

## S3. Check 1 - Class Capacity issues are current

Objective	A current class capacity issue is when a class is full and has been automatically closed requiring for the capacity to be increased to result in an open status. The specific timeframes between steps may vary due to the nature of each task associated with the step. This can result in a COE being at a step that is no longer relevant. This check guide will ensure that the issues have been checked for its relevance in order to proceed with the change request.
What are the first steps	<ol style="list-style-type: none"> <li>1. Read COE notes regarding class issue</li> <li>2. Check if the class issue is still relevant to do this check: <ol style="list-style-type: none"> <li>a. Check if Class is still closed</li> <li>b. Check if class capacity has already been resolved</li> </ol> </li> <li>3. Review next steps to action</li> </ol>
What to do next	<b>If class issue is no longer relevant and the change request can proceed</b>
	Are there multiple courses on the change request? <ol style="list-style-type: none"> <li>1. If <b>yes</b>: <ol style="list-style-type: none"> <li>a. Assign to step 5 to continue with the change request enrolment.</li> </ol> </li> <li>2. If <b>no</b>: <ol style="list-style-type: none"> <li>a. Make relevant notes in the change request</li> <li>b. Decline COE</li> </ol> </li> </ol>
	<b>If class issue is still relevant</b>
	<p>Contact APM to confirm if the request for the class issue can be approved or declined:</p> <ol style="list-style-type: none"> <li>1. Class Capacity Increase or Class Open request is declined <ol style="list-style-type: none"> <li>a. Review COE notes to understand further action</li> <li>b. Decide on next steps</li> </ol> </li> <li>2. Class Capacity Increase or Class Open request is approved <p>Request is a swap or add only</p> <ol style="list-style-type: none"> <li>a. Update relevant notes</li> <li>b. Remove your name from the assigned field</li> <li>c. Decline COE</li> </ol> <p>Request has multiple courses to be actioned</p> <ol style="list-style-type: none"> <li>a. Update relevant notes</li> <li>b. Remove your name from the assigned field</li> <li>c. Assign to Step 4 for academic approval</li> <li>d. Make notes on class capacity being declined</li> </ol> </li> </ol>
Policy Link Information	
Who can you escalate to?	Academic Programme Manager Operations Manager – Timetabling
Work Instructions	