

Subject: Appeal Packages

Number: IS-ETW/BFE-2016-003  
IS-LEARNER-2016-003

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Employment and Financial Program Policy

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

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**BACKGROUND:**

An appeal package contains all documentation the department used to make the decision under appeal and must be made available to the client prior to the appeal hearing.

Policy has been updated to clarify the contents required in the appeal package and that the package must be made available to the client no less than seven calendar days prior to the appeal hearing date. The date the appeal package is mailed must be recorded in AIMS.

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.

**INTENT:**

To clarify the contents of an appeal package and the time period for providing the package to a client prior to the appeal hearing.

**POLICY:**

The following ETW/BFE policy has been updated:

[Appeals through an Income and Employment Supports Appeal Panel](#)

The following Learner policy has been updated:

[Appeals through an Income and Employment Supports Appeal Panel](#)