DISPUTED AND REJECTED ENROLMENTS

If a parent can disputes or rejects an enrolment the enrolment within their myGOV account if they do not agree with the details.

It is your responsibility to update disputed enrolments, and/or create a new enrolment if the parent has selected reject.

Please follow the steps in the tip sheet for the following:

- **Disputed Enrolments**
- **Rejected Enrolments**
- **Identifying Disputed/Rejected Enrolments**
- **Troubleshooting**

Summary

Update a Disputed Enrolment

1. Click on childcare Menu
2. Select CCS enrolments
3. Find the enrolment
4. Click on view
    a. Click on status tab (write down date parent disputed) then close
5. Click on down arrow, select update
    a. Enter date of event (date parent disputed)
    b. Load correct booking
    c. Click Submit

Rejected Enrolment

You cannot update the enrolment so you will need to create a new one if the parent rejected by accident.

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Detailed

Disputed Enrolments

Once you have resolved the issue with the parent, you can Update the enrolment to allow the parent/guardian to "re-Confirm" the details in myGov.

This can be done while in the child record on the CCS enrolments tab *Or* Childcare menu and selecting the CCS Enrolments option.

Once you have located the enrolment click **View** button:

Click **Status** tab, **make a note of the date the enrolment was disputed** because you will need to use that date as the **Date of Event** when you update the enrolment.
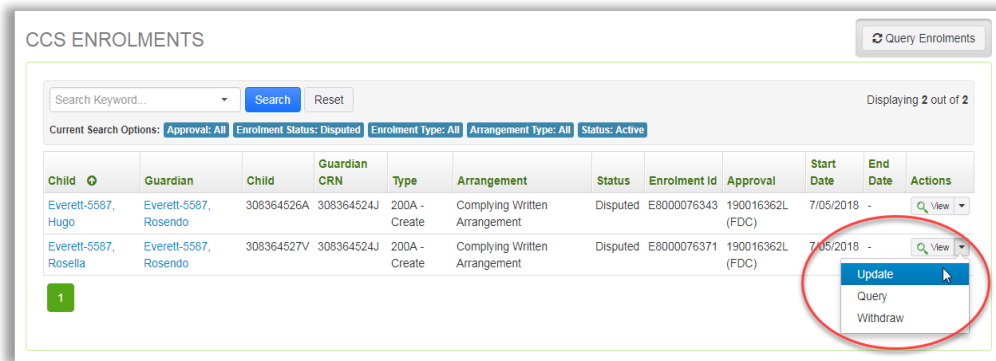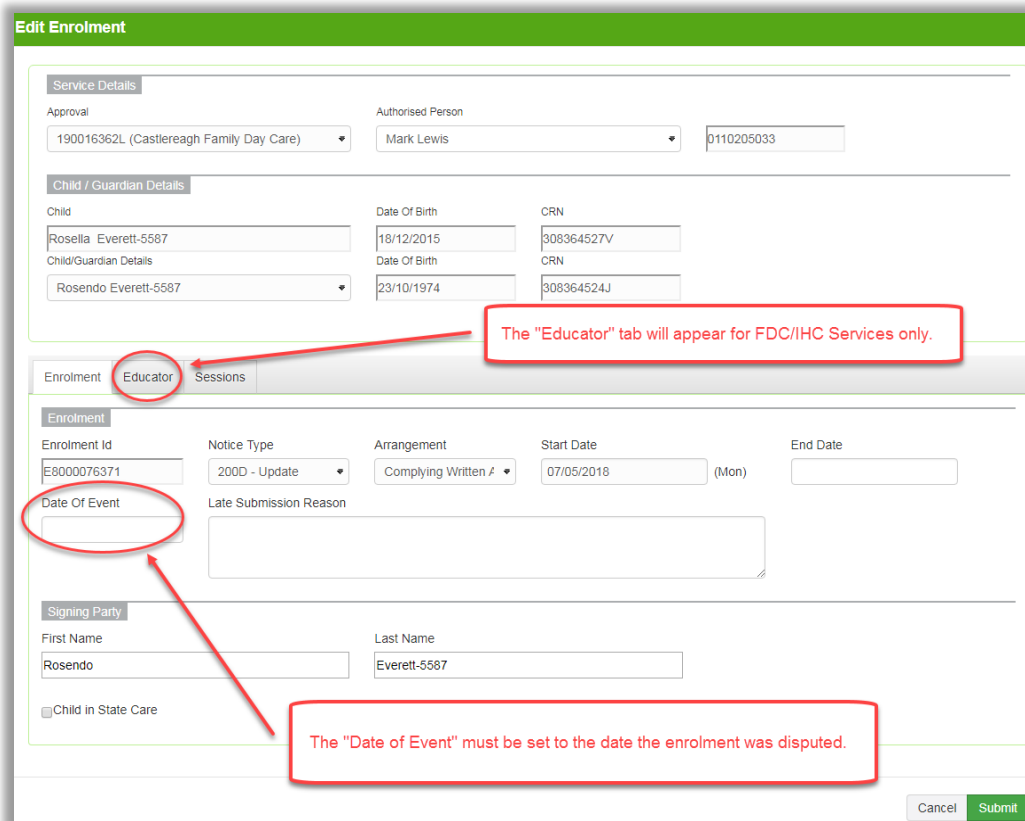
Detailed cont.

NOTE: You may also need to view the Messages tab to identify the reason why the parent disputed the enrolment. If there is an issue with the Sessions, you will need to change the child's booking before updating the enrolment.

Now we have the date, the next step is to update the enrolment:

Click on the **Down Arrow** and click **Update**:

A window similar to the following will be displayed:

Detailed cont.

Set the **Date of Event** to the date the parent/guardian disputed the enrolment

NOTE: You may also need to update the "Educator" (FDC/IHC only) and reload the Booked "Sessions" before submitting the enrolment update.

Click **Submit**

The enrolment will now display as **Pending Confirmation** and parent will go back into their myGov account to confirm.

Rejected Enrolments

Please discuss with the parents first on why the enrolment was rejected.

You will not be updating the enrolment but creating a new enrolment.

If you are unsure of how to create a new enrolment please see our tip sheet called *CCS Enrolments*
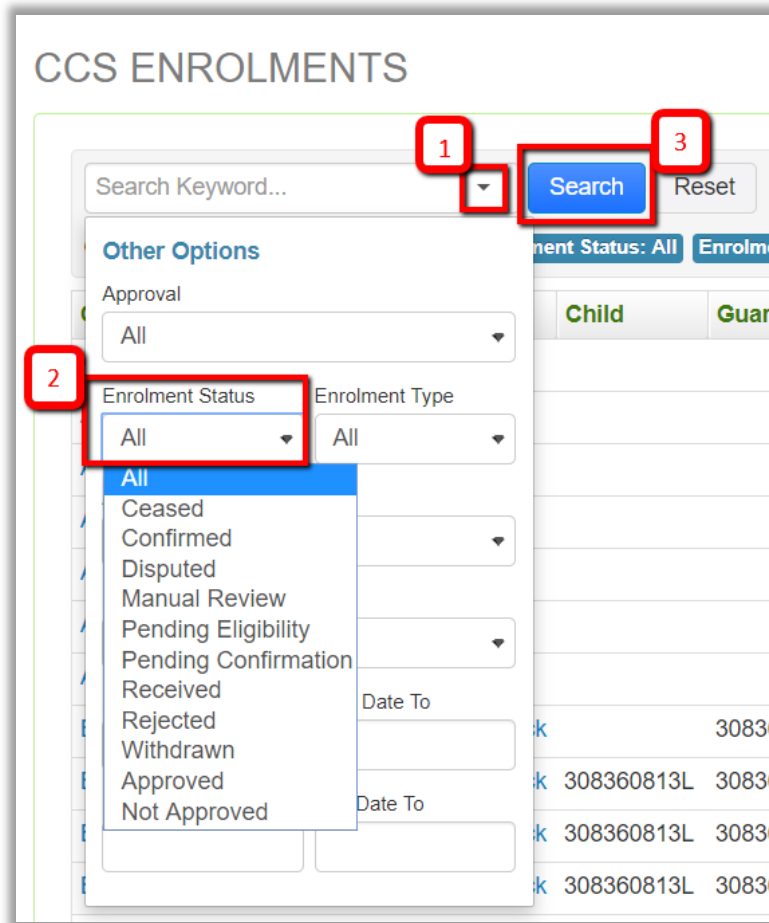
Identifying Disputed/Rejected enrolments

To locate the Disputed/Rejected enrolments in the list of CCS Enrolments:

Click **Child Care** menu and select **CCS Enrolments.**

1. Click **Down Arrow** button in the **Search Keyword** field to display the search options
2. Click **Down Arrow** button in the Enrolment Status field to display a list of options and select either Disputed or Rejected
3. Click Search

Detailed cont.

The list of CCS Enrolments will only display CCS Enrolments with the current status of what you have selected.

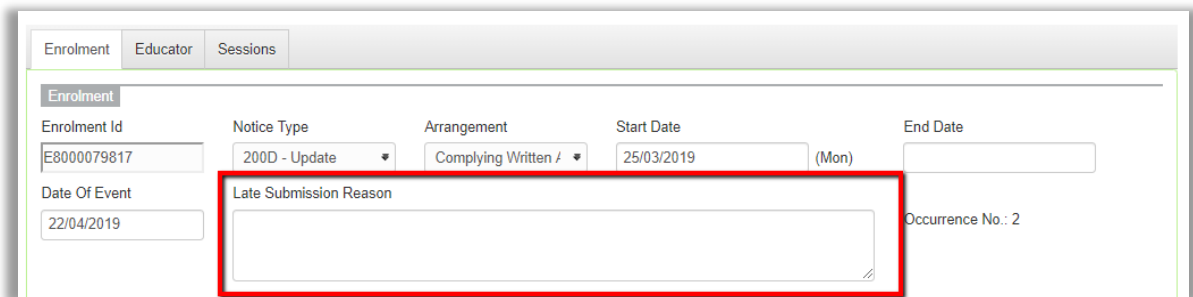# DISPUTED AND REJECTED ENROLMENTS

Troubleshooting

Issue:

Please correct the following errors:
- Enrolment Notice must differ to previous Enrolment Notice

Why? The point of the parent disputing an enrolment is because they believe the sessions of care and/or fees are incorrect. Therefore, the details of the updated enrolment must change. If they haven't, you will receive the above error.

Resolution: In cases where the parent has disputed the enrolment by accident the only thing you can 'change' on the enrolment notice is to enter something in the late submission reason within the **enrolment** tab.