

## S5. Check 1 - Review change enrolment request

Objective	A change request contains all relevant information regarding the students change request, eligibility for the change request to proceed and any implications that prevents the change request to complete successfully. It is expected that all information is reviewed and understood before proceeding with the next course of action to enable a continuum flow of process.
What are the first steps	Before proceeding with the change request enrolment please ensure all notes and actions for the enrolment are clear, actioned and relevant to the request.
What to do next	<b>If all information provided aligns with approval and can proceed with enrolment:</b>
	Proceed with next steps of step 5 enrolments processing
	<b>If all information provided does not align with approval:</b>
	<ol style="list-style-type: none"> <li>1. Make relevant notes on COE advising what needs to be reconfirmed.</li> <li>2. Reassign step back to the relevant step and step group of where query needs to be answered.</li> <li>3. Remove username from the Assigned User ID field.</li> </ol>
	<b>Check if the enrolment has been completed already:</b>
	<b>If yes:</b> <ol style="list-style-type: none"> <li>1. Make relevant notes advising student has been previously enrolled</li> <li>2. Cancel VOE</li> </ol>
	<b>If no:</b> Proceed onto following steps in the COE
Policy Link Information	<a href="#">Admissions, Enrolments and Fees Policy</a>
Who can you escalate to?	International Student Support Advisors, Academic Programme Manager, Timetabling Scheduler
Work Instructions	<a href="#">Admissions &amp; Enrolment Processing</a>