

COURSE PROGRESSION TRAINING

COMMON QUESTIONS & TROUBLESHOOTING

Question/issue	Explanation	What you can do	Who to ask
There are units in “Fallthrough” that should apply to the audit	These are units that sit outside the course rules and unit structure according to the Handbook.	If this is specific only to the student: If the unit substitution relates to the student, please submit a Substitution form to be processed by Enrolments, Fees and Scholarships (EFS).	EFS via enrolments@acu.edu.au
	This could include:	Determine if this is a renamed/recoded unit that can be set up as an equivalency via a request set up in Banner.	Student Systems via student.systems@acu.edu.au
	<ul style="list-style-type: none"> Units that have replaced a discontinued unit and not listed in the Course Rules, Units that have been advised to be taken such as an elective, Unit deviation/enrolment error, Recoded or renamed units. 	Check if there are any course rules or course structure anomalies within the Handbook.	Faculty Executive Officer (FEO) for your Faculty
		All other enrolment anomalies/queries: Check student enrolment.	EFS via enrolments@acu.edu.au
There are units in “Not Counted” that should apply to the audit	These could be units that exceed the maximum allowable credit transfer, or units undertaken in a course previous to current Academic Year.	Check if there is Credit Granted allowable to apply units to current audit. If units need to be credited follow existing process of credit granted.	EFS via enrolments@acu.edu.au
General queries	Enrolment	Discuss with EFS	EFS via enrolments@acu.edu.au
	Course rules and course structure and other related Handbook issues	Discuss with FEO for your Faculty	FEO for your Faculty
	Unit equivalencies/unit names/unit codes	Discuss with Student Systems	Student Systems via student.systems@acu.edu.au