

S1. Check 2 - Request Type Check

Objective	<p>To confirm the submitted change request has been raised under the correct request type in order to correctly progress to the right processing team.</p> <p>It is the responsibility of Unitec to ensure that the request created by a student corresponds to gaining the correct approval for their requirement of swapping, adding or dropping from a course.</p>
What are the first steps	<ol style="list-style-type: none"> 1. Read the students detailed change enrolment request notes 2. Confirm the request has been raised according to the list of current COE types 3. Identify if the student's request fits under the created COE type
What to do next	Student's request is appropriate
	<ol style="list-style-type: none"> 1. All documentation is completed, attached and relevant to the COE type 2. If yes: <ol style="list-style-type: none"> a. Proceed with further steps 3. If no: <ol style="list-style-type: none"> a. Contact student to advise correct completion of the required documents to be completed and received within 24 hours b. Set a 24-hour call back date on COE c. If no documentation received by call back date – Cancel COE
	Student's request is not appropriate
	<ol style="list-style-type: none"> 1. Make notes of why the request type is not appropriate/relevant 2. Cancel COE (an automated email to student will be sent out informing of the cancellation and/or re-correction). 3. Replicate and create a new COE under correct request type 4. Progress to COE Pre-Checks
Policy Link Information	Link to Admission Fees Policy
Who can you escalate to?	Team Leader - Concentrix
Work Instructions	<ul style="list-style-type: none"> • How to cancel a change request (hyperlink tbc) • Specific change request type videos (hyperlink tbc)