

# UPDATING A RECEIVED CWA ENROLMENT

Complying Written Arrangement (CWA) enrolments can be submitted without CRN numbers for either the child, parent or both.

When you have these correct details then you will be required to update the Enrolment therefore submitting the correct details. Please follow the steps in this tip sheet for the correct process.

- Updating active enrolment
- Update a ceased enrolment
- Troubleshooting

## Summary

### *Updating active enrolment*

1. Navigate to the parent record and enter their CRN (must be a capital letter) on the details tab then click Save
2. Navigate to the child record and enter their CRN (must be a capital letter) on the general details tab then click Save
3. Click on CCS Enrolment Tab
4. On the received enrolment click on the drop down arrow next the view button then click Update
  - a. Click on Refresh on the Child and/or Parent to pull through the CRN
  - b. Enter Date of Event
  - c. Click on Educator and Sessions Tab
  - d. Click Submit

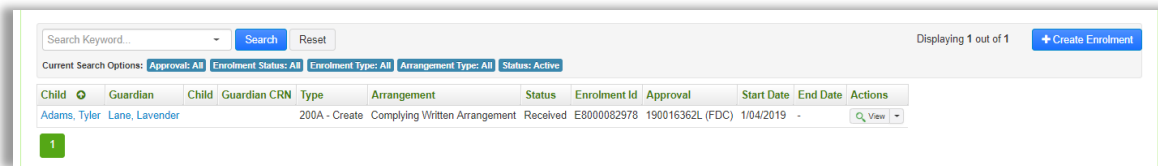
### *Updating ceased enrolment*

1. Follow the above steps but do not click on submit.
2. Click in the End date field and delete the date,
3. Click Submit

CCS will then put the end date back on the enrolment

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## Detailed

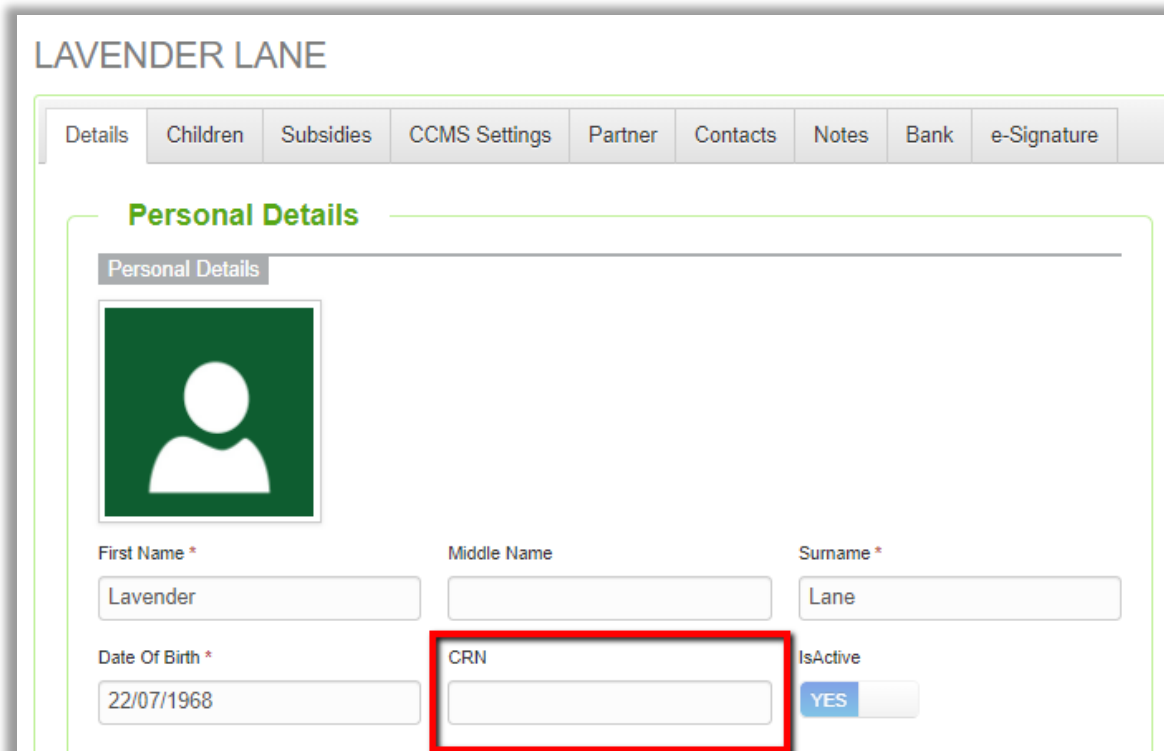


In this display you can see that while it has been submitted as a **Complying Written Arrangement** enrolment, there are no **CRN** numbers therefore the status is at **Received**.

Now that you have the **CRN** Numbers you will need to update the parent and child records prior to updating the enrolment.

### 1. Update Parent and Child Records

Go into the parents record and update the **CRN**:



# Detailed cont.

Go into the childs record and update the CRN:

**TYLER ADAMS**

General Details | Subsidies | Needs | Immunisations | Medications | Alerts | Pre-School  
Portfolio | 24 Hour Care | Timesheets | Approved Holiday Periods

**Person Details**

Personal Details

## 2. Update Enrolment

Now that the details have been updated within their records now you can update the enrolment

Child	Guardian	Child	Guardian CRN	Type	Arrangement	Status	Enrolment Id	Approval	Start Date	End Date	Actions
Adams, Tyler	Lane, Lavender			200A - Create	Complying Written Arrangement	Received	E8000082978	190016362L (FDC)	1/04/2019	-	<input type="button" value="Update"/> <input type="button" value="Query"/> <input type="button" value="Withdraw"/> <input type="button" value="Delete"/>

The enrolment will open to where you will select the authorised person and click on the refresh button:

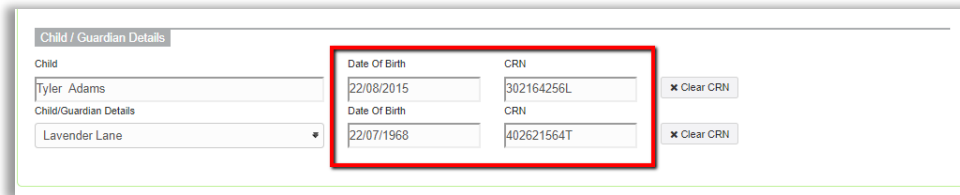
**Child / Guardian Details**

Child:  Date Of Birth:  CRN:

Child/Guardian Details:  Date Of Birth:  CRN:

## Detailed cont.

After you click on the refresh button this will then update any changes to the Date of Birth and CRN



You will then proceed to enter in the **date of event**. You will also still need to click on the **Sessions** tab before clicking on **Submit**

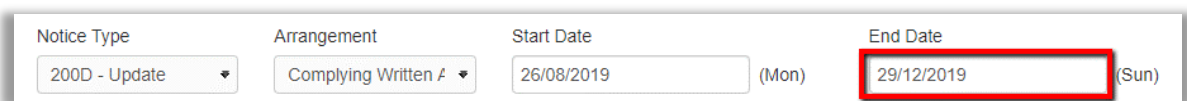
If the details match CCS records then you will get a successful message.

*NOTE: You will not need to revise session reports. CCS will automatically re-process any session reports that have already been submitted therefore if the family is eligible the payments will automatically either go to you as the service or to the parent.*

### **Ceased Enrolments**

If the enrolment has ceased you will still follow steps above, however there will be one additional step prior to submitting.

While updating the enrolment, remove the end date. To do this navigate to the end date field then, click in the field and delete the date.



When you successfully submit the enrolment, CCS will then put then end date back on the enrolment.

# UPDATING A RECEIVED CWA ENROLMENT

## Troubleshooting

### Issue:

Please correct the following errors:

- Individual CRN and DOB do not exist Details: Individual CRN and DOB do not exist
- Child CRN and DOB do not exist

**Why?** This error means what you are submitting (child/parent CRN or DOB) doesn't match what CCS have in their database.

### Resolution:

- Check the CRN letter in your system is a *capital letter*. If there is a lowercase letter than you will also get this error.
- Get a copy of the information the parent is providing you. While parents can verbally say everything is fine, it's not. Something is amiss. Getting copies of the parent and/or child's date of birth and CRN will give confirmation of the details they are giving you.
- Contact CCS.