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1 Introduction
This document focuses on the Business Processes supporting Enrolment Online and has been provided to communicate and improve the understanding of the processes that were developed and accepted as part of the Enrolment Online project.

This document can be used in conjunction with training materials to incorporate into the daily operational processes of staff in both the central services areas and in Schools and Portfolios.

These processes should be implemented from October 17
2005, the start of Enrolment Online at RMIT.

It is important to remember that not all students will be using Enrolment Online to enrol during this enrolment period. The processes documented here are focused primarily on those processes that are required to support Enrolment Online. This document does not supply detailed information on the face-to-face enrolment processes.

Where appropriate the full process diagram and supporting documentation have been included. If a process has been unaffected by the implementation of Enrolment Online or the process is entirely in the hands of the student a brief outline is provided.

The details of each process discussed here are documented in individual papers and can be found by referring to the process number that follows the name i.e. Add Class (4.6.2) at www.rmit.edu.au/slc under Project Information.

Throughout this document you will come across boxes like this one. The information in these boxes highlights important details about the process.
2 Admissions

This process outlines the admissions process for domestic (direct) and international students (the initial implementation of Enrolment Online does not include commencing Undergraduates).

New students apply to attend RMIT University and when offered a place they are advised as to the next steps to enrol.

**Domestic Admissions (Direct only)**

1. **Application**
   A new student wants to apply to attend RMIT. Students can apply at any time, but the main application period occurs after the Open Day at RMIT that is held in August each year.

2. **Student Applies**
   The student submits an application for direct admission to a program/course to the Admissions department.

3. **Record the Application**
   The application is processed and recorded in PeopleSoft. This information includes name and contact details, program/course details, study options i.e. part/full time and payment options i.e. full fee paying/Commonwealth Supported.

4. **Send Acknowledgement Letter**
   The student is sent a letter of acknowledgement for their application with information about what they can expect to occur next i.e. instructions to wait for further communications.

5. **Collect Applications**
   The selections officer for each program collects the applications from the Admissions department.
6. **Assess Applications**  
The applications are assessed according to the requirements of the programs/courses the applicant has indicated they wish to study.

7. **Offer Made?**  
There can be several outcomes from the assessment of an application.

<table>
<thead>
<tr>
<th>Decision</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer</td>
<td>Offer is made</td>
</tr>
<tr>
<td>Deny</td>
<td>Unsuccessful application</td>
</tr>
<tr>
<td>Conditional</td>
<td>Offer is made with conditions i.e. provision of results</td>
</tr>
<tr>
<td>Application cancelled</td>
<td>Unsuccessful i.e. withdrawn</td>
</tr>
<tr>
<td>Pending</td>
<td>Decision is pending</td>
</tr>
<tr>
<td>Application revocation (Admin error)</td>
<td>Unsuccessful</td>
</tr>
</tbody>
</table>

8. **Send Deny Notification**  
A letter is sent to the applicant explaining the decision for the unsuccessful application.

9. **Send Offer (and Enrolment Online or Face-to-face Enrolment Notification)**  
If the offer is conditional, instructions about the conditions they must meet to enable their enrolment are included in the offer letter. Enrolment Notification (Face-to-face or EOL) is also sent if the documentation is available at the time the offer letter is sent. If the Enrolment Notification documentation is not available at this time it will be sent in a second mail out. The type of documentation to be sent will be determined by the program into which the student is to enrol. For Enrolment Online students, the following will be sent out:

- Offer letter
- Copy of Aspire Brochure for commencing students (this version includes important information including Enrolment Online instructions)
- Program Summary Information detailing program structure
- Commonwealth Assistance Form and return envelop (if the student is offered a Commonwealth Supported Place)
- HELP Booklet (if the student is offered a Commonwealth Supported Place)
- Other information will vary according to program

Until all programs are available for Enrolment Online, Admissions must check the EOL programs list to determine the appropriate documentation required by the student i.e. face-to-face or EOL.

10. **Conditional Offer?**  
Is the offer made to the student conditional? i.e. based on the provision of prior results or a portfolio of work.

11. **Matriculate**  
The successful applicant is matriculated, a process in PeopleSoft that creates a record of the student in the Student Records module. This process triggers the creation of an NDS account for the new student.

12. **Meet Conditional Requirements**  
The Student provides the information required to support their application based on the conditions set out in their offer. This may be to provide results or perhaps a portfolio of work.

13. **Check Conditions and Notify Admissions**  
The Selection Officer checks that the student has met the conditions of their offer and advises the Admissions department that the student is now eligible to enrol.

14. **Matriculate Conditional Offer**  
The successful applicant is matriculated, a process in PeopleSoft. This triggers the creation of an NDS account for the new student. This should not be performed unless the student has met the conditions of their offer as advised by the Selection Officer.

15. **End**  
The Student has either been admitted and received instructions on their next steps to enrol or has been advised that their application has not been successful.

Any students remaining in the system with an ‘offer’ status (i.e. Offer, Conditional or Pending) will be required to be updated to an appropriate status (WADM) prior to the start of the next admissions period. This will ensure a clean database is maintained and records are not matriculated unnecessarily.
1. **Application**  
   A new student wants to apply to attend RMIT.

2. **Student Applies**  
   The student submits an application for admission to a program/course to RMIT International.

3. **Record the Application**  
   The application is processed and recorded in Semaphore.

4. **Perform Assessment**  
   RMIT International assesses the application. This involves preliminary checking of academic performance and ability to speak/understand English.

5. **Research, Advanced Standing or Folio based?**  
   If the application is in one of the groups: Research, Advanced Standing or Folio based, a selections officer further assesses the applications.

6. **Assess Application**  
   The applications are assessed according to the requirements of the programs/courses the applicant has indicated they wish to study.

7. **Offer Made?**  
   There can be several outcomes from the assessment of an application, refer to step 7 in Domestic Admissions (Direct only) for details.

8. **Pathway consideration?**  
   If no offer is made the application will be assessed for other options before any decision letter is sent to the applicant.

9. **Send Decision Notification**  
   A letter is sent to the applicant explaining the decision for the unsuccessful application.
10. Send Offer/Welcome to RMIT
The offer is sent to the successful applicant. If the offer is conditional, instructions about the conditions they must meet to enable their enrolment are included in the offer letter.

11. Accept Offer
The student accepts the offer by returning a signed form of acceptance and making a payment as a deposit.

12. Process the acceptance
When the student accepts the offer it is processed into PeopleSoft, thus creating a student ID and financial account to process the deposit payment against.

13. Conditional Offer?
Is the offer made to the student conditional? i.e. based on the provision of prior results or essay/portfolio of work.

14. Matriculate
The successful applicant is matriculated, a process in PeopleSoft that creates a record of the student in the Student Records module. This process triggers the creation an NDS account for the new student.

15. Meet Conditional Requirements
The Student provides the information required to support their application based on the conditions set out in their offer. This may be to provide results or perhaps a portfolio of work.

16. Check Conditions are met
RMIT International checks that the student has met the conditions of their offer and determines if the student is now eligible to enrol.

17. Matriculate Conditional Offer
The successful applicant is matriculated, a process in PeopleSoft. This triggers the creation of an NDS account for the new student. This should not be performed unless the student has met the conditions of their offer as advised.

18. Send Enrolment Notification and Visa Documents
The student is sent documentation regarding their Visa requirements and also their enrolment notification. This may include instructions about how and when they will enrol at a face-to-face session or how to enrol online. The type of documentation sent is determined by the program, however basic information for Enrolment Online students is listed below:

- Offer letter
- Copy of Aspire Brochure for commencing students (this includes important information including Enrolment Online instructions)
- Program Summary Information detailing program structure

Until all programs are available for Enrolment Online, Admissions must check the Enrolment Online programs list to determine the appropriate documentation required by the student i.e. face-to-face or Enrolment Online.

19. End
The Student has either been admitted and received instructions on their next steps to enrol or has been advised that their application has not been successful.

Any students remaining in the system with an 'offer' status (i.e. Offer, Conditional or Pending) will be required to be updated to an appropriate status (WADM) prior to the start of the next admissions period. This will ensure a clean database is maintained and records are not matriculated unnecessarily.
3 Enrolment / Re-enrolment

Existing students must re-enrol prior to the commencement of the new academic year to confirm their place and choose their courses for the following year. New students have been offered a place and must enrol to confirm their place.

Enrolment (4)

This process touches on the core activities that occur for student enrolment.

1. Student to enrol
   The Student has been admitted or is a returning student and will enrol.

2. Enrolment Preparation (4.1)
   The preparation required for enrolling/re-enrolling is undertaken. This includes documentation, Enrolment Online and enrolment venues etc.

3. Start Enrolment (4.3)
   The student will login to Enrolment Online or attend an enrolment venue.
   For the face-to-face enrolment sessions this sub process equates to station 1.

4. Provide Academic Advice (4.4)
   The student can view their program details and history.
   For the face-to-face enrolment sessions this sub process equates to station 2.

5. Payment Options (4.5)
   The student will provide details of the payment option they intend to follow while studying their program.
   For the face-to-face enrolment sessions this sub process equates to part of stations 3 & 4.

6. Enrolment (4.6)
   The student will enrol in courses.
   For the face-to-face enrolment sessions this sub process equates to part of stations 3 & 4.
7. **Confirmation of Enrolment (4.7)**
The student is issued with a Confirmation of their enrolment.
For the face-to-face enrolment sessions this sub process equates to part of station 5.

8. **Student ID Card (4.8)**
The student is issued with a student ID card or update sticker.
For the face-to-face enrolment sessions this sub process equates to part of station 5.

9. **Student Timetabling (4.9)**
The student timetables into classes using STS.

10. **Data Validation & Error Correction (4.10)**
The enrolment data is validated and any errors are corrected.

11. **End**
The Student has completed enrolment.
4 Enrolment / Re-enrolment Preparation

This section covers all of the preparation activities required to be completed to enable students to enrol at RMIT.

Enrolment Preparation (4.1)

The activities required to prepare for enrolment (new students) differ to the preparation activities for re-enrolling (current) students. The following two sections, Prepare Enrolment (4.1.1) and Prepare Re-Enrolment (4.1.2) outline these preparation activities in more detail.

An additional reporting activity that will take place prior to and during the enrolment period is to proactively monitor the debt of the students using Enrolment Online. A targeted communication strategy reminding students to pay prior to enrolment will be undertaken as necessary.

Prepare Enrolment (4.1.1)

This process covers preparation for commencing student enrolment.

1. Enrolment Preparation (4.1)
   The preparation activities for new enrolling students will begin. The students have been matriculated in PeopleSoft.

2. Overnight NDS creation
   All new students matriculated into the PeopleSoft Student Records module are assigned an NDS account overnight.

3. Prepare Enrolment Stationery (4.1.3)
   The enrolment stationery is prepared. This includes Aspire, program summaries etc.
4. **Schedule Enrolment Sessions (4.1.2.1)**
The enrolment sessions are defined and setup via the Web Scheduling application. Sessions will be scheduled for Enrolment Online students as a contingency.

5. **Prepare Enrolment Notification (4.1.2.2)**
The communication to students would differ if they are to be involved in Enrolment Online. At this point the Enrolment Online enabled programs and the students to be involved in these programs are known.

6. **Apply citizenship NSI**
An NSI is applied to the student record to track when their proof of citizenship is provided. Their citizenship is recorded as part of their application so the NSI is used to check that proof is sighted by RMIT.

7. **Enrolment Online?**
Is the program an Enrolment Online enabled program and does the student fit into the New Post Graduate Coursework onshore cohort that is supported for the initial implementation of Enrolment Online?

8. **Commonwealth supported place?**
Is the student payment option a commonwealth supported place option? The student status code is assumed for full fee paying students.

9. **Provide a CAF (4.5.1)**
The student is required to provide CAF details prior to enrolment, if they are offered a CSP. When these details are received by RMIT, the student record is updated accordingly.

10. **Provide proof of citizenship (4.5.2)**
The student is required to provide proof of citizenship. This proof can be provided after enrolment and will be monitored via the citizenship NSI.

11. **Term Activation (4.2)**
The student is term activated into the program ready for enrolment activity. This is determined by the fact that a status code exists on file for the student.

12. **Generate Enrolment Form/Checklist (4.1.4)**
The enrolment forms are produced for face-to-face enrolling students and a checklist is assigned to Enrolment Online enrolling students. The Enrolment Online students will be added to the Enrolment Online Student Group.

13. **End**
Enrolment preparation is complete.
**Prepare Re-Enrolment (4.1.2)**
This process covers preparation for returning student enrolment.

1. **Enrolment Preparation (4.1)**
The preparation activities for re-enrolling students is initiated.

2. **Term Activation Clean Up**
This cleans up the database by removing any term activation records of students who have not enrolled for the current year.

3. **Administrative Withdrawal**
This process cleans up the database by discontinuing students from programs where they no longer have current enrolments (for the current year).

4. **Prepare Enrolment Stationery (4.1.3)**
The enrolment stationery is prepared. This includes Aspire, re-enrolment brochures, program summaries, etc.

5. **Schedule Enrolment Sessions (4.1.2.1)**
The enrolment sessions are defined and setup via the Web Scheduling application. Sessions will be scheduled for Enrolment Online students as a contingency.

6. **Prepare Enrolment Notification (4.1.2.2)**
The communication to students would differ if they are to be involved in Enrolment Online. At this point the Enrolment Online enabled programs and the students to be involved in these programs are known.

7. **Term Activation (4.2)**
The Mass Term Activation process is initiated. The student is term activated into the program ready for enrolment activity.

8. **Generate Enrolment Form/Checklist (4.1.4)**
The enrolment forms are produced for face-to-face re-enrolling students and a checklist is assigned to Enrolment Online re-enrolling students.

9. **End**
Re-enrolment preparation is complete.
**Schedule Enrolment Sessions (4.1.2.1)**

This process covers Enrolment Session Scheduling.

An additional activity that is being adopted by the Schools and Portfolios with the implementation of Enrolment Online is to offer students the opportunity to attend pre-enrolment, information or advisement sessions. These will be used to communicate both enrolment and academic information.

There is no impact on the process used to schedule enrolment sessions by the implementation of Enrolment Online. Enrolment Online students will be scheduled into a session only as a contingency.

---

1. **Prepare Enrolment (4.1.1) / Re-Enrolment (4.1.2)**
   For enrolment to occur the Courses are designed and approved and then created in PeopleSoft (forms part of the Course Catalogue). Course creation is owned and performed by Academic Registrars Group. A Course offering is made by assigning items like: the year the course will run, the semester of the year it will run and the campus (this forms part of the Course Catalogue). In PeopleSoft, enrolment is achieved by enrolling in classes not courses. Therefore a class schedule is created and a Class ID is assigned (the Class ID is automatically created sequentially).

2. **Download Numbers extract**
   The Program numbers report is run. This report identifies the estimated number of students enrolling for each academic program. This information is used by the Portfolio staff to schedule enrolment sessions based on the numbers that will be attending.

3. **Download Facilities extract**
   The Facilities extract is run. This identifies the building information required for enrolment sessions to be scheduled.

4. **Download Programs extract**
   The Program extract is run. This identifies the programs that are to be included in enrolment sessions.

5. **Setup User Access**
   The Web Scheduling application is prepared for access by all of the Portfolio users.
6. **Upload data to Web Scheduling**  
The numbers, programs and facilities data is loaded into the Web Scheduling application.

7. **Train Student Centre Staff**  
The Student Centre staff are trained to use the Web Scheduling application.

8. **Review Scheduling**  
The Portfolio Liaison team reviews the scheduling of the enrolment sessions.

9. **Provide Feedback on Scheduling**  
The Schools review & provide feedback to the Portfolio regarding the scheduling of the enrolment sessions.

10. **Finalise Scheduling**  
The Portfolio Liaison team check and finalise the scheduling of the enrolment sessions.

11. **Complete Data Entry for Scheduling**  
The Student Centre staff complete the data entry of scheduled enrolment sessions.

12. **Lock down Web Scheduling**  
The Web Scheduling application is locked down so that the Portfolio staff can no longer change the sessions.

13. **Update PeopleSoft**  
The Web Scheduling application was implemented to eliminate data errors from people entering schedules directly in PeopleSoft and also to provide a web based user friendly interface. The schedules are then interfaced back into PeopleSoft.

14. **End**  
The class scheduling is complete.

---

**Prepare Enrolment Notification (4.1.2.2)**

This process covers the preparation of enrolment notifications that are sent to the students to inform them of the next steps involved to enrol.

It is envisaged that the enrolment notification will be provided separately to the students from their offer letter. However at a future date these two notifications could eventually merge into one if the timing of information availability can be adjusted to be ready at the same time i.e. if enrolment sessions (dates/times) can be known at the time offers are made. Refer to the Admissions section earlier in this document.

Two extracts will be created to cater for the different communication required for Enrolment Online students and Face-to-face students. The students in the Enrolment Online Student Group in PeopleSoft will be notified about online enrolment.
1. **Prepare Enrolment (4.1.1) / Re-Enrolment (4.1.2)**
The preparation activities for enrolling students is underway.

2. **Load Schedule into PeopleSoft**
The schedule for the enrolment sessions is loaded into PeopleSoft.

3. **Allocate Students to Sessions**
The students are matched with the enrolment sessions based on the program they are studying.

4. **Extract Notifications**
A file is created containing the sessions and the students allocated to the sessions.

5. **Merge File with Word Document**
The file containing the students and sessions is merged with a word document.

6. **Extract Enrolment Online Notifications**
A file is created containing the Enrolment Online sessions and the students allocated to the Enrolment Online sessions.

7. **Merge Enrolment Online File with Word Document**
The file containing the Enrolment Online students and sessions is merged with a word document.

8. **Combine Notification with other documents**
The notifications are combined with the other enrolment documentation that is to be sent to the student.

9. **Send Notifications**
The notifications are mailed out to the students.

10. **End**
The notifications have been sent to the students.
**Prepare Enrolment Stationery (4.1.3)**

This process covers the preparation of the enrolment documents that are made available at enrolment sessions or prior to enrolment.

The enrolment guide has been developed as four separate versions:
- Enrolling face-to-face (Aspire)
- Enrolling via Enrolment Online (Aspire)
- Re-enrolling face-to-face
- Re-enrolling via Enrolment Online

This caters for the specific details that are required to be communicated to students depending on their method of enrolment.

Students who have been identified to use Enrolment Online will also receive the following documentation:
- Welcome/Welcome back letter
- Program summary
- CAF/Fee payment forms
- Commonwealth Booklets
- Portfolio/School specific documentation

The preparation of this stationery is the responsibility of Student Records.

**Generate Enrolment Form/Checklist (4.1.4)**

Enrolment forms are generated for students enrolling Face-to-face and Checklists are assigned to student records within PeopleSoft for students enrolling online.

The checklist is used to control access to enrolment transactions after the student has logged into Enrolment Online. The student is required on an annual basis to accept the privacy and responsibilities statement and to check their personal details etc before they can commence enrolment/re-enrolment. The checklist will guide the student through the following steps:

- Privacy and Responsibilities
- Verify Academic Program
- Verify Personal Information
- Maintain Addresses
- Maintain Telephone numbers
- Verify Email address
- Maintain Emergency Contacts
- Maintain Statistical data (DEST)
- Enrolling for semester 1 and 2

**Note:** the checklist leads the student through the steps but does not enforce entry at every stage i.e. they will be shown semester 2 but may choose not to enrol in semester 2.
1. **Prepare Enrolment (4.1.1) / Re-Enrolment (4.1.2)**
The preparation activities for enrolling students is underway.

2. **Enrolment Online students?**
Will enrolment forms be produced for face-to-face enrolments or will checklists be assigned for Enrolment Online students?
Enrolment Online students are identified based on a student group.

3. **Schedule Printing**
The printing schedule is determined according to the enrolment sessions.

4. **Separate offshore, RLOA, Ext Mode students**
The enrolment forms for offshore, RLOA (Returning Leave of Absence) and External Mode students are prepared separately from other re-enrolling students.

5. **Sort schedule**
The schedule for producing the enrolment form files is sorted by date and career.

6. **Generate enrolment form files**
The files containing the enrolment form information are generated.

7. **Check files and resolve issues**
The files produced are checked for accuracy and completeness.

8. **Print forms and collate**
The enrolment forms are printed and collated according to Portfolio.

9. **Courier forms to Hubs**
The forms are sent to each Hub in readiness for the enrolment sessions.

10. **Assign checklists**
The assign checklist process is executed in PeopleSoft.
11. Add to Enrolment Online group
The student is assigned access to the Enrolment Online application and PeopleSoft by being included in the Enrolment Online student group.

12. End
The enrolment form generation / checklist assignment is complete.

**Term Activation (4.2)**
This process covers Term Activation. Mass Term Activation applies for re-enrolments whereas term activation needs to be done individually for new enrolments. The following two sections, Term Activate New Students (4.2.1) and Term Activate Current Students (4.2.2) outline these activities in more detail.

**Term Activate New Students (4.2.1)**
This process covers Term Activation for new students. This can occur via a manual or automatic method. Students are term activated only if they have a student status code and matriculation row on their student record.

1. Term Activation (4.2)
Term Activation needs to be done prior to any enrolment transaction.

2. Enrolment Online?
Is the student identified as accessing Enrolment Online? If not, the enrolment form will be used to term activate the student.

3. Term Activate (manually)
The student has submitted an enrolment form which will trigger the term activation to occur within PeopleSoft. Each student is activated individually.
4. **Student Status Code Exists?**
   Does the student record have a Student status code? This may be the default that was provided during application/admissions and will be assumed correct until the university is otherwise notified.

5. **Provide CAF**
The student needs to provide a CAF to have their student status recorded before they can be term activated.

6. **Term Activate (automatically)**
   Where the student is involved in a program enabled for Enrolment Online and they have a valid status code and Matriculation row, they will be term activated.

7. **Process log Errors?**
   For the automatic term activation process, check the logs for processing errors.

8. **Error Resolution**
   Resolve any errors that may have arisen during the term activation, either manually or automatically.

9. **End**
   Term activation is complete.

---

**Term Activate Current Students (4.2.2)**

This process covers Term Activation for current students. It is known as Mass Term Activation.

Each year existing students are term activated into their current program of study, this enables enrolment transactions (add/drop classes) to be processed against their student record in PeopleSoft. This process is managed by SLC Operations.

This process is not impacted by the implementation of Enrolment Online, apart from being brought forward several weeks.
5 Start Enrolment / Re-enrolment
This section covers the steps that would normally be undertaken during Station One of a face-to-face enrolment.

Start Enrolment (4.3)
This process covers the activities that are undertaken at the start of enrolment (station one). The following section, Start Enrolment (4.3.1) / Start Re-Enrolment (4.3.2) outlines these activities in more detail.

Start Enrolment (4.3.1) / Start Re-Enrolment (4.3.2)
Students enrolling online have received their enrolment notification and can login to Enrolment Online. They are shown the Welcome page and instructed to complete the checklist, the first step of which is to accept the Privacy and Responsibilities statements before continuing through the Bio-Demo information and then onto enrolling.

1. Start Enrolment (4.3)
The Student will be enrolling/re-enrolling at RMIT University.

2. Receive notification of enrolment/re-enrolment
The student receives notification of the enrolment, including method, time and location if applicable.

3. Online Re-enrolment?
Is the student eligible to enrol online?

4. Arrive at enrolment venue
The student arrives at the enrolment venue.
5. Collect enrolment form
Student collects enrolment form and other documentation.

6. Login to Enrolment Online (4.3.3)
The Student will login to the Enrolment Online application via the web.

7. Yes to Privacy and Responsibilities Statements?
The Student must answer “yes” to the privacy and responsibilities statement in order to progress with Enrolment Online. At the start of every year the student will be directed to confirm their current details (Personal details, Address, Telephone numbers, Email address, Emergency contact numbers, Statistical details and Program) and accept the privacy and responsibilities statement.

8. Manage Bio Demo Details (6.2)
The Student will check their Bio Demo Details against the university records.

9. Support (4.11)
The Student can seek support during the online enrolment process. The error resolution may result in the student going back into Enrolment Online to complete the process or they may be directed to a form based resolution.

10. End
The Student has completed the initial stages of enrolment.

**Login and Out of Enrolment Online (4.3.3)**
The student uses their Student Id (prefixed with 'S') as their Username and their NDS account password to access Enrolment Online. (When first attending RMIT the initial password is date of birth in the format: YYYYMMDD). The student Id is checked against PeopleSoft and the Id and password are validated against their NDS account.

Students must be active in an Enrolment Online enabled program and have an Enrolment Online checklist setup in PeopleSoft in order to enrol online.

When selecting an external link (i.e. Email, Timetabling) from within Enrolment Online, students will be automatically logged out of Enrolment Online. And if they remain in Enrolment Online but don’t do anything for five minutes they will be logged out.

**Provide CAF (4.5.1)**
This process covers a student providing their CAF details to RMIT upon commencement.

All Commonwealth Supported students must provide these details prior to enrolling. An NSI is added to all Commonwealth Supported student records at the time of matriculation if the CAF details have not been provided upfront.

An NSI prevents the execution of enrolment transactions via Enrolment Online until CAF details are provided.
1. **Prepare Enrolment (4.1.1) / Change Program (6.1.1) / Change Payment Option (6.8.1)**
   The triggers for a student to provide a CAF are:
   - New student enrolling
   - Changing Programs
   - Changing Payment Options (Change Fund Source)

2. **Online?**
   Is the student eligible to use EOL?

3. **Complete CAF and submit (post)**
   The student completes the CAF and returns it via post to RMIT.

4. **Complete and submit CAF form**
   The student returns a completed CAF to RMIT.

5. **Process CAF form**
   The CAF form is processed in PeopleSoft.

6. **Remove Service Indicator**
   The NSI is removed from the student record.

7. **End**
   The Student has provided their CAF details.
**Provide Proof of Citizenship (4.5.2)**
This process covers the student providing proof of their citizenship to RMIT.

All students required to provide proof of citizenship will have an NSI added to their student records during enrolment preparation.

Proof of citizenship is not required prior to enrolment. An NSI will be monitored to capture students who are yet to provide proof.

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1. **Prepare Enrolment (4.1.1) / Change Program (6.1.1)**
The Student will be enrolling at RMIT University or changing their program.

2. **Present proof of citizenship**
The student provides proof of their citizenship.

3. **Remove Service Indicator (6.2.4)**
The service indicator tracking the provision of proof of citizenship is removed from the student record.

4. **Validate/update citizenship**
The citizenship is checked in PeopleSoft and if required, updated to reflect the documented proof.

5. **End**
The Student has provided their citizenship details.
6 Provide Academic Advice

This section covers the steps that would normally be undertaken during Station Two of a face-to-face enrolment.

Provide Academic Advice (4.4)

This process covers the provision of academic advice to students. Students are given advice and support in selecting their courses for the coming academic year based on the courses they have completed and the program of study they are yet to complete.

Several pieces of information are vital to assist the decisions to be made. These include: Academic History (results and progression recommendations), the Program Plan (courses, pre/co requisites, and completion requirements), and Electives (possibly from a university wide list).

Students using Enrolment Online will be able to access this information online via the Academic History and Student Program menu options.
5. Discuss program progression
Based on the program structure both the academic and the student determine what courses the student has completed and which courses are remaining.

6. Select courses
The student then selects which courses they wish to undertake in the following academic year with advice from their academic advisor.

7. Authorise and sign the Course Selection Template
Both the student and the academic are required to sign the Course Selection Template, and authorise the enrolment.

8. Confirm Program?
The Student will check the program shown online is the correct one for them to enrol into.

9. View Academic History?
The Student may choose to view their academic history details.

10. View Academic History (4.4.1)
The Student can view their academic history details.

11. View Program?
The Student may choose to view the program structure details.

12. Student Program (4.4.2)
The Student can view their program details.

13. Support (4.11)
The Student can seek support during the process. The error resolution may result in the student going back into Enrolment Online to complete the process or they may be directed to an alternative resolution.

14. End
The provision of academic advice is complete.

View Academic History (4.4.1)
This process outlines the steps taken by a student to view their academic history online.

Students can see all prior official results, back as far as 1995. This includes summer and spring terms. Results are released and visible through Enrolment Online only after the confirmation of results date has been reached. Refer to the Academic Calendar for this date.

The information provided includes the courses taken, grades achieved and units taken. A running total of units taken are available via the printed version of this option.

View Student Program (4.4.2)
This process outlines the steps taken by a student to view their student program online.

Students are sent a Program Summary for the program they are currently active in, that sets out: program information, student responsibilities and the program structure. This is designed to assist the student with their online enrolment.

Classes are shown regardless of whether or not they have a class number allocated. If the class number is blank, the class is not being offered in that semester.
7 Class Enrolments
This section covers the steps that would normally be undertaken during Station Three and Four of a face-to-face enrolment.

**Enrolment (4.6)**
This process covers the activities required for students to enrol in courses.

The data checking that takes place at Station three is now performed by the Enrolment Online application. Refer to the Add Class (4.6.2) section for specific details.

The Station four data entry task is now performed by the student directly into PeopleSoft via Enrolment Online.

At the end of the enrolment period, a Late Enrolment NSI will be assigned to all student records that are term activated but are without an enrolment. Students trying to enrol online after this time will need to follow the late enrolment process before they can continue, refer to the section Late Enrolment (4.6.4) for more details of this process.

Otherwise students can search for classes and add/drop classes to their enrolment within the enrolment period.

1. **Student Enrolment (4)**
The Student will be enrolling at RMIT University.

2. **Late Enrolment NSI Activation (4.6.5)**
A process is run to apply a Late Enrolment Negative Service Indicator where a student is term activated but has not enrolled within the prescribed enrolment period.
3. **Late Enrolment?**  
Is the student enrolling after the prescribed enrolment period?

4. **Late Enrolment (4.6.4)**  
The student will be enrolling after the prescribed enrolment period and so must seek approval before the NSI can be removed.

5. **Late Enrolment granted?**  
Has the student been granted the opportunity to enrol late?

6. **Class Search?**  
Does the student want to search for a class?

7. **Class Search (4.6.1)**  
The student will do a class search to locate a class number.

8. **Add Class?**  
Does the student want to add a class to their enrolment?

9. **Add Class (4.6.2)**  
The student will add a class to their enrolment.

10. **Drop Class?**  
Does the student want to drop a class from their enrolment?

11. **Drop Class (4.6.3)**  
The student will drop a class from their enrolment.

12. **End**  
The Student has completed their enrolment.

---

**Class Search (4.6.1)**  
This process covers a student searching for classes online.

When selecting classes, students will be provided a provisional timetable from which to base their selections. Information will be provided at Enrolment Online go live time, as to when the timetable will be finalised so that students understand when they can timetable into classes and do related variations.

The student enters their selection criteria in at least one of the following fields and the results are limited to the Career/Semester already selected by the student. Wildcard searches are allowed and students should lessen the detail entered if they are not getting results as expected.

- Subject area
- Catalogue number
- Class number
- Course title
- Campus

The student can select a class from the results and subsequently see the course details. The results include the class number, course ID, course title, mode of attendance, start and end dates and course location (campus).

---

**Add Class (4.6.2)**  
This process covers a student adding a class to their enrolment online.

If the Student has multiple programs active they must select the program that this class will relate to. Each course that is added from this point forward will be related to the program chosen. Students are only shown programs that they are currently active in. If there is any issue with the details they are shown, the student will need to contact the Student Centre Helpline or Hubs for assistance.
Students who wish to enrol into concurrent programs (but are only in one at present) will be required to gain authorisation from the school/s to do so and then complete an Enrolment form for the new program.

The Student then selects the semester into which they will enrol. The student must be term activated for the current or future semesters if they are to use Enrolment Online. The student is shown the semesters based on the career/s in which they are active.

Enrolment Online will use the upper limit of 60 credit points (72 for doubled degrees) and the lower limit of 1 credit point per program to manage load.

Several enrolment restrictions are enforced when the student uses Enrolment Online:

<table>
<thead>
<tr>
<th>Override</th>
<th>Description</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Date</td>
<td>Used to back date an enrolment.</td>
<td>Enrolment Online will not permit courses to be added after census date (the Add button will not be visible/selectable).</td>
</tr>
<tr>
<td>Career</td>
<td>Used to enrol into a course outside the career of study.</td>
<td>Enrolment Online will not permit courses outside of the career of study to be selected.</td>
</tr>
<tr>
<td>Class Limits</td>
<td>Used to enrol a student into a full class.</td>
<td>Enrolment Online will not permit enrolment into full classes.</td>
</tr>
<tr>
<td>Service Indicator</td>
<td>Several indicators exist and are referred to in the section Remove Service Indicator (6.2.4)</td>
<td>Enrolment Online will not permit enrolment when a service indicator with enrolment impacts is active.</td>
</tr>
<tr>
<td>Unit Load</td>
<td>Used to allow a student to exceed their unit load.</td>
<td>Enrolment Online will not permit enrolment outside the upper limit of 60 credit points (72 for Double degrees) and the lower limit of 1 credit point to manage load.</td>
</tr>
<tr>
<td>Repeat Rules</td>
<td>Used to stop enrolment into courses that have been failed three times.</td>
<td>Enrolment Online will not permit enrolment into courses that the student has failed three times previously.</td>
</tr>
</tbody>
</table>

The enrolment restrictions that are not enforced when the student uses Enrolment Online include:

<table>
<thead>
<tr>
<th>Override</th>
<th>Description</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permission</td>
<td>Used to restrict enrolment to courses that required explicit permission from an academic (as specified in the course catalogue).</td>
<td>Enrolment Online will permit enrolment into these courses.</td>
</tr>
<tr>
<td>Requisites</td>
<td>Used to enrol into courses without having completed Pre or Co-requisites.</td>
<td>Enrolment Online will permit enrolment into courses regardless of whether the student meets any Pre or Co-requisite requirements.</td>
</tr>
</tbody>
</table>

Where a penalty is applicable, the student is advised on screen and must accept the penalty in order to continue and have their enrolment recorded. If they do not accept the penalty, the enrolment is not recorded.

<table>
<thead>
<tr>
<th>Penalty Date</th>
<th>Description</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add deadline</td>
<td>Last day for students to add courses to their semester enrolment.</td>
<td>The Add button is disabled as at this date.</td>
</tr>
<tr>
<td>Census date</td>
<td>Last day for students to withdraw from courses and have the courses removed from their semester enrolment.</td>
<td>No penalty applies.</td>
</tr>
<tr>
<td>Last date for withdraw grade (W)</td>
<td>Last day for students to drop a course with financial penalty but without academic penalty.</td>
<td>Financial penalty applies.</td>
</tr>
<tr>
<td>Last date for withdraw fail grade (WF)</td>
<td>Last day for students to drop a course with both financial and academic penalty.</td>
<td>Financial penalty applies and a fail grade is recorded.</td>
</tr>
</tbody>
</table>
**Drop Class (4.6.3)**
This process covers a student dropping a class from their enrolment online.

The Student selects the program and semester for which they will drop a class/classes.

If the current date is past one of the penalty dates, the student is advised on screen and must accept the penalty in order to continue and have their drop recorded. If they do not accept the penalty, the drop is not recorded and the student remains enrolled in the course. Refer to the section Add Class (4.6.2) for penalty dates.

Enrolment Online will use the upper limit of 60 credit points (72 for doubled degrees) and the lower limit of 1 credit point per program to manage load.

The Student can only drop classes until there is one credit point remaining. If they wish to drop all classes they must follow the Cancellation of Enrolment (6.6) process or the Leave of Absence (6.4) process.

**Late Enrolment (4.6.4)**
This process covers late enrolment.

Students who attempt to enrol after the enrolment period need to provide a letter of explanation and gain approval in order for them to enrol. A Late Enrolment NSI will restrict enrolment online.

A Late Fee will be raised on an invoice however payment is not required prior to enrolment.
2. **Provide Letter of explanation**
The student contacts the School regarding the likelihood of enrolment. They write a letter outlining the reasons why they did not enrol within the prescribed enrolment period and attaches any supporting documentation such as medical certificates. If it is after the Semester census date the student would need to re-apply for admission to the program.

3. **Approved?**
The School considers the case made by the student and decides whether to support the student by endorsing the request for late enrolment. If the request is not endorsed, the School advises the student of the options available to them i.e. re-apply for admission or appeal against the decision.

4. **Advise student to reapply**
The student is advised of the outcome and will need to re-apply or appeal the decision.

5. **Communicate approval to be actioned**
The approval is communicated to Student Centre Operations to be actioned.

6. **Remove Service Indicator (6.2.4)**
The Late Enrolment Negative Service Indicator is removed.

7. **Raise late fee on account**
The late fee will be raised against the student account and will appear on the invoice. The student will be able to continue with enrolment without making the payment up front.

8. **Advise school when actioned**
The school is advised when the request has been actioned and the student will be able to enrol.

9. **Advise student to enrol**
The student is advised of the outcome and can enrol late. If they have Enrolment Online access they can enrol online otherwise they will be advised to come into the school and complete an enrolment form.

10. **End**
The student has completed their late enrolment.
8 Post Enrolment Activities
This section covers the steps that would normally be undertaken during Station Five of a face-to-face enrolment.

Confirmation of Enrolment (4.7)
This process covers the issuing of Confirmation of Enrolment notification to students. Students who access Enrolment Online will be able to produce an unofficial CoE however an official CoE is still required.

Official Confirmation of Enrolment (4.7.1)
This process covers the issuing of an official Confirmation of Enrolment notification to students.

Confirmation of Enrolment notifications are currently only provided at the time of initial enrolment and not necessarily after variations.

Students enrolling online can nominate when they have completed their enrolment and request a Confirmation of Enrolment.

The student will be able to request an official CoE once for each term/program. Once they have requested it online, the button will be greyed out and they will need to go to the Hub for any subsequent copies of their CoE.

1. Issue Confirmation of Enrolment (4.7)
The Student enrolment has been processed.
2. **Enrolment Online?**
Is the student accessing Enrolment Online for their enrolment? These students have the ability to nominate when a CoE is sent to them.

3. **Is the student onshore?**
Is the student an onshore student? This dictates if a confirmation is produced.

4. **Enrolment transaction?**
Is the transaction being processed an enrolment? If the transaction being processed is not an enrolment transaction i.e. an enrolment variation a confirmation is not produced.

5. **Do not put student into student group**
The student is not added to a student group for the generation of confirmation of enrolment.

6. **Enrolment complete?**
Has the enrolment been processed without errors? All errors must be resolved in order for a confirmation to be issued.

7. **Resolve issues**
All enrolment issues must be addressed prior to a confirmation being issued.

8. **Put student into daily student group**
The student is added to a daily student group for generation of a Confirmation letter.

9. **Produce CoE files**
Produce CoE files based on daily student groups each day.

10. **Send files to ITS Comms Officer**
Send the CoE files to the ITS Communications Officer for printing and mailing to students.

11. **First request for term/program?**
The student will be able to request an official CoE once for each term/program. Once they have selected it online the button will be greyed out and they will need to go to the Hub for any further requests for CoEs.

12. **Request CoE online**
The student has the ability to request an official CoE online. This request places them into a student group from which a CoE will be produced.

13. **Go to Hub and request CoE**
The student can go to the Hub and request a subsequent CoE.

14. **Print CoE**
The student goes to the Hub to request a copy of their CoE. If the student initiated the request at the School, they can either be redirected to the Hub or the School will request the Student Centre Operations team to print the CoE.

15. **End**
The Confirmation of Enrolment notifications have been provided.

**Unofficial Confirmation of Enrolment (4.7.2)**
This process covers the issuing of an unofficial Confirmation of Enrolment to students. Students using Enrolment Online can print their own Confirmation of Enrolment (Unofficial) directly from Enrolment Online by selecting the Enrolment menu option and the print icon.

**Issue Student Card (4.8)**
This process covers the issuing of Student ID Cards. Students require a Student ID Card in order to gain access to certain services provided by the university.

In the case of re-enrolling students, a sticker is supplied that can be attached to their existing student card. This sticker indicates the extended time period of their enrolment.

As Enrolment Online students may not be on campus when they enrol, they will need to visit a Hub prior to or shortly after start of semester to get their sticker or card.
1. **Student Enrolment (4)**
The student has completed their enrolment and the Hub will produce their student card/sticker. The student has a CoE.

2. **Existing student card?**
Does the student have an existing student card?

3. **Student takes CoE to Hub**
Student takes their CoE to the Hub and requests a student card.

4. **Student takes CoE & Card to Hub**
Student takes their CoE and their existing card to the Hub to request that it be updated.

5. **Validate Enrolment**
Staff at the Hub validate the student enrolment by checking the status on the system (PeopleSoft).

6. **Produce sticker for student card**
The Hub produces a sticker to be attached to the back of the student card, making it valid for the current year.

7. **Produce student card**
The Hub produces the student card with photo Id.

8. **End**
The student now has a valid student ID card for the current year.
**Student Timetabling (4.9)**
This process covers the student registering into classes.

| **Students will timetable into classes in the same fashion as they have always done via STS.** |

At the time of enrolling online there will be a provisional timetable by which they can base decisions regarding their enrolment. The release date of the final timetable will be published when Enrolment Online goes live and students can vary their enrolment accordingly when the final timetable is available.
9 Enrolment Support Activities

Data Validation (4.10)

With the introduction of Enrolment Online, several checks will be required to manage the accuracy of the data entered into PeopleSoft by the students. These reports should be run and actioned during the enrolment period and as deemed necessary at other times.

The reports that are available to Schools and Portfolios are listed below. The School/Portfolio will liaise with the student to have any issues resolved. For the most part it is anticipated that the student can correct the issues via Enrolment Online.

<table>
<thead>
<tr>
<th>Validation Required</th>
<th>Validation Method</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Requisites</strong>: Students who have not met the pre/co requisites for courses.</td>
<td>Go &gt; Manage Student Records &gt; Manage Academic Records (AUS) &gt; Rpt AMS A-K &gt; Academic History by Individual&lt;br&gt;An Academic History report based on the Enrolment Online Academic History design will be developed and accessible by staff. This can then be used to check that students have completed requisites.</td>
</tr>
<tr>
<td><strong>Permission</strong>: Students who have enrolled into courses that require permission from the School/Portfolio.</td>
<td>Go &gt; Manage Student Records &gt; Manage Academic Records (AUS) &gt; RptAMS L-Z &gt; Student List By Course &gt; Update/Display or Add&lt;br&gt;Run the report for any course that requires permission and check the students who have enrolled.</td>
</tr>
<tr>
<td><strong>Unit Load</strong>: Students who have enrolled into courses but are under/over load.</td>
<td>Go &gt; Manage Student Records &gt; Manage Academic Records (AUS) &gt; RptAMS L-Z &gt; Student List By Program &gt; Update/Display or Add&lt;br&gt;Compare the Load with the EFTSU.</td>
</tr>
<tr>
<td><strong>Unit Load – International</strong>: International students have Visa requirements to meet regarding load.</td>
<td>Go &gt; Manage Student Records &gt; Manage Academic Records (AUS) &gt; RptAMS L-Z &gt; Student List By Program &gt; Update/Display or Add&lt;br&gt;Compare the Fund Source (FS) with Load and EFTSU.</td>
</tr>
<tr>
<td><strong>Unit Load – TAFE</strong>: TAFE Students Load details (by hours).</td>
<td>This will be designed in phase 2 of the project and released when TAFE programs enrol for the 2007 academic year.</td>
</tr>
<tr>
<td><strong>Mode of Attendance</strong>: Identify students who have enrolled into a course offered in a particular mode i.e. International students who have enrolled into online courses.</td>
<td>Go &gt; Manage Student Records &gt; Manage Academic Records (AUS) &gt; RptAMS L-Z &gt; Student List By Course &gt; Update/Display or Add&lt;br&gt;Compare the Mode with the Fund Source (FS).</td>
</tr>
<tr>
<td><strong>Course Location</strong>: Students who have enrolled into a course at a location that differs from their program enrolment.</td>
<td>Go &gt; Manage Student Records &gt; Manage Academic Records (AUS) &gt; RptAMS L-Z &gt; Student List By Course &gt; Update/Display or Add&lt;br&gt;Compare the Home campus with the Course Campus.</td>
</tr>
<tr>
<td><strong>Full Year Enrolment</strong>: Students who have not enrolled in the full year i.e. missing semester 1 or missing semester 2 enrolments.</td>
<td>Go &gt; Manage Student Records &gt; Manage Academic Records (AUS) &gt; RptAMS L-Z &gt; Student List By Program &gt; Update/Display or Add&lt;br&gt;Check where a student has only one row, this means they have only enrolled in one semester.</td>
</tr>
<tr>
<td><strong>At Risk – failed twice</strong>: Students who have failed a course twice.</td>
<td>View &gt; Navigator Display &gt; Query &gt; AMS_ACAD_PERFORMANCE_1&lt;br&gt;Identify the failed courses that are listed more than once.</td>
</tr>
<tr>
<td><strong>At Risk – % of program failed</strong>: Students who have failed a percentage of their program courses in the term.</td>
<td>View &gt; Navigator Display &gt; Query &gt; AMS_ACAD_PERFORMANCE_2&lt;br&gt;Compare Total units passed with Total units attempted.</td>
</tr>
</tbody>
</table>
Reports that will be managed centrally include:

<table>
<thead>
<tr>
<th>Validation Required</th>
<th>Existing Validation Method</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Other Program</strong>: Students who have course enrolments but the program is not active as at the term start date for that term. OR Students who have two programs active but only one has the payment option against it.</td>
<td>Currently run by SLC Operations and actioned by Student Centre Operations (Oddies report 4)</td>
</tr>
<tr>
<td><strong>Invalid HECS / Career</strong>: Students who have inconsistent career and liability status values.</td>
<td>Currently run by SLC Operations and actioned by Student Centre Operations (Oddies report 10)</td>
</tr>
<tr>
<td><strong>Invalid Residency / Citizenship</strong>: Students who have inconsistent citizenship and residency values.</td>
<td>Currently run by SLC Operations and actioned by Student Centre Operations (Oddies report 12)</td>
</tr>
<tr>
<td><strong>Invalid Residency / Fund Source</strong>: Students who have inconsistent citizenship and fund source values.</td>
<td>Currently run by SLC Operations and actioned by Student Centre Operations (Oddies report 13)</td>
</tr>
<tr>
<td><strong>Australian Residence Address (International)</strong>: International students with no Australian Residence address.</td>
<td>The DESTPAC validation currently checks for missing addresses. The Statistics and Reporting division forward the list of missing addresses to Student Centre Operations for correction or entry.</td>
</tr>
<tr>
<td><strong>NSI Enrolment impact</strong>: Students who have an NSI that impacted their ability to enrol online.</td>
<td>Go&gt;Manage Student Records&gt;Manage Academic Records (AUS)&gt;Rpt AMS A-K&gt; EOL NSI Monitoring Report</td>
</tr>
<tr>
<td><strong>Graduating Students</strong>: Students who have provisionally completed but have enrolments for the coming year.</td>
<td>When the Graduation database records are updated into PeopleSoft some data validation is performed which highlights these students. The school is notified by the data cleansers to investigate.</td>
</tr>
<tr>
<td><strong>Citizenship NSI</strong>: Students who are yet to provide proof of citizenship.</td>
<td>Go&gt;Manage Student Records&gt;Manage Academic Records (AUS)&gt;Rpt AMS L-Z&gt; Service Indicator Report</td>
</tr>
<tr>
<td><strong>Audit Information</strong>: transactions that have been performed in the system i.e. to track what has been done and by whom.</td>
<td>TBA</td>
</tr>
</tbody>
</table>

Reports that are available for management purposes are:

<table>
<thead>
<tr>
<th>Validation Required</th>
<th>Validation Method</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enrolment Online statistics</strong>: Summary statistics on Enrolment Online activity i.e. the numbers of users, the number and types of transactions performed etc.</td>
<td>Go&gt;Manage Student Records&gt;Manage Academic Records (AUS)&gt;Rpt AMS A-K&gt; EOL Management Statistics Report</td>
</tr>
<tr>
<td><strong>Support statistics</strong>: Statistics regarding the number and types of calls received at each help desk. (ITS Helpdesk, Hubs and Student Centre Helpline)</td>
<td>Reports are run regularly from Infra and the SID database.</td>
</tr>
</tbody>
</table>

**Enrolment Support (4.11)**

This process covers the support offered to students during their enrolment. With the introduction of Enrolment Online, students may encounter issues that could comprise of technical or application issues, student record or academic enrolment issues.

Students have direct access to:
- Documentation mailed to them, including links to websites that provide more information
- Online Help
- Online FAQ (Frequently Asked Questions)
Students having difficulty logging on can reset their password via the web based password management webpage. If their password is not the problem, the student can contact the ITS Helpdesk for assistance.

The Student Centre Helpline and Hubs will be the primary contact point for other Enrolment Online issues.

1. Enrolment Online (4)
Throughout their enrolment, students may encounter issues with which they require assistance.

2. Logon Issue?
Is the problem logging into Enrolment Online?
When the student is at the logon screen and is having difficulty entering the application, the contact number shown is the ITS Helpdesk number, on all other Enrolment Online screens the contact number is the Student Centre Helpline number (1800 155 945).

3. Refer to Web based password management
The student can reset their password by going to the Web based password management web page. When a student has set up a challenge question they are able to solve their logon issue without further assistance by the Helpdesk.

4. Resolved by web based password management?
Has the student been able to solve their issue by accessing the web based password management tool?

5. Call/Email the Helpdesk
The student is having difficulty logging into Enrolment Online and places a support call with the Helpdesk.
The hours of operation of the helpdesk are 8am – 6pm.

6. Refer to online Help
The following screens have online help.
- Login Page
- Welcome Page
- Checklist page
- Personal Details Page
7. **Refer to FAQ**
The student can access a list of frequently asked questions.

8. **Resolved by online help/FAQ?**
Has the student been able to solve their issue by referring to the online help and/or FAQ?

9. **Contact RMIT**
The problem is not related to logging into Enrolment Online so the student is advised to contact the Student Centre Helpline or Hub. The hours of operation of the Student Centre Helpline are 8:30am – 5pm.

10. **Record the support call**
The call is logged into the appropriate system for tracking and statistical gathering purposes.

11. **Identify the problem**
The support staff will work through the problem with the student to determine the source of the issue. Where possible the student will be referred to the FAQs or online Help.

12. **Resolved?**
Is the issue resolved by the operator?

13. **Track and Follow up Support Call**
The Support staff track and monitor the call until it is resolved and closed.

14. **End**
The issue is resolved.
Late Enrolment NSI Activation (4.6.5)
This process covers the application of a Late Enrolment Negative Service Indicator to student records that have been term activated but have not enrolled within the enrolment period. This process will apply a late enrolment indicator to these students, therefore preventing them from enrolling online.

1. **Enrolment (4.6)**
Late Enrolment Negative Service Indicator needs to be set to control Late Enrolment.

2. **Setup NSI application process**
Setup process to identify students who are term activated but have not enrolled within the enrolment period. An NSI is to be applied to these students to control their enrolment.

3. **Run Process**
Run the process to apply the NSI to the selected records.

4. **Error Log**
Any errors?

5. **Error Resolution**
Resolve errors.

6. **End**
NSI activation is complete.
Note that once the administrative withdrawal process is run, a clean up will be performed to remove any remaining Late enrolment indicators. The census date then controls enrolment activity.
**Remove Service Indicator (6.2.4)**

This process covers the removal of a Service Indicator from a Student record (specifically service indicators that impede enrolment).

Enrolment Online shows the student the indicators that are preventing their enrolment. The student should address the reason for the indicator or seek advice or assistance from the Student Centre Helpline or Hubs.

Once the reason for the indicator has been identified, the appropriate advice/action can be undertaken. Actual removal of the indicator in PeopleSoft is performed by one of: FSG, the Student Centre Helpline, the Hubs or the Student Centre operations.

The Student is advised of the outcome of the investigation and can either continue with enrolment online or follow the direction given to have the indicator removed i.e. pay their debt.

1. **Programme of Study (6) / Student Enrolment (4)**
   There is a Negative Service Indicator which needs to be resolved and removed before the student can enrol or gain access to certain university services.

2. **Identify a restriction to services/enrolment**
   A student is attempting to enrol online or access services of the university. They are stopped by a negative service indicator and contact the Student Centre Helpline or Hub for assistance.

3. **Logon to PeopleSoft and Check**
   A staff member logs on to PeopleSoft and accesses the Service Indicator panel for the student. Investigation into the reason for the indicator may also be performed i.e. check financial status.
4. Escalate to Area Responsible
Each Service Indicator that can stop enrolment online is listed below along with the owner for that indicator. The owner is the only place approval can be obtained for the removal of the indicator.

5. Removal Approved?
Has the approver agreed to the removal of the indicator?
The owner must supply written approval (email) for the indicator to be removed or lifted temporarily (some debt related indicators will be automatically re-assigned by an overnight process if the debt is not cleared).

6. Remove Indicator
When approval is given the Indicator can be removed from the student’s record. Note that a history can be reviewed using the Service Indicator Audits panel.

7. Notify the Student
The student is notified of the outcome of the investigation into the negative service indicator.
If the outcome was to remove the indicator, the student is advised to continue with their enrolment.
If the outcome was approval to lift the indicator, the student is advised that they must enrol online prior to the end of the day. The indicator will automatically return during the overnight process for debtor type indicators.
If the outcome was to leave the indicator active, the student will be advised as to their options for removal i.e. to pay their debt.

8. End
The Student has been advised of the outcome and can either continue with Enrolment Online or follow the direction given to have the indicator removed i.e. pay their debt.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Owner</th>
<th>Contact</th>
<th>Removal to be actioned by</th>
</tr>
</thead>
<tbody>
<tr>
<td>APP</td>
<td>Applicatn Fee not paid</td>
<td>RMIT International</td>
<td>RMIT International</td>
<td>Student Centre Helpline/Hubs</td>
</tr>
<tr>
<td></td>
<td>The application fee must be received before the application can be processed.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAF</td>
<td>Commencing CAF Form Required</td>
<td>SIS</td>
<td>Julie Belchambers or Manager, Student Records</td>
<td>Student Centre Operations</td>
</tr>
<tr>
<td>DBC</td>
<td>Debt Below Cost of Collection</td>
<td>FSG - Revenue Services</td>
<td>FSG - Revenue Services</td>
<td>Student centre Helpline/Hubs</td>
</tr>
<tr>
<td></td>
<td>Write Off Bad Debt-Collection Cost higher than Debt. Service Indicator will not be removed till debt is paid.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEC</td>
<td>Deceased Student</td>
<td>Academic Registrars Group</td>
<td>Academic Registrar</td>
<td>Student centre Helpline/Hubs</td>
</tr>
<tr>
<td>DID</td>
<td>Duplicated ID to be deleted</td>
<td>ITS</td>
<td>This NSI will not be removed.</td>
<td>Student centre Helpline/Hubs to advise the student of the correct ID.</td>
</tr>
<tr>
<td></td>
<td>Student ID has been tagged for deletion due to duplication. Do not enrol against this ID.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DIS</td>
<td>Disciplinary Action – Academic Misconduct</td>
<td>Academic Registrars Group</td>
<td>Justin Rogers</td>
<td>Student centre Helpline/Hubs</td>
</tr>
<tr>
<td></td>
<td>Student has committed a breach of discipline.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DIS</td>
<td>Disciplinary Action - General Misconduct</td>
<td>Academic Registrars Group</td>
<td>Justin Rogers</td>
<td>Student centre Helpline/Hubs</td>
</tr>
<tr>
<td></td>
<td>Student has committed a breach of discipline.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IDB</td>
<td>International Debtor</td>
<td>FSG - Revenue Services</td>
<td>FSG - Revenue Services</td>
<td>Student centre Helpline/Hubs</td>
</tr>
<tr>
<td></td>
<td>You have not fully paid your student account therefore please contact RMIT International to discuss your situation.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IER</td>
<td>Intl Enrolment Restriction - Sponsor Enrolment Restriction</td>
<td>RMIT International</td>
<td>RMIT International</td>
<td>Student centre Helpline/Hubs</td>
</tr>
<tr>
<td></td>
<td>As your studies are being sponsored, permission must be sought from your sponsor before any change in your enrolment can be acted upon.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IER</td>
<td>Intl Enrolment Restriction – Scholar Enrolment</td>
<td>RMIT</td>
<td>RMIT International</td>
<td>Student centre</td>
</tr>
</tbody>
</table>

RMIT University
Information Technology Services
<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Owner</th>
<th>Contact</th>
<th>Removal to be actioned by:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restriction</td>
<td>As you are a scholarship recipient, permission must be sought from your scholarship provider before any change in your enrolment can be acted upon.</td>
<td>International</td>
<td></td>
<td>Helpline/Hubs</td>
</tr>
<tr>
<td>IER</td>
<td>Intl Enrolment Restriction – Other Enrolment Restriction Your enrolment is restricted, permission must be sought from RMIT International before any change in your enrolment can be acted upon</td>
<td>RMIT International</td>
<td>RMIT International</td>
<td>Student centre Helpline/Hubs</td>
</tr>
<tr>
<td>IFL</td>
<td>Intl Lapsed Fee Agreement You were granted a fee agreement to pay your fees by instalments. As your fee agreement has lapsed, please contact RMIT International as soon as possible.</td>
<td>RMIT International</td>
<td>RMIT International</td>
<td>Student centre Helpline/Hubs</td>
</tr>
<tr>
<td>LTE</td>
<td>Late Enrolment The last date to enrol has passed.</td>
<td>Portfolio</td>
<td>Business: Tracey Corneille or Angie Reinoga SET &amp; DSC: Portfolio office</td>
<td>Student Centre Operations</td>
</tr>
<tr>
<td>LRO</td>
<td>Loan Repayment Overdue</td>
<td>FSG - Revenue Services</td>
<td>FSG - Revenue Services</td>
<td>Student centre Helpline/Hubs</td>
</tr>
<tr>
<td>NPA</td>
<td>Payment- Overdue</td>
<td>FSG - Revenue Services</td>
<td>Selected Hub staff</td>
<td>Selected Hub staff</td>
</tr>
<tr>
<td>OSH</td>
<td>OSHC Not Paid / No Evidence Applicant/student has not paid the Overseas Student Health Cover charge or shown evidence that it has already been paid. OSHC payment is required before enrolment can take place.</td>
<td>RMIT International</td>
<td>RMIT International</td>
<td>Student centre Helpline/Hubs</td>
</tr>
<tr>
<td>PST</td>
<td>Payment Stopped-Ref to Drawer</td>
<td>FSG - Revenue Services</td>
<td>FSG - Revenue Services</td>
<td>Student centre Helpline/Hubs</td>
</tr>
<tr>
<td>RIS</td>
<td>Student at Risk Student is ‘at risk’. Prevent from enrolling in current course.</td>
<td>Portfolio</td>
<td>Selected Portfolio staff</td>
<td>Student centre Helpline/Hubs</td>
</tr>
<tr>
<td>STF</td>
<td>Staff Member ID ID numbers beginning with E or X may not be used to enrol in classes. Use search match to find the staff member's student ID, or admit the staff member to the program via an Admissions process.</td>
<td>ITS</td>
<td>This NSI will not be removed.</td>
<td>Student centre Helpline/Hubs to advise the staff member of the correct ID.</td>
</tr>
<tr>
<td>WOF</td>
<td>Write Off for Bad Debts Service Indicator will not be removed until bad debt is repaid or cleared.</td>
<td>FSG - Revenue Services</td>
<td>FSG - Revenue Services</td>
<td>FSG - Revenue Services</td>
</tr>
</tbody>
</table>

**Process Material Fees (4.5.3)**

This process covers the student acceptance of material fees and having them included on the student account. It also covers the removal of fees where a student drops a course.

Students should be advised of any Voluntary Material and Other Fees prior to enrolment.

At the first class or prior to the first class, the student is asked to complete the *Voluntary Material and Other Fees* form thus indicating their acceptance of the additional fees or their intention to source the materials themselves.

The fees are included on the student account when the form is processed by Student Centre Operations.
1. **Payment Options (4.5)**
The Student will be enrolling at RMIT University.

2. **Notify Student of Fees**
The student is notified regarding the fees for the course in which they have enrolled. This notification could be actioned via mail or email after enrolments have been recorded or at the first class.

3. **Complete Voluntary Material and Other Fees form**
The Student indicates their acceptance of the additional fees for the course in which they have enrolled or their intention to source the materials themselves.

4. **Collect forms and forward to the Hub**
The School collects the forms from the students and sends them on to the Hub.

5. **Batch forms and forward to Student Centre Operations**
The Hubs batch the forms and send them on to Student Centre Operations.

6. **Add Fees to Account**
The Student Centre Operations include the fees on the Student account after they have enrolled online.

7. **End**
The material fees have been processed.

Dropping a course in Enrolment Online does not automatically remove these fees from the student's account. The removal of such fees from a student account is at the discretion of the School/Portfolio.

If the removal of the fees is approved, the School/Portfolio notifies Student Centre Operations via email using the template (spreadsheet) provided by Student Centre Operations.
1. **Enrolment Variations (6.3)**
The Student is dropping a course from their enrolment.

2. **Online Enrolment?**
Is the student using Enrolment Online?

3. **Complete Enrolment Variation Form**
The student completes the Enrolment Variation Form which incorporates the removal of material fees when processed. NOTE: if a student is cancelling their enrolment, the material fees will be removed when the Cancellation of Enrolment form is processed.

4. **Identified fees on account?**
The student identifies the fees on their account i.e. they may be stopped from getting services due to having a debt because of these fees.

5. **Discuss removal of fees**
The student discusses the possibility for removal of the fees with their School/Portfolio.

6. **Monitor Student Course List and Optional Fees Report**
The School uses the Student Course List and Optional Fees Report to monitor any students who have been charged the fees but are no longer enrolled in the course.

7. **Approved?**
The School uses their discretion to determine if the fees are to be removed i.e. fees for materials that have been partially used might not be removed.

8. **Send notification to remove fees**
The School/Portfolio notifies the Student Centre via email of the students who should have the fees removed from their account.

9. **Remove Fees from Account**
The Student Centre notifies the School/Portfolio that the fees have been removed from the student account.

10. **End**
The material fees have been removed or if not approved, remain on the student account.
10 Manage Program, Plan and Enrolment Changes
This section covers the steps that a student may choose after their enrolment.

Change of Program/Plan (6.1)
This process covers changing a Program or Plan.

This process has not changed directly by the implementation of Enrolment Online. The only impact is in relation to the method the student will follow to enrol (Face-to-face or Enrolment Online) after the change of program/plan has been executed.

If the change is in relation to articulation within nested programs i.e. Certificate → Diploma → Masters, students will be able to enrol online if the program is enabled for Enrolment Online.

Any program/plan changes as a result of program renewal or restructure by the university will be handled prior to the student enrolling.

Change Program (6.1.1)
This process covers a change of program.

This process is not impacted by Enrolment Online and students will need to complete an Application to Transfer Program Plan form in order to change their program.

The student seeks Academic advice and wants to change their program. To action this they complete and submit the appropriate application form. This is then approved by the School/Portfolio.

For a dual award/double degree application the process below (Change Program Dual Award/Double Degree (6.1.1.1)) is followed.

For an International student the application to change program is handled through the International Admissions process.

If the normal method of admission for the new program is VTAC then the student should apply through VTAC, otherwise the student applies for a direct admission.

Change Program Dual Award/Double Degree (6.1.1.1)
This process covers a change of program from double degree/dual award to single degree or cross sector.

This process is not impacted by Enrolment Online and students will need to complete the Dual Award and Double Degree Program Transfer Application form in order to make this change.

The existing program enrolment is cancelled and the enrolment into the new program is done via the face-to-face method. A new Confirmation of Enrolment is generated.

Change Plan (6.1.2)
This process covers a change of plan.

This process is not impacted by Enrolment Online and students will need to complete an Application to Transfer Program Plan form in order to change their plan.

The Head of School (or nominee) must approve the plan change and if required the student varies their enrolment. A new Confirmation of Enrolment is generated and sent to the student.
If the student is an international student, RMIT International checks the financial details of the student. These students must resolve any debt and Visa issues before an electronic Confirmation of Enrolment can be issued.

**Enrolment Variations (6.3)**
This process covers a student making a change to their enrolment i.e. Add or Drop a class or classes.

Students enrolling online can make enrolment variations at anytime while the Enrolment Online application is open for enrolments.

All of the current enrolment restrictions remain in place (i.e. last day to add, last day to drop, with/without penalty etc).

**Leave of Absence (6.4)**
This process covers student application for a leave of absence.

This process is not impacted by Enrolment Online and students will need to complete a *Leave of Absence* form.

All of the current enrolment restrictions remain in place (i.e. last day to add, last day to drop, with/without penalty etc).

**Cancellation of Enrolment (6.6)**
This process covers the cancellation of an enrolment and has not been impacted by the implementation of Enrolment Online.

Enrolment Online will not permit all classes to be dropped from an enrolment (minimum of one credit point is the lower limit). Students are required to submit a *Cancellation of Enrolment* form.

All of the current enrolment restrictions remain in place (i.e. last day to add, last day to drop, with/without penalty etc).
**Nested Awards (6.7)**

This process covers the steps a student takes to progress within nested awards i.e. from a Graduate Certificate to a Graduate Diploma to a Masters. These students are activated in the higher level by way of a Quick Admit.

1. **Change of Program/Plan (6.1)**
   Student decides they want to step up to the next level of the program.

2. **Receive Current Program Enrolment Notification**
   The student will receive Enrolment Notification based on the current program they are active in. If the current program is open for online enrolments this notification will advise the student to attend a face-to-face advisement session should they decide to articulate to the next level of the program. If the current program is not open for online enrolment the student is advised to attend a face-to-face enrolment session.

3. **Attend a Face-to-face session**
   The student will attend a face-to-face session to make their request for articulation. The type of session the student attends will depend on the Enrolment Notification they received, which is based on whether or not their current program is open for enrolment online. Refer to the previous step for details of the types of sessions.

4. **Approve Articulation?**
   The School/Portfolio assesses the request to be articulated into the next level of the program.

5. **New Program in EOL?**
   Is the program the student is articulating into open for enrolment online?

6. **Complete Quick Admit, Enrolment and other Forms**
   The student and staff member complete the forms required to enrol into the new program.

7. **Process Quick Admit and Enrolment forms**
   The Quick Admit and Enrolment forms are processed. This includes term activating the student into the new program.
8. Complete Quick Admit
A Quick Admit form is completed and signed by both the student and staff member.

9. Provide New Program Template and EOL Pack to the student
The student is given a program template for the program they are articulating into. They are also given an Enrolment Online pack if the program they are coming from was not open for enrolment online.
NOTE: The student must be advised that they should check Enrolment Online across the next 3-5 days to enrol into the new program. This will allow for the Quick Admit to be processed and their activation into the program to occur in order for them to enrol.

10. Process Quick Admit
The Quick Admit form is processed. This makes the student active in the new program.

11. Term Activation (4.2.1)
The student is term activated automatically by an overnight process once they are quick admitted into the new program.

12. Enrolment (4.6)
The student can enrol online. They have been given an Enrolment Online pack and a program template for the new program.
NOTE: the student may have to wait a few days until the new program is accessible via Enrolment Online (while the Quick Admit is processed).

13. End
The student has been denied articulation into the next level of the program or has been approved for articulation and is enrolled into the next level of the program.

Manage Non-Standard Programs (6.9)
This process covers RMIT students wanting to study a course outside of RMIT and non RMIT students wanting to study a course at RMIT.

This process is not impacted by Enrolment Online. Students will be required to follow the face-to-face process of enrolling in these programs by completing the Application for Non-Standard Program Enrolment form or the Cross-Institutional Enrolment form.
11 Manage Student Details
This section describes the method used to manage student Biological and Demographical details.

Manage Bio-Demo Details (6.2)
Students using Enrolment Online can view and manage the following Bio-Demo details:
- Address information
- Statistical Data (DEST)
- Telephone numbers
- Emergency Contacts
- Personal details (Name, Birth date, Gender and Citizenship) - can only be viewed
- Email address - can only be viewed

The Student is shown (first time they login to Enrolment Online for the year) or chooses to view (subsequent logins to Enrolment Online) their current details as held by RMIT.

Change Address (6.2.1)
This process covers a student changing their address details online.

<table>
<thead>
<tr>
<th>Type</th>
<th>Reason</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home, mailing and Australian Residence (for International students) addresses are mandatory.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The address types available are:

<table>
<thead>
<tr>
<th>Type</th>
<th>Reason</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>The city/suburb is not a valid entry when compared to Australia Post data.</td>
<td>A dropdown box is displayed for this field allowing the student to select a value. The values displayed in the list are based on the first three characters entered.</td>
</tr>
<tr>
<td>Mailing</td>
<td>The postcode is not a valid entry when compared to Australia Post data.</td>
<td>A dropdown box is displayed for this field allowing the student to select a value.</td>
</tr>
<tr>
<td>Australian Residence (International only)</td>
<td>The postcode and city/suburb do not match when compared to Australia Post data.</td>
<td>A dropdown box is displayed for this field allowing the student to select a value. The values displayed in the list are based on the first three characters entered for the city/suburb.</td>
</tr>
</tbody>
</table>

Complete Statistical Data (6.2.5)
This process covers the collection or confirmation of statistical data for students online.

These statistics are collected by the university on behalf of DEST and are the same as the statistics on enrolment forms.
Change Telephone Number (6.2.6)
This process covers student’s changing their telephone numbers online.

At least one telephone number is mandatory, regardless of the type of telephone number.

The validation of telephone numbers checks for numerical digits and some special characters like + or -.

The telephone number types available are:

<table>
<thead>
<tr>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
</tr>
<tr>
<td>Mobile</td>
</tr>
<tr>
<td>Australian Residence (International Student)</td>
</tr>
<tr>
<td>Business</td>
</tr>
<tr>
<td>Fax</td>
</tr>
<tr>
<td>Workplace (placement)</td>
</tr>
</tbody>
</table>

Change Emergency Contact (6.2.7)
This process covers student’s changing their emergency contact details online.

This data consists of: Contact name, address, phone number and relationship to the student.

It is mandatory to provide one primary emergency contact.

The update function is displayed but no delete function is provided for the primary contact. In order to change the primary contact, an additional contact must be added and selected to be the primary. By default, as there can only be one primary contact, any existing primary contact details are no longer considered primary.

Validation is performed on the address provided in the same manner as the student address is validated. Refer to the Change Address (6.2.1) section above.

Change Personal Details (6.2.8)
A student’s personal details consist of: Name, Gender, Citizenship and Date of Birth (the things that uniquely identify an individual and tend to stay constant) as opposed to address, telephone and emergency contacts.

Documented proof must be provided for these changes to be accepted by the university therefore these must be changed outside of Enrolment Online using the Change of Personal Information form.

View Electronic Mail Address (6.2.9)
Only the RMIT email address provided to all students is recorded on the student records. This is to ensure a single point of electronic communication.

If students wish to use another email address, they can set their RMIT email to forward to the desired email address. Students can access their email account via a link from within Enrolment Online.

Citizenship/Fund Source Variations (6.8)
Changes to Citizenship or Fund Source are unaffected by the implementation of Enrolment Online. Students will be required to present documents for these items to be changed.
### Change Fund Source (6.8.1)

This process has not been affected by the implementation of Enrolment Online. Changing a Fund Source will occur via the submission of the appropriate form.

If the student is changing to a Full Fee funded place, they will need to complete a *Full Fee Payment Declaration* form. If the student is changing to a Commonwealth Supported place, they will need to complete a *CAF* form. A student changing from a Full Fee place to a CSP (Commonwealth Supported Place) place must make the change before the end of the first semester of study in the first year of their program.

A new Confirmation of Enrolment is provided once the change has been processed.

### Change Citizenship (6.8.2)

This process has not been affected by the implementation of Enrolment Online. Changing Citizenship will occur via the submission of a completed *Change of Citizenship/Immigration Status* form.

The student approaches the School/Portfolio/Hub regarding a change of citizenship. The student may have been alerted to the fact that their current details as held by the university are incorrect when they work through the checklist upon logging in to Enrolment Online.

This change may include the following – change from International student to Permanent Resident or Australian Citizen; change from Permanent Resident to Australian Citizen, change from New Zealand Citizen to Permanent Resident or Australian Citizen; change from one International Citizenship to another International Citizenship.

If the student is a Full Fee International student, the date of the visa change will be relevant. If the visa change date is after the semester cut off date then the student will be advised that the change will be effective from the next available semester.

If the student is a TAFE student, they will need to complete a Citizenship form and attach copies of certified documents i.e. copy of Passport, Australian Citizenship certificate.

If the student is a HE student and the change of citizenship does not affect the type of place that they are studying under i.e. Full Fee or CSP then, they will only need to complete a new Citizenship form.

Once PeopleSoft has been updated, the tuition calculation will be performed to determine if there has been a change in the fees incurred by the student. If the tuition calculation identified a change in the fees, then a new invoice will be generated. In most instances this will be the case.

A new confirmation of enrolment will be generated for the student to confirm that the change of citizenship has occurred.