Overview of Student Compliance Request Process:

1 Once student placement is confirmed – coordinator provides information to compliance team.

Required Info. from Coordinator:
- Student name
- WCU email
- Placement site name
- Anticipated start date

2 Compliance team members will review the affiliation agreement on file* with the placement site to identify the required compliance package(s).

If agreement is not on file, compliance request will be pending until agreement is executed

Site not confirmed yet? Agreement still in progress?

Students are encouraged to activate their CastleBranch account and start working on completing their program's standard package.

3 Students will receive a notification from compliance office identifying the type of agreement with the site and required compliance package(s).

Important information in this notification includes:

- Standard Program Package Code (specific to each program) + any Add-On Package(s) as required.
- Link to CastleBranch Portal
- Copy of the Affiliation Agreement & WCU Student Attestation Form (*required for students to review the agreement and sign the attestation*)

4 Students will need to activate their WCU CastleBranch account *(if not already activated)* and follow the directions in CastleBranch to purchase the required package(s)*.

**Notes about add-on packages:

- If an add-on package is required, students will receive an additional email from CastleBranch (customerservice@castlebranch.com) with a link to order the required packages.

- Students will need to re-enter their account information during the add-on package order. Once the add-on order is complete, the requirements will be listed on a student's To Do Checklist.

5 Students upload their documents, to CastleBranch for their team to review for approval.

If a document is rejected, students are notified by CastleBranch and provided reasons why it was not accepted and advise what needs to be uploaded to resolve the rejection.

6 Compliance team checks CastleBranch daily for updates and provides weekly student status reports to program coordinator.

Program coordinators are responsible for communicating with students about completing their requirements in a timely manner to ensure final approval before starting their placement.

7 Students and program coordinators will receive a final email from the compliance office once the student's compliance status is fully approved.

Students cannot start at a placement site until all compliance requirements are approved.