

How to add a Request to Change note

At any point within a term, you may have a student that has requested to be moved to a new day or time. Many organisations have a policy where they do not move students mid-term and all changes are made at re-enrolment time, the **Request to Change** feature in SwimSoft allows you to store the request in your database until you are ready to make the change.

To add a **Request to Change** to a student, you will need to go to their **CDS**. You can access the **CDS** by going to **Students** and then **Search** from the Main Menu, or **Courses** and **Search** and then **expanding** the relevant course and pressing the **CDS** button from there.

Once in the **CDS**, press the **History** button found under the **Course** section in the left-hand column of the page. You will need to press the **Edit** button to the left of the current course (highlighted in green).

Course No 797 Stage 1 Wednesday 04:00 PM Term 4 April 2022 Willow Cassidy

Client Status Result Payment Status
 Re-Enrolment Status No of Terms Previous Course

Student - Request To Change Date

Student - On Hold Date

Teacher - Course Comment

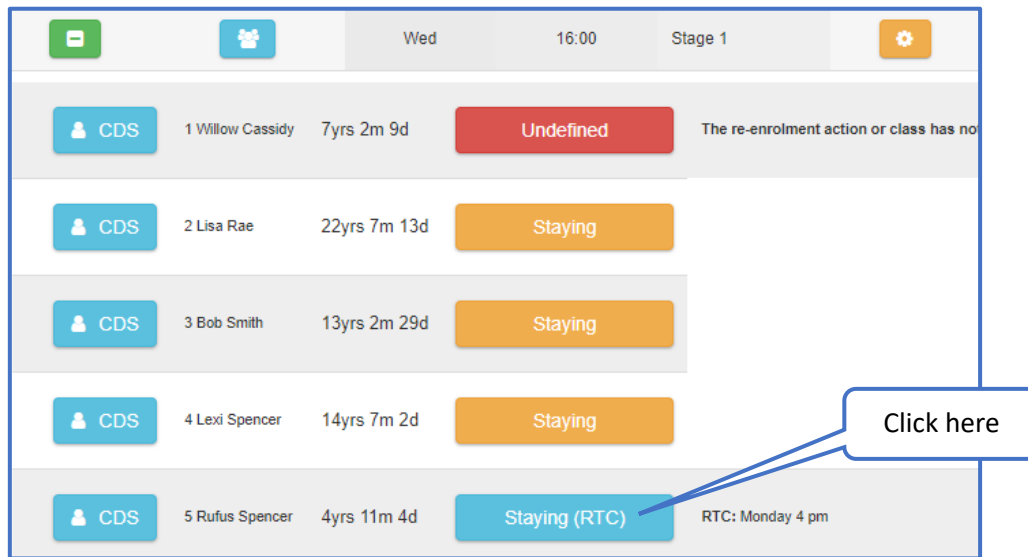
Request to change goes here

Under the **Student – Request To Change** section, type the details of the request e.g., Monday 4 pm. Today’s date will automatically be inputted into the **Date** box, you can edit this to any day to keep a record of when the request was originally made. Once complete, press the **Store** button, pressing the **Done** button in the section will remove the request as this means you have been able to accommodate the change.

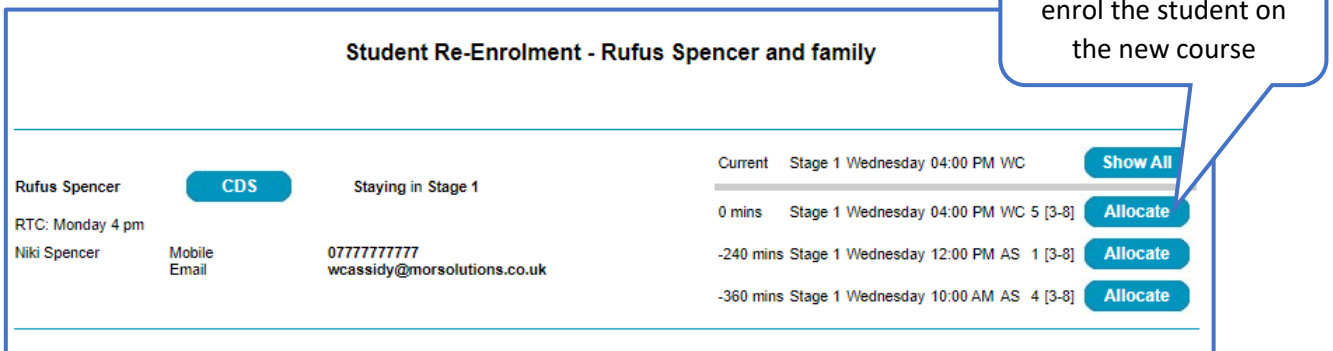
You can view your **Request to Changes** at any point from the main menu press **Students** and **Request to Change**. This will give you an overview of how many request to changes you have to manage during your re-enrolment.

When it comes to the end of the current term and performing the Re-enrolment process, you will see this **Request to Change** on the **Re-enrol Students** page.

When using the **Enrol Stayers** button at the bottom of the page, any student with a **Request to Change** listed against them will not be re-enrolled at this time.



To enrol these students, press on the blue **Staying (RTC)/Move Up (RTC)** and you will be able to choose where to enrol them from a list of courses. At this point, you will be using the **Request to Change** as a guide to try and accommodate the student’s needs, if you cannot accommodate them at this time, place them in the best-suited course or leave them on the same day and time as current.



To enrol the student onto a course in the new term, press the **Allocate** button relevant to the course. If you cannot see all the courses available, press the **Show All** button to reveal the rest.

After pressing the **Allocate** button, you will see a pop-up that asks if you were able to accommodate the Request to Change. If you have and the Request to Change can now be removed from the student, press the **OK** button and if you were not, press the **Cancel** button to leave the Request to Change active for the future.