

**Ministry of Advanced  
Education and Skills  
Development**

**Ministère de l'Enseignement  
supérieur et de la Formation  
professionnelle**



Program Delivery Support  
Branch

Direction du soutien à la prestation  
des programmes

33 Bloor Street East  
2<sup>nd</sup> Floor  
Toronto ON M7A 2S3

33, rue Bloor Est,  
2<sup>e</sup> étage  
Toronto ON M7A 2S3

## Memorandum

**To:** Second Career (SC) Service Providers

**From:** Jacqueline Cureton, Director  
Program Delivery Support Branch

**Date:** November 17, 2017

**Subject:** **Ontario Student Assistance Program (OSAP) Restriction  
Status Verification Procedures for Second Career (SC)  
Applicants.**

**Memo Number:** SC 2017-05

---

### Objective:

The purpose of this memo is to inform your organization of changes to the process Second Career applicants use to check if their Ontario Student Assistance Program (OSAP) restriction status is due to **compliance issues** or **income verification**.

### Background:

Due to their employment history, Second Career clients may have defaulted on student loan repayment and be ineligible for further OSAP funding. Individuals who have defaulted on OSAP loans **are eligible** for Second Career. These individuals should not be directed to contact OSAP about their eligibility for Second Career.

Individuals who are restricted from receiving assistance under the Ontario Student Assistance Program (OSAP) due to **compliance issues** or **income verification** are not eligible for Second Career.

The Second Career (SC) Application for Financial Assistance requires applicants to state whether they are restricted from receiving OSAP assistance due to **compliance issues** or **income verification**.

If the applicant's OSAP account information indicates that there is no restriction, or that the restriction is not related to **compliance issues** or **income verification**, the response to the OSAP question in Section B (Eligibility) of the Second Career (SC) Application for Financial Assistance should be "**No**".

**Next Steps:**

Updated instructions on the application will advise applicants that if they are unsure about the details of their OSAP restriction status, they may check it by logging in to their account on the OSAP website through the [OSAP Log-in](#) page.

Alternatively, if the client does not recall the password for their OSAP account, they may contact the Student Financial Assistance Branch (SFAB) at 1-877-OSAP-411 (1-877-672-7411) to check their status.

If there is a restriction due **compliance issues** or **income verification**, the applicant will be transferred to the Investigation and Compliance Unit. A Compliance Officer will discuss possible options for the removal of the restriction.

**Please note:** The client must call directly because the Student Financial Assistance Branch will not provide information to an employment counsellor or third party.

**For all OSAP enquiries:**

Monday to Friday, 8:30 am to 4:30 pm, excluding holidays

**Tel:** 807-343-7260

**Toll-free in North America:** 1-877-OSAP-411 (1-877-672-7411)

**TTY toll-free:** 1-800-465-3958

**Fax:** 807-343-7278

If your organization has any questions regarding this memo, please contact your Employment and Training Consultant.