

S1. Check 5 – Class issue

Objective	Identify any issues with class capacities and statuses in requested courses. Note: For an add request to proceed the class must be open with availability.
What are the first steps	<ol style="list-style-type: none"> 1. Check if there is a class issue (full capacity and/or closed status) 2. Check timetabling notes on study plan to see if the class issue can be resolved
What to do next?	If class issue can be resolved
	<ol style="list-style-type: none"> 1. Check if the issue is a single request 2. If yes: <ol style="list-style-type: none"> a. Assign to the specified Timetabling Specialist for further action 3. If no: <ol style="list-style-type: none"> a. Assign to step 3 for further action
	If class cannot be resolved
	<ol style="list-style-type: none"> 1. Check the change request to see if there are multiple courses 2. If yes: <ol style="list-style-type: none"> a. Make relevant notes advising the specified course class issue cannot be resolved however multiple request b. Assign to step 3 for further processing 3. If no: <ol style="list-style-type: none"> a. Make relevant notes advising the specified course class issue cannot be resolved b. Decline COE
Policy Link Information	
Who can you escalate to?	<ul style="list-style-type: none"> • Timetabling Scheduler • International Student Support Advisor
Work Instructions	<ul style="list-style-type: none"> • Course / Class Information