Moving a student when the course has not started

We strongly recommend you read all of this document before managing your students, as it will prevent billing errors.

You will be removing the student from the course and adding them to the new course.

Removing a client

If a course has not started, or a client has not paid for a course, they can be removed from the course by either.

1. Going to their CDS Pressing **History** and pressing the appropriate **Delete** button. This button will only show if the course is in the current term and has not been manipulated; if you can't see it use option 2, described below.
2. Going to the course they are attending, (**Courses, Search**) and pressing **Students** and then the appropriate **Delete** button.

In both cases, this will cancel the client invoices and remove the invoice and welcome email from the communication manager, if, and only if, they have not been sent. The delete process does not currently remove Direct Debit mandate email requests (DDM Authorisation), these need to be deleted manually from either the **Communication Manager** or the **Communications Section** of the **CDS.**

In summary

Option 1	Go to **CDS**
	Press **History**
	Press **Delete**
Option 2	Press **Courses**
	Press **Search**
	Press **Students**
	Press **Delete**

If the client has paid and the course has not commenced, they will be given a full credit, so you need to manage the credit. Once you have placed the student on the new course you will use this credit to pay off the invoice in full, if the credit amount and the invoice amount are the same. Please note if the invoice is more than the credit a new invoice will be created for the remaining amount after you press **Confirmed**. A preview will appear of the new email invoice which you can send out straight away.