

Subject: Administrative Review

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IS-LEARNER-2016-002

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Employment and Financial Program Policy

Distribution: Human Services Employment and Financial Supports Division
Human Services Common Service Access Division:
Common Service Delivery
Tuition-based Public and Private Training Providers
Student Aid Alberta

BACKGROUND:

An Administrative Review is completed when an applicant or client submits a Notice of Appeal and is normally completed within five days. The purpose of the Administrative Review is to examine the information and circumstances leading to the decision being appealed, in an effort to resolve the issue before the appeal hearing. The timeline to complete the review has been increased to 14 calendar days to allow for a thorough review of the appeal. Policy has also been amended to provide up to seven additional calendar days where the appeal is deemed complex and a more detailed Administrative Review is required.

In addition, when the matter of appeal is unclear and the department must clarify the matter to better understand the appeal, the department can take time to clarify the matter with the client. This time to clarify the appeal must not exceed two calendar days, before the Administrative Review must commence.

These changes are effective immediately and may impact appeals already in progress.

Note: References to business days have been changed to calendar days in some areas of policy. For example, the Administrative Review will now need to be completed within 14 calendar days.

INTENT:

To update the time limit for completing an Administrative Review.

POLICY:

The following ETW/BFE policy has been updated:

[Right to Appeal and the Appeal Process](#)

The following Learner policy has been updated:

[Right to Appeal and the Appeal Process](#)