

S1. Check 3 – Perform COE Pre-Checks

Objective	To confirm the eligibility to progress with change enrolment request and gather all relevant information that supports the outcome of the COE.
What are the first steps	<ol style="list-style-type: none"> 1. Check that the term activation aligns with students current programme of study 2. Identify whether student is Domestic or International. 3. Check that the student credit value does not drop below StudyLink criteria.
What to do next	Course is not aligned to correct path of study
	<ol style="list-style-type: none"> 1. Check Student term activation 2. Confirm correct term activation required with student if necessary 3. Update term active status to correct programme 4. Progress to next steps
	If student is Domestic:
	<ol style="list-style-type: none"> 1. Check if the student has any WINZ (StudyLink) history. 2. If the student drops below 60/30 credits make contact using Web2Text with the student to inform possible effect to Student Allowance entitlements.
	If student is International:
	<ol style="list-style-type: none"> 1. Progress to International Programme Change and Credit Checks
Policy Link Information	Admission and Fees Policy (hyperlink tbc)
Who can you escalate to?	International Student Support Advisor
Work Instructions	<ul style="list-style-type: none"> • Term Activation link to WIKI guide (hyperlink tbc) • Check study plans (hyperlink tbc) • International Visa information • Student Loan Query Handling • Discussing Change Enrolment Requests