For 2020 Annual Course Enrolment, UNSW will be piloting a new Waitlisting system. A large number of courses received waitlisting after the pilot period started. Read our FAQ section if you submitted a Full Class Request for a course that now has waitlisting available.

**What is Waitlisting?**

Waitlisting is a type of automated queuing that will let you select full courses (courses that have no spaces left) and join a list of students waiting to enrol. If spaces become available and you are at the top of the waitlist, you will be automatically enrolled and notified by email.

This is a pilot (a test) and will only be available for some courses and is for Course Enrolment only. Waitlisting is not available for Class Registration (choosing class times). If you would like to join a class time that is full, please submit a Full Class Request Form.

**How waitlisting works**

**Rules for waitlisting**

Waitlisting follows normal enrolment rules for:

- **Maximum Study Load (UOC):** You cannot join a waitlist if you are already at the maximum UOC for a Term (normally 18 UOC). If you have been approved to Overload you can join waitlists up to your approved Maximum Study Load.

- **Conditions of Enrolment:** If a course has requirements that need to be met before you can enrol, you still need to meet those requirements to join the waitlist and be enrolled. These can be Prerequisites, Co-requisites, Program Requirements, UOC Requirements and others. If you join a waitlist for a course you do not meet the requirements for, you will not be enrolled if spaces become available.

- **Course Permissions:** If the course you have selected requires School or Faculty consent or permission to enrol, you will not be able to join the waitlist and enrol unless that permission has already been given.

If you cannot join a waitlist, or if you receive an email saying you could not be enrolled, please check our Questions and Answers section before contacting The Nucleus: Student Hub.
Joining a waitlist does not guarantee that you will be enrolled in the course. You will only be enrolled in the course if you are at the top of the waitlist, meet the enrolment requirements of the course and spaces in the course become available.

How do I join a waitlist?

Follow the standard steps for Course Enrolment, logging on to myUNSW and searching for courses in your chosen Term, then:

a) When you try to enrol in a full course, it will show if it has waitlisting available:
If waitlisting is not available, see our Q&A on submitting a Full Class Request.

b) Click Submit Enrolment Request and click through the confirmation windows:

c) You should now see your waitlisted course in your Enrolment Basket.

Monitor your UNSW student email account for notifications and see our Q&A for more details.
Joining the waitlist is an enrolment request. If space becomes available you will be enrolled in the course automatically and will then be responsible for finishing your Class Registration and will be liable for the course as with standard course enrolment.

Swapping waitlists

You can swap waitlists by following the standard steps for Swapping Course Enrolment, logging in to myUNSW, and going to your Enrolment Basket for your chosen Term, then:
a) Click Swap on your selected course, then search and select the new course you want to join:

b) Once you have selected the course to swap to, click Submit Enrolment Request and click through the confirmation windows to join the waitlist:

c) You should now see your waitlisted course in your Enrolment Basket. Monitor your UNSW student email account for notifications and see our Q&A below for more details.

You will lose your waitlist position by swapping between two waitlists, but you will not lose your position in a course until the swap is completed.

Leaving a waitlist

If you want to leave a waitlist, follow the standard steps for Dropping Course Enrolment, logging in to myUNSW, and going to your Enrolment Basket for your chosen Term, then:

a) Click Leave on your selected waitlisted course:

b) Click through the confirmation windows to leave the waitlist,

If you leave a waitlist, you will lose your position and will not get that position back if you rejoin. If you accidentally leave a waitlist, please contact the Course Authority (the Faculty or School running the course) for help.

Waitlisting Questions and Answers

I submitted a Full Class Request Form but now my course has waitlisting, what should I
do?

Some courses were added to the Waitlisting pilot later than others.

If you submitted a Full Class Request Form for a course that did not have waitlisting available and now that course does have waitlisting available, you will be added to the new waitlist manually by your Course Authority.

If you submitted a Full Class Request Form but have not been added to the waitlist, please contact your Course Authority directly for assistance.

I can’t find the option to join a waitlist for my course

To join a waitlist, the course must have waitlisting available and must be full.

During this pilot (test) period, only some courses have waitlisting available.

If waitlisting is not available for your course and the course is full, please submit a Full Class Request Form.

When will my other courses have waitlisting?

Hopefully all courses will eventually have waitlisting available, however, please be patient while we test and get your feedback on the current system.

If your course is full but does not have waitlisting available, please submit a Full Class Request Form.

Who has priority on the waitlist? Who gets enrolled first?

By default, the waitlist will enrol students in the order they joined the waitlist, with students who joined first, being enrolled first.

UNSW reserves the right to adjust the waitlist order.

How and when do I find out if I’ve been enrolled?

Once a space in the course becomes available and you are at the top of the waitlist, you will be automatically enrolled.

You will then receive an email notification (to your UNSW student email account) of the outcome within an hour.

You can also check your Enrolment Basket on myUNSW to see your position and status in the waitlist.

What do I do after I've joined the waitlist?

After joining a waitlist, you need to monitor your UNSW student email account for any outcome notifications. These notification emails will include instructions and who to contact for help if needed.

Joining a waitlist does not guarantee that you will be enrolled, so we also recommend that you continue to search for alternative Course Enrolment options.

I'm fully enrolled but want to join a waitlist, how can I?

Although you can only enroll in courses up to your UOC maximum (normally 18 UOC) you can instead choose to Swap one of your enrolled courses for a waitlist course.
This will keep you enrolled in your current course until a place in the waitlist course becomes available, your enrolment will be swapped your enrolment without taking you over the maximum UOC.

**My position keeps changing, what's happening?**

While you are in the waitlist, you can move up (closer to number 1 on the list) or down (to the bottom of the list). This happens when other students on the list are enrolled, leave the list, or if the list is sorted or prioritized.

**Can I join more than one waitlist?**

You can join multiple waitlists up to your Term Study Load (UOC) maximum.

If you are enrolled in 2 courses (12 UOC) and are waitlisted for a third (6 UOC), you will need to leave your waitlist before being able to enrol in a different third course.

If you have three courses (18 UOC) that you are enrolled in and want to join a waitlist over the maximum UOC, please contact The Nucleus: Student Hub.

Because joining a waitlist does not guarantee that you will be enrolled or given a spot in the course, we recommend that you continue to search for alternative Course Enrolment options so that you do not miss out.

**I received an email saying my waitlist enrolment failed, what happened?**

Waitlisting enrolment follows the same enrolment rules as standard Course Enrolment. Check the Waitlisting Rules section to see why you may not have been enrolled.

Contact The Nucleus: Student Hub for more help.

**I accidentally left my waitlist and have lost my place, what can I do?**

If you leave and rejoin a waitlist, you will be put to the bottom of the waitlist.

If you accidentally leave a waitlist and want to rejoin at your previous position, please contact the Course Authority (the Faculty or School running the course) within 24 hours for help.

**Can I see my position and status in the waitlist?**

You can see your position and status in the waitlist by hovering over the waitlisting information icon for the course in your Enrolment Basket:
There are a few different icons that you may see:

- **WAIT**  The blue WAIT icon means that you are in the waitlist and processing as normal. You can hover over the blue WAIT icon to see your position in the waitlist.

- **WAIT**  The orange WAIT icon means that your position in the waitlist has been put on hold (paused) by a UNSW staff member. For help, contact your **Course Authority** (the Faculty or School running the course).

- **WAIT**  The red WAIT icon means that the system tried to enrol you in the course but was not able to and received an enrolment error. You should check your **UNSW student email account** for an error notification or see the Enrolment Error by clicking on the information icon for the course in your Enrolment Basket. For help, contact **The Nucleus: Student Hub**.
Does joining a waitlist guarantee a spot in the course?

No, joining a waitlist **does not guarantee** that you will be enrolled in the course. You will only be enrolled in the course if you are at the top of the waitlist, spaces become available and you meet the enrolment requirements for the course.

I've joined a waitlist but think I should have priority, who can I speak to?

There may be some cases where your position in the waitlist can be changed. You will need to contact the **Course Authority** (the Faculty or School running the course) to discuss.

I've joined a waitlist for Course Enrolment, do I also need to submit a Full Class Request Form?

You **do not need** to submit a Full Class Request Form if you have already joined a waitlist.

You only need to submit a **Full Class Request Form** if:

- Waitlisting is not available for your course and the course is full,
- You want to join a full class time during Class Registration.