Disputed Enrolments

If a parent/guardian disputes a CWA or ACCS enrolment in myGov, you will receive a message in the CCS Message system advising you that an enrolment has been "Disputed". In addition, the status of the CCS Enrolment will be set to "Disputed".

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.

The steps to resolve the "Disputed" enrolment are:

1. Identify the enrolment has been "Disputed" by viewing the list of CCS Enrolments and setting a filter with Enrolment Status set to "Disputed".

2. View the enrolment and contact the parent to resolve the issue.

NOTE: **Make sure you view the Status tab and make a note of the date the enrolment status was set to "Disputed", because you will need this date when you update the enrolment.**

3. Update the enrolment using the date the parent/guardian "Disputed" the enrolment as the "Date of Effect" for the update.

NOTE: **Even if the details on the enrolment are correct and the parent/guardian made a mistake or accidently "Disputed" the enrolment, you must still "Update" the enrolment to allow the parent to then "Confirm" the update.**

Step by Step Instructions

The following outlines step by step instructions on how to identify an enrolment has been "Disputed" and how to update the enrolment once the issue has been fixed.
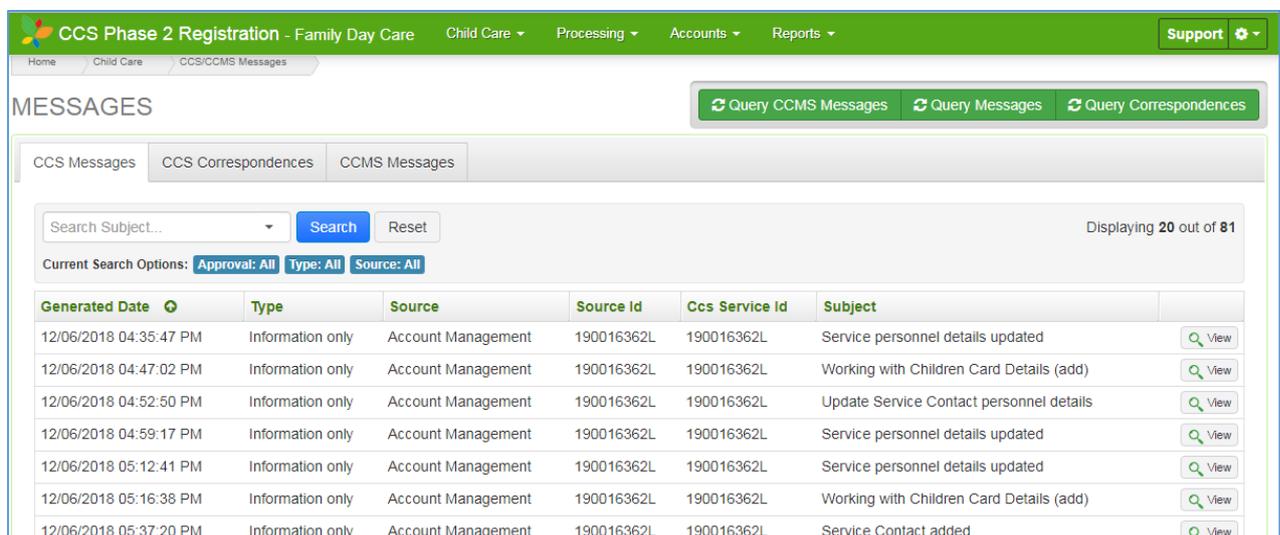
To check the CCS Messages:

This step is optional, but some people may find it useful to check the CCS Messages to identify disputed enrolments.

Click "***Processing***"

Click "***CCS/CCMS Messages***"

Click "***CCS Messages***" tab

A page similar to the following will be displayed:

To locate the "Disputed" enrolment CCS Messages:

All the CCS Messages will be displayed; however, you are only interested in messages with the text **"Enrolment not correct"** in their subject (not including the quotes.).

Type **"Enrolment not correct"** in the Search Subject... ▼ option at the top left of the list of messages.

Click on Search "**Search**" button

The list of CCS Messages will only display messages with the entered text in the Subject.

For example,
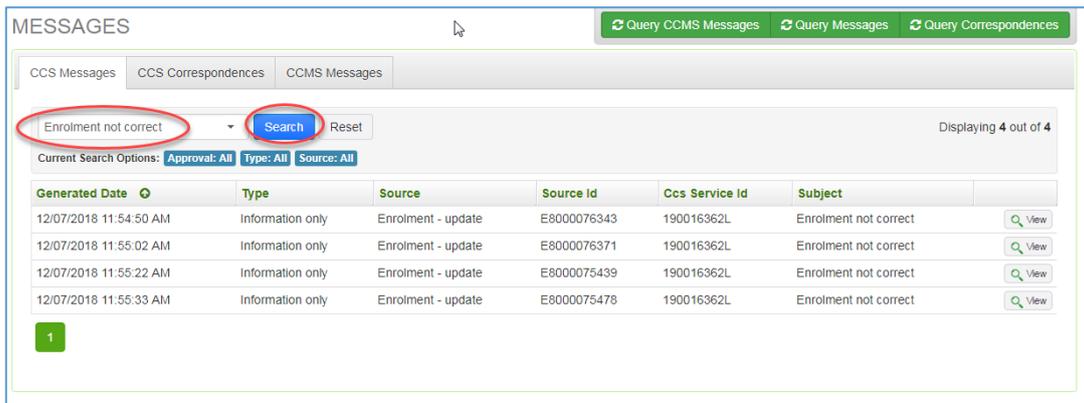
NOTE: At this stage, the list of messages does not display the child's name, but that feature will be added shortly.

In the meantime, you will need to use the "Enrolment Id" located in the "Source Id" column to identify the child.

You can optionally enter a message date range to further restrict the list of messages:

Click on the ▼ "**Down Arrow**" button to display the search options

Enter a date in the "**From Date**" and "**To Date**" fields
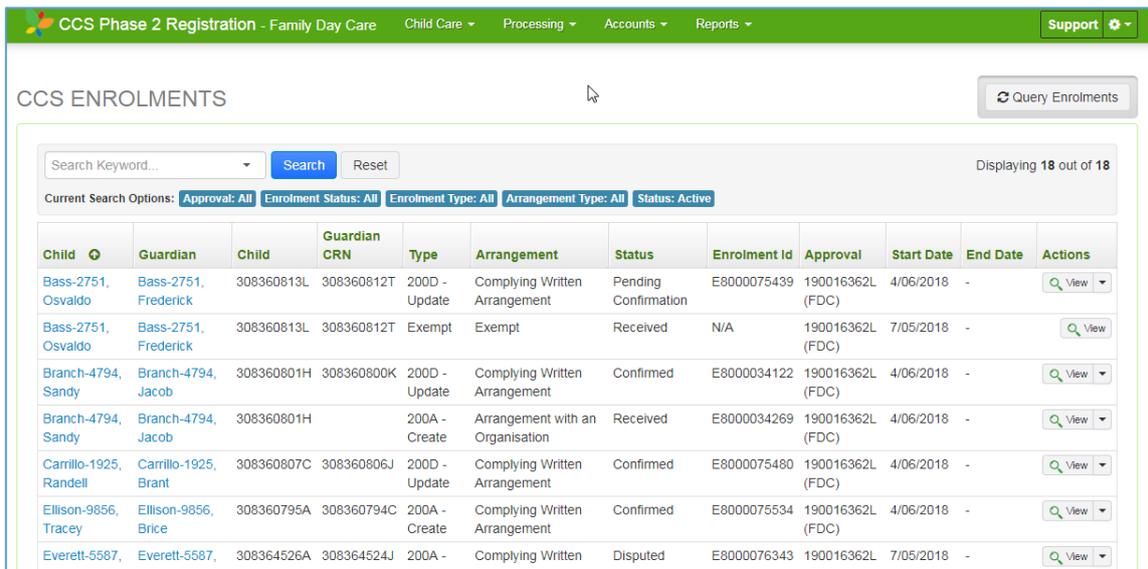
Click on Search "**Search**" button
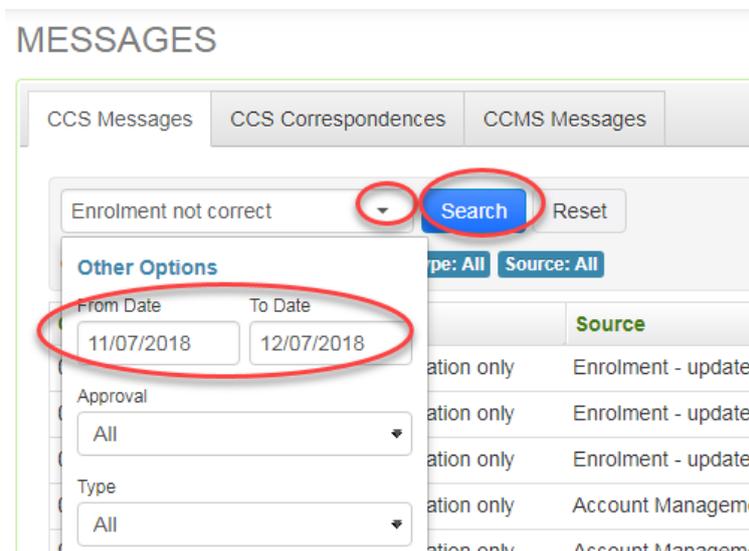
The list will now only contain CCS Messages that contain the text in the **"Subject"** that have a message date that falls within the specified date range.

To locate the "Disputed" enrolments in the list of CCS Enrolments:

Click "***Child Care***"

Click "***CCS Enrolments***"

A page similar to the following will be displayed:

To display only the disputed enrolments:

Click [▼] "***Down Arrow***" button in the "***Search Keyword***" field to display the search options

Click [▼] "***Down Arrow***" button in the "***Enrolment Status***" field to display a list of options

Click **"Disputed"**

Click [Search] "***Search***" button

The list of CCS Enrolments will only display CCS Enrolments with a current status of "Disputed".

For example,

To view the enrolment status to obtain the "Disputed" date:

Click "*View*" button for the required enrolment.

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 Effect"** when you update the enrolment at a later stage.

NOTE: **You may also need to view the "Enrolment", "Educator" (FDC/IHC only) and "Session" tabs to identify the issue with the enrolment.**

 If there is an issue with the Educator (FDC/IHC only) and/or Sessions, you will need to change the child's booking before updating the enrolment.

To Update the enrolment:

From the list of enrolments,

Click "*Down Arrow*" button in the "**Action**" column for the required enrolment to display the dropdown menu

Click **"Update"** option

See below for a screen shot.

A window similar to the following will be displayed:

Set the **"Date of Event"** to the date the parent/guardian disputed the enrolment. (See above for details on how to view 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"** button