S1. Check 0 – Step One Quick Guide Checklist

This is a quick summary check guide to make sure you perform all initial pre checks in order to progress the change enrolment request to the next steps with the process.

It is expected that all Change Enrolment requests are moved to the next step within 1 business day of receipt.

Check #	What are we checking?	Why are we checking?	
Check One	Wellbeing Check	Is the student OK?	✓
Check Two	Request Type	Is the request type appropriate?	✓
Check Three	Correct Term Activation	Is the student active in the correct term and programme of study?	✓
	Change Residency Status - Domestic or International	Can the student make the requests they want based on their residency status?	✓
	Student Credits	Will the request impact on loans & allowance eligibility?	✓
Check Four	International Student Requests	Can the student make this request? Will an International drop below approved credits of study?	✓
Check Five	Class Check	Are all the classes available for enrolment?	✓

S1. Check 1 – Wellness Check

Objective	To ensure the wellbeing of all students who submit change enrolment requests and to connect affected students with the right support services in parallel with processing their requests.
What are the first steps	1. Read the Students Change enrolment request notes detail 2. Refer to the Student Success Student Support Guide 3. Identify any risk words or scenarios that are listed.

What to do next	**Student is not at risk**
	
	1. If a student is identified as no risks or concerns proceed with next steps in processing the change enrolment request as per directed
	
	Student has used wellness risk language
	1. Identify whether the student is International or Domestic
	   a. If **International** Assign to **Step Two**
	   b. If **Domestic** assign and report to your **Line Manager** who will escalate and assign a call back date for follow up
	2. Line Manager to confirm ability to progress change enrolment request

Policy Link Information	• • International Code of Practice • Health and Safety
Who can you escalate to?	• For International Students - **International Student Support Team Leader** • For Domestic Students - **Operations Manager - Concentrix**
Work Instructions	• Confirm at risk language • Confirm student's residency status (Domestic or International)

S1. Check 2 - Request Type Confirmation Check

Objective	To confirm the submitted change request has been raised under the correct request type in order to correctly progress to the right processing team.
	It is the responsibility of Unitec to ensure that the request created by a student corresponds to gaining the correct approval for their requirement of swapping, adding or dropping from a course.
What are the first steps	1. Read the students detailed change enrolment request notes 2. Confirm the request has been raised according to the list of current COE types 3. Identify if the student`s request fits under the created COE type

What to do next	**Student's request is appropriate**
	
	1. All documentation is completed, attached and relevant to the COE type
	2. If **yes:**
	    a. Proceed with further steps
	3. If **no:**
	    a. Contact student to advise correct completion of the required documents to be completed and received within 24 hours
	    b. Set a 24-hour call back date on COE
	    c. If no documentation received by call back date – **Cancel COE**
	
	Student's request is not appropriate
	
	1. Make notes of why the request type is not appropriate/relevant
	2. Cancel COE (an automated email to student will be sent out informing of the cancellation and/or re-correction).
	3. Replicate and create a new COE under correct request type
	4. Progress to COE Pre-Checks

Policy Link Information	• [Admission and Fees Policy](#)
Who can you escalate to?	• Operations Manager - Concentrix
Work Instructions	• How to cancel a change request • Specific change request type videos

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	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	**Student is not term activated in correct programme of study** 1. Check Student term activation is correct for programme, career and semesters 2. Confirm correct term activation required with student if applicable 3. Update term active status to correct programme 4. Progress to next checks below **If student is Domestic:** 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. 3. Progress to check 5 **If student is International:** 1. Progress to International Programme Change and Credit Check 4
Policy Link Information	• Admission and Fees Policy
Who can you escalate to?	• Operations Manager - Concentrix • International Student Support Advisor
Work Instructions	• Term Activations • Check study plans • International Visa information • Student Loan Query Handling • Discussing Change Enrolment Requests

S1. Check 4 – Additional Pre-Checks for International Students

Objective	To ensure International student change enrolment requests are compliant with their visa conditions. The following restrictions apply to International student visas:
	- International students are **unable to change their programme of study** without being assessed for entry and issued an Unconditional offer. To attend a new programme the International Student must also hold a valid visa from Immigration New Zealand - International students generally are **unable to study part time on student visas,** therefore cannot drop below 45 credits. The exception to this rule is when an International student is in their final semester.
What are the first steps	1. Check if COE is a change of Programme Request. 2. Check the students enrolled credits is 45 or more 3. If request is not for Programme change or dropping below 45 credit progress to next checks
What to do next	If COE is **Change of Programme** request or **dropping below 45 credits**:

	1. **For Programme Change** make a note of class status and available spaces.
	2. **For dropping below 45 credits**
	    a. To check enrolled credit for student
	    b. Check student history
	    c. Calculate credits
	    d. Make relevant notes
	3. **Assign to Step Two -** International Student Support

Policy Link Information	- Admission and Fees Policy - International Visa Information
Who can you escalate to?	- International Student Support - International Advisors
Work Instructions	- Check Student Programme - Check enrolled courses

S1. Check 5 – Class Issue

Objective	To Identify any issues with class capacities and statuses in requested courses. In order for an add request to proceed the class must be open with availability.
What are the first steps	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**
	
	1. Check if the issue is a single request
	2. If **yes:**
	    a. Assign to the specified Timetabling Specialist for further action
	3. If **no:**
	    a. Assign to step 3 for further action
	
	If class issue cannot be resolved
	
	1. Check the change request to see if there are multiple courses
	2. If **yes:**
	    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:**
	    a. Make relevant notes advising the specified course class issue cannot be resolved
	    b. Decline COE

Policy Link Information	• [Admission and Fees Policy](#)
Who can you escalate to?	• Timetabling Scheduler • International Student Support Advisor
Work Instructions	• [Course / Class Information](#)