




S5. Check 0 – Step Five Quick Guide Checklist

This is a quick summary check guide to make sure you perform all **enrolment request requirement** checks in order to finalise 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	Review COE Request	Do you have all the information to progress the COE request?	
Check Two	Attempt Change Enrolment request	Attempt course enrolment as per the approved information.	
Check Three	Troubleshoot Unsuccessful Enrolment Request Attempt	Can the enrolment issue be resolved again?	
Check Four	Perform Tuition Calculation	Are there any further financial outcomes that need to be processed?	

S5. Check 1 - Review change enrolment request

Objective	<p>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.</p> <p>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.</p>
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	If all information provided aligns with approval and can proceed with enrolment:
	1. Proceed with next steps of step 5 enrolments processing
	If all information provided does not align with approval:
	1. Make relevant notes on COE advising what needs to be reconfirmed. 2. Reassign step back to the relevant step and step group of where query needs to be answered. 3. Remove username from the Assigned User ID field.
	Check if the enrolment has been completed already:
	<p>If yes:</p> 1. Make relevant notes advising student has been previously enrolled 2. Cancel VOE <p>If no:</p> 1. Proceed onto following steps in the COE
Policy Link Information	<ul style="list-style-type: none"> Admissions, Enrolments and Fees Policy
Who can you escalate to?	<ul style="list-style-type: none"> International Student Support Advisors, Academic Programme Manager Timetabling Scheduler
Work Instructions	<ul style="list-style-type: none"> Admissions & Enrolment Processing

S5. Check 2 - Attempt change enrolment request

Objective	A change request can be processed once all relevant information is provided and approval for the change request has been granted by those who have authoritative approval.
What are the first steps	<ol style="list-style-type: none"> 1. All supporting info and admin comment history information on the COE request is read, are clear and understood 2. Request is approved by Authoritative Approver 3. Line approvals are saved 4. Check if the change request effects any future or previous semesters (example: SA/SB course)
What to do next	Attempt all change requests via Enrolment Request in the COE using the backdate drop of either when the COE was created or date of the initial email request (whichever is the earliest).
	If the request is successful:
	<ol style="list-style-type: none"> 1. Make relevant notes on the COE. 2. Continue with the Tuition Calculation part of the COE process in step 5.
	If the request is unsuccessful:
	<ol style="list-style-type: none"> 1. Continue with the COE process in step 5 to troubleshoot the issues on why the COE has been unsuccessful.
Policy Link Information	Admissions, Enrolments and Fees Policy
Who can you escalate to?	<ul style="list-style-type: none"> • Academic Programme Manager • Team Leader – Timetabling
Work Instructions	<ul style="list-style-type: none"> • TBC

S5. Check 3 - Troubleshooting an unsuccessful attempt

Objective	<p>A COE enrolment could result as unsuccessful for any of the following reasons:</p> <ol style="list-style-type: none"> 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	<p>If the error message indicates a pre-requisite error:</p> <ol style="list-style-type: none"> 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-requisite prior <p>If pre-requisite has been met:</p> <ol style="list-style-type: none"> 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 <p>If pre-requisite has not been met:</p> <ol style="list-style-type: none"> a. Make relevant notes advising of the enrolment error a. Decline COE <p>If the error message indicates a class is a full error:</p> <ol style="list-style-type: none"> a. Make relevant notes on COE advising class is full b. Assign to relevant Timetabling Scheduler in step 3 for capacity increase <p>Once class or course error has been actioned:</p> <ol style="list-style-type: none"> a. Continue with the Enrolment Request by selecting the 'error' request performed and re-submitting <p>If the error message indicates there is a time clash:</p> <ol style="list-style-type: none"> 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 <p>Once error has been actioned:</p> <ol style="list-style-type: none"> a. Continue with the Enrolment Request by selecting the 'error' request performed and re-submitting <p>If the error message indicates the course is graded:</p> <ol style="list-style-type: none"> a. Make relevant notes on COE requesting for the grade to be removed from the course b. Assign to step 6 for grade removal <p>Once error has been actioned:</p> <ol style="list-style-type: none"> a. Continue with the Enrolment Request by selecting the 'error' request performed and re-submitting <p>If the error message indicates the date request is prior to the enrolment date:</p> <ol style="list-style-type: none"> 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 <p>Once request has been actioned:</p> <ol style="list-style-type: none"> a. Continue with the Enrolment Request by selecting the 'error' request performed and re-submitting

	<p>If the error message indicates there is a hold on the account (NSI):</p> <p>Check the details of the NSI and the creator to determine if you can override or if the removal needs to be requested.</p> <p>If you can override the NSI:</p> <ol style="list-style-type: none"> Override the NSI selecting the 2-day timeframe via Override Accounts Continue with the Enrolment Request by selecting the 'error' request performed and re-submitting <p>If you cannot override the NSI and it is financial:</p> <ol style="list-style-type: none"> Make relevant notes on COE requesting to override the NSI Assign to Student Finance in step 9 to proceed <p>If you cannot override the NSI and it is non-financial:</p> <ol style="list-style-type: none"> Make relevant notes on COE requesting to override the NSI Email the creator of the NSI advising to override the NSI <p>Once request has been actioned:</p> <ol style="list-style-type: none"> Continue with the Enrolment Request by selecting the 'error' request performed and re-submitting <p>If the NSI cannot be overridden:</p> <ol style="list-style-type: none"> Make relevant notes to support reasoning of decline Decline COE
Policy Link Information	<ul style="list-style-type: none"> Admissions, Enrolments and Fees Policy
Who can you escalate to?	<ul style="list-style-type: none"> Team Leader Academic Programme Manager Timetabling Scheduler Student Finance Senior Administrator
Work Instructions	

S5. Check 4 - Perform a tuition calculation

Objective	It is important to perform a tuition calculation of fees to give an updated view of the student's tuition fees and if the change request has initiated a refund or charge of fees. This must be performed after every successful enrolment/withdrawal attempt.
What are the first steps	<ol style="list-style-type: none"> 1. Complete the change request in the COE for a successful outcome. 2. Check the current view of the students account to see if there are any current refunds/charges for the semester 3. Perform a tuition calculation via Tuition Calculation for the correct Career and semester record.
What to do next	If the tuition calculation indicates a refund for the semester and change request course:
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	If the tuition calculation indicates a refund for the semester and change request course:
	<p>Check to see what the refund is applying to:</p> <p>If the refund amount advises FEES FREE:</p> <ol style="list-style-type: none"> 1. Make relevant notes on the COE advising of the amount and that this is FEES FREE 2. Complete COE <p>If the refund amount advises Studylink:</p> <ol style="list-style-type: none"> 1. Make relevant notes on the COE advising of the amount and that this is Studylink 2. Assign COE to International Student Finances step 7 if student is International otherwise; 3. Assign COE to Student Finance <ol style="list-style-type: none"> a. Step 8 - Studylink loan b. Step 9 - Other payments <p>If the refund amount advises Tuition fees:</p> <ol style="list-style-type: none"> 1. Make relevant notes on the COE advising of the amount 2. Assign COE to International Student Finances step 7 if student is International; otherwise <p>Assign COE to Student Finances step 9</p>
	If the tuition calculation indicates no refund or a charge on the account
	<ol style="list-style-type: none"> 1. Make relevant notes on the COE advising no refund due 2. Complete COE
Policy Link Information	Admissions, Enrolments and Fees Policy
Who can you escalate to?	Student Finance, Student Finance – Studylink, International Student Finance
Work Instructions	