change to Signing Authority
- Mail: Alberta Student Aid
  PO Box 28000 STN Main
  Edmonton AB, T5J 4R4

**Change of Staff with Systems Access**

Schools may choose which of their staff members have access to the Alberta Student Aid System, but must notify Alberta Student Aid when there are changes, such as newly appointed staff members, or when a staff member leaves or takes on a new role.

Each staff member who has access to the Alberta Student Aid System must have their own unique login ID and password.

Send change of staff notification to:

- Email: AE.SAACORAccess@gov.ab.ca

**Resources and Contacts**

This section highlights some of the most requested resources and contact information to help you with Alberta Student Aid related tasks and processes.

**Resources**

Most of the resources mentioned here can be found online at studentaid.alberta.ca. We ask that you access these resources from the online source whenever possible to ensure you are viewing the most up-to-date version of the materials. Links have been provided for your convenience; however these links may change as we make regular updates and improvements to our website.

**Alberta Student Aid Website**

The Alberta Student Aid website contains all the latest, updated information regarding Alberta Student Aid policies, programs and procedures. Check in regularly to see new information and materials.

**Operational Policy and Procedure Manual**

The Student Aid Operational Policy & Procedure Manual provides the most up-to-date policy and procedural guidance regarding the student aid program for both full and part-time students – from application to
repayment. It is intended to be the primary reference point for all policy and procedural information for post-secondary schools, students and Alberta Student Aid staff.

**Scholarships and Awards**
All Alberta scholarship and award information is located on [studentaid.alberta.ca](http://studentaid.alberta.ca) under Scholarships.

**Resources for Schools**
[studentaid.alberta.ca](http://studentaid.alberta.ca) contains a number of resources for post-secondary school representatives. These can be found under Resources for Schools in the footer.

**Alberta Student Aid Emails**
Sign up to receive important information regarding systems and program information via email. You can Subscribe in the Resources for Schools section of the website.

**Contacts**

**Client Resolution Unit**
Post-secondary school representatives have direct access to the Client Resolution Unit at Alberta Student Aid. These highly skilled program and policy experts can assist you with a range of inquiries including student-specific situations, procedural help and policy clarification.

If you have any questions or concerns regarding the information in this guide, or the Alberta Student Aid program, contact the Client Resolution Unit.

- Hours: Monday to Friday, 8:15 am to 4:30 pm MST (holidays excluded)
- Phone: 1-855-606-2096, option 4, 1
- Email: cru@gov.ab.ca

**Alberta Student Aid Service Centre**
Students can be directed to contact the Alberta Student Aid Service Centre. This team of front-line inquiry experts will be able to assist them with all their questions and concerns including application assistance, program information, and process explanations.

- Hours: Monday to Friday, 7:30 am to 8:30 pm MST
- Phone: 1-855-606-2096, option 1
- Toll Free outside North America: International access code + 800-2-529-9242
- TTY (for the hearing impaired): 1-855-306-2240

**National Student Loans Service Centre (NSLSC)**
For questions regarding the Canada Student Loan program including disbursements and repayment information, contact the National Student Loans Service Centre (NSLSC).

- Phone: 1-888-852-2194
- Outside North America: Country code + 800-2-225-2501
- TTY (for the hearing impaired): 1-888-815-4556
- Fax: 1-888-815-4657
- Fax outside North America: 1-905-306-2414
PAPRS Access
If you require access to enter dates and costs in the Program and Provider Registry System (PAPRS), contact the PSI Help Desk.
  ▪ Email: psihelpdesk@gov.ab.ca
  ▪ Phone: 780-427-5318, option 6

Disability Supports Unit
If you have specific inquiries regarding students with permanent disabilities, or for Schedule 4 assistance, contact the Alberta Student Aid Disability Supports Unit.
  ▪ Email: AE.LF-Schedule4@gov.ab.ca
  ▪ Phone: 780-427-5561

Designation Support
To request a designation review, or for information on loan repayment strategies, contact the Alberta Student Aid Designation Services Unit.
  ▪ Email: designationinquiry@gov.ab.ca

Private Career Colleges Branch
For Alberta private institutions with questions regarding licensing, the Private Vocational Training Act, or reporting changes, contact the Alberta Private Careers Colleges Branch.
  • Phone: 780-427-5609
  • Fax: 780-427-5920
  • Email: pcc.branch@gov.ab.ca
  • Mail: Private Career Colleges Branch
    Alberta Advanced Education
    8th Floor, Commerce Place
    10155 102 St
    Edmonton AB  T5J 4L5

Mail and Courier
Please note we have two distinct addresses for mail and courier services. It is important to use the courier address when sending information via courier; courier items sent to the PO Box address, may not be delivered, and if delivered, will encounter significant delays.

Mail: Alberta Student Aid
     PO Box 28000 STN Main
     Edmonton AB, T5J 4R4

Courier: Alberta Student Aid
         Sterling Place Mailroom
         7th Floor, 9940 106 St
         Edmonton AB, T5K 2V1

The courier address does not accommodate in-person inquiries or deliveries.