S5. Check 3 - Troubleshooting an unsuccessful attempt

Objective	A COE enrolment could result as unsuccessful for any of the following reasons: 1. Student has not met the required pre-requisite for the course 2. Class has reached its set capacity 3. Course requests incur a clash with the student's current timetable 4. A grade is attached 5. The initial course enrolment date is after the requested withdrawal backdate 6. The student has a current NSI on the account refraining from any enrolments to proceed
What are the first steps	Troubleshoot the "Error message" issue from the attempted enrolment.

What to do next	**If the error message indicates a pre-requisite error:**
	    a. Check study plan to see if the pre-requisite can be waived for the specific course
	    b. Check student history for any system issues if the student has met the pre-rraisite prior
	
	If pre-requisite has **been met**:
	    a. Generate a permission number for the student
	    b. Insert permission number on the enrolment request record
	    c. Attempt the enrolment and proceed with COE step 5
	If pre-requisite has **not been met**:
	    a. Make relevant notes advising of the enrolment error
	    a. Decline COE
	If the error message indicates a class is a full error:
	    a. Make relevant notes on COE advising class is full
	    b. Assign to relevant Timetabling Scheduler in step 3 for capacity increase
	
	Once request has been actioned:
	Continue with the Enrolment Request by selecting the 'error' request performed and re-submitting
	If the error message indicates there is a time clash:
	    a. Make relevant notes on COE advising of the course that creates the time clash
	    b. Assign to relevant APM in step 4 for approval
	
	Once request has been actioned:
	Continue with the Enrolment Request by selecting the 'error' request performed and re-submitting
	
	If the error message indicates the course is graded:

	a. Make relevant notes on COE requesting for the grade to be removed from the course b. Assign to step 6 for grade removal Once request has been actioned: Continue with the Enrolment Request by selecting the 'error' request performed and re-submitting **If the error message indicates the date request is prior to the enrolment date:** a. Make relevant notes on COE requesting for the course enrolment date to be amended to the date of action request (backdate) b. Assign to relevant Enrolment Set-Up Specialist in step 3 for date change Once request has been actioned: Continue with the Enrolment Request by selecting the 'error' request performed and re-submitting **If the error message indicates there is a hold on the account (NSI):** Check the details of the NSI and the creator to determine if you can override or if the removal needs to be requested. If you can override the NSI: a. Override the NSI selecting the 2-day timeframe via Override Accounts b. Continue with the Enrolment Request by selecting the 'error' request performed and re-submitting If you cannot override the NSI and it is financial: a. Make relevant notes on COE requesting to override the NSI b. Assign to Student Finance in step 9 to proceed If you cannot override the NSI and it is non-financial: a. Make relevant notes on COE requesting to override the NSI b. Email the creator of the NSI advising to override the NSI Once request has been actioned: a. Continue with the Enrolment Request by selecting the 'error' request performed and re-submitting If the NSI cannot be overridden: a. Make relevant notes to support reasoning of decline b. Decline COE
Policy Link Information	Admissions, Enrolments and Fees Policy
Who can you escalate to?	Team Leader, Academic Programme Manager, Timetabling Scheduler, Student Finance Senior Administrator
Work Instructions	