

Process Ownership and Approvals List

Process Name	Process Owner (Accountable)	Process Approval Authority	COE Delegated Approval Authority	Processing Team
Application to Study 5 Courses	EA OPs	APM	PC / APM / EA OPS	EA OPs
Attendance Escalations (For technical user support see SEATs - User Support)	TPA	PC	PC / APM / EA OPS	Te Puna Ako
Change Credit (Thesis)	Schools	APM	EA OPS	Enrolment Processing
Change of Major	Schools	APM	PC / APM / EA OPS	Enrolment Processing
Class Cancellations	EA OPs	APM	PC / APM / EA OPS	Timetabling
Cross Credits	EA OPs	PC	PC/APM	Enrolment Administration
Domestic Student Refund Process	EA OPs	SYSTEM	APM / EA OPS	Student Finance Accounts Payable
Retrospective COEs (Duplicate ID Processing)	EA OPs	PC / APM / EA OPS	PC / APM / EA OPS	Enrolment Administration
Exceptional Refund Process	EA Ops	HOS	APM / EA OPS	Enrolment Administration
Failed Pre requisites	EA OPs	APM	TKK	Enrolment Administration
International Refund Process	Student Success	ISS - BS MGR	ISS - Analyst ISS - Advisor	International Student Support Team
ITO enrolments/Specialist Manual Enrolments	TBC	TBC	TBC	Enrolment Processing Enrolment Set Up
No Show	EA OPS	PC	EA OPS	Enrolment Administration
Student Withdrawal Process	EA OPS	EA OPS		Enrolment Processing
Third Time Enrolments	TKK	APM	TKK / APM	Enrolment Processing
Timetable Changes (Creates Conflicts)	EA OPs	APM		Timetabling
SEATs - User Support	TPA	PC	NA	

Process Name	The High Level Process name which all tasks and activities occur in relation to the desired process outcome for the student
Process Owner (Accountable)	The Functional Unit that is accountable for ensuring all regulatory, process maps and guides are maintained for all teams to use as frameworks
Process Approval Authority	The Unitec Role that is responsible for approving these requests across/or on behalf of Unitec
COE Approval Authority	
	The Role within the COE system that is responsible for line approving COE Requests
COE Delegated Approval Authority	The Delegated Roles within the COE system that have delegated authority to line approve COE requests in the
Processing Team	The team responsible for actioning the change of enrolment request