

Fix Timetable Problems & Other Questions

If there's an issue with your timetable, you may be able to resolve it yourself. Check out our guide to common timetable problems and other questions.

Login issues or cannot view your timetable

You might not be able to log into [Allocate+](#) or see your timetable if:

- **you're not looking at the current Monash College Allocate+ site:** If you have reached Allocate+ from another source, you may have the wrong link.

Make sure you have selected the tab for the correct year on the [Allocate+ login page](#).

Note: if the teaching period (trimester/semester/term) crosses to a new year, select the year that classes started e.g if classes started in October/November 2026 and continue to January 2027, all classes & exams will appear in the 2026 Allocate+.

- **you recently changed units:** Unit changes can take up to three hours to display in Allocate+, please try again later. If your units are still not appearing after 3 hours, please contact Student Administration student.admin@monashcollege.edu.au to check the status of your enrolment.
- **you are not enrolled in any units:** visit the [Enrolment Page](#) for more information or contact Student Administration student.admin@monashcollege.edu.au for help.

If the page is not loading correctly, you can try changing your internet browser (just make sure you're logged in with your Monash Student account).

For more troubleshooting help with your login, [contact eSolutions](#).

If the above does not resolve your issue please take a screenshot, then contact Scheduling Services (timetable@monashcollege.edu.au) and attach the screenshot so we can investigate further. Include your Student ID number in the email so we can help you faster.

Unit activities are full

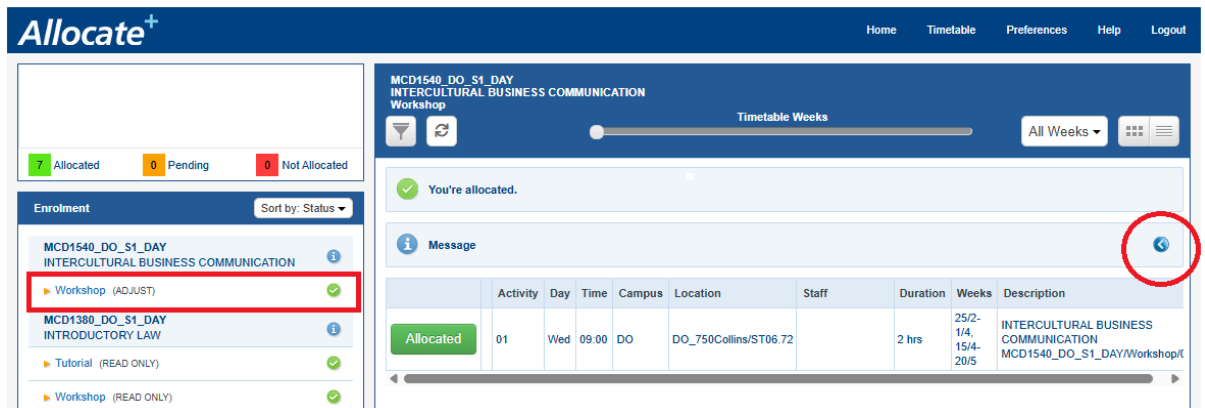
Class capacities are strictly enforced to ensure the safety of all students and staff, and a productive learning environment.

If the activity you would like to allocate to is full:

Check Allocate+ every day during the Adjust period. Students are moving around and changing units during this time, so you may see a spot become available in that class. Note you must allocate to another available class in the meantime. If you do not select a class when one is available, one will eventually be selected for you.

If you can't allocate yourself into an activity because all classes are full:

1. Check for any messages at the top of the page after selecting the Unit Class Type.



The screenshot shows the Allocate+ interface. On the left, there's a summary bar with 7 Allocated, 0 Pending, and 0 Not Allocated. Below that is an enrollment list with a red box around the selected unit: 'Workshop (ADJUST)' for 'MCD1540_DO_S1_DAY INTERCULTURAL BUSINESS COMMUNICATION'. On the right, the unit details are shown, including a 'Message' icon circled in red. Below the message is a table of activities.

Activity	Day	Time	Campus	Location	Staff	Duration	Weeks	Description
Allocated	01	Wed 09:00	DO	DO_750Collins/ST06 72		2 hrs	25/2-1/4, 15/4-20/5	INTERCULTURAL BUSINESS COMMUNICATION MCD1540_DO_S1_DAY/Workshop

2. [Log in to Allocate+](#) every day to check, as we know it is full and will be working to make more places available as soon as possible.

You do not need to contact us if all classes are full. Don't worry, we are working to make sure your timetable is complete as soon as possible. We will contact you by email if there are any extended delays in arranging new classes.

Unit isn't showing in Allocate+

Your unit(s) may not be showing in Allocate+ because:

- **you're not looking at the current Allocate+ site:** Make sure you have selected the tab for the correct year on the [Allocate+ login page](#)

Note: if the teaching period (trimester/semester/term) crosses to a new year, select the year that classes started e.g if classes started in October/November 2026 and continue to January 2027, all classes & exams will appear in the 2026 Allocate+.

- **you recently changed units:** Unit changes can take up to three hours to display in Allocate+ please try again later. If your units are still not appearing after 3 hours, please contact Student Administration student.admin@monashcollege.edu.au to check the status of your enrolment.

- **you are not enrolled in any units:** visit the [Enrolment Page](#) for more information or contact Student Administration student.admin@monashcollege.edu.au for help.

Class has changed in Allocate+ but not in Moodle or Attendance lists

Moodle and Attendance systems can take up to 24 hours to update a change in Allocate+. If it has been more than 24 hours, please contact your teacher for assistance.

Unit activities not appearing or incomplete

When Allocate+ opens in adjustment mode, don't worry if your timetable is incomplete.

First, check for any messages at the top of the page after selecting the Unit Class Type.

The screenshot shows the Allocate+ interface for a unit. On the left, there are statistics: 7 Allocated, 0 Pending, and 0 Not Allocated. Below this is an 'Enrolment' section with a 'Sort by: Status' dropdown. The unit 'MCD1540_DO_S1_DAY INTERCULTURAL BUSINESS COMMUNICATION' is selected, and its activities are listed: 'Workshop (ADJUST)' (checked), 'MCD1380_DO_S1_DAY INTRODUCTORY LAW' (info icon), 'Tutorial (READ ONLY)' (checked), and 'Workshop (READ ONLY)' (checked). On the right, there is a 'Timetable Weeks' section with a slider and 'All Weeks' button. Below this is a 'Message' section with a circled message icon. At the bottom, there is a table showing the allocated activity:

Activity	Day	Time	Campus	Location	Staff	Duration	Weeks	Description
Allocated	01	Wed	09:00	DO	DO_750Collins/ST06.72	2 hrs	25/2-1/4, 15/4-20/5	INTERCULTURAL BUSINESS COMMUNICATION MCD1540_DO_S1_DAY/Workshop/

Activity is in SELECT mode

Check to see if there are any available activities you can Select for yourself.

The activity is showing as READ ONLY but is not allocated

Scheduling Services will allocate this activity for you. Check Allocate+ again tomorrow.

The activity is showing as OFF or NO GROUP AVAILABLE

If an activity appears as **OFF** in Allocate+, your timetable may not be ready for you to make changes. Check the [Timetable Dates](#) to see when you can view/edit your timetable.

If an activity shows as **NO GROUP AVAILABLE** in Allocate+, it could be because:

- the unit is being taught online or off-campus. You will be contacted separately about these.
- no activities will be scheduled.
- activities will commence at a later date e.g. MUF1000, MUF2000, MUF3000

Clash issues with my timetable - DIPLOMA students

When all class options are showing as a clash no matter which other classes are selected, this may be an **Unavoidable Clash**.

Why is there a clash on my timetable?

There are two possible reasons for a timetable clash:

1. **Electives:** Some electives may overlap, and we cannot guarantee all electives will be clash-free. Additionally, your chosen elective may be full.
2. **Repeating a Unit:** If you've failed a unit and are repeating it, your timetable might not align with the course map. It's important to prioritise repeating the failed unit.

Note: Clashes are only assigned if no clash-free option is available.

What should I do about my clash?

If you are allocating your own timetable, you may find you are unable to find a clash free solution to select. Please email timetable@monashcollege.edu.au for assistance, and include your student ID number.

If a clash is confirmed by Scheduling Services, the Team Leader for your course will advise options. Check your timetable on Allocate+ regularly to see if a change has been made to resolve the clash.

Otherwise you will be sent an email with instructions, which may take a few business days. Once you receive the instructions, follow them to ensure you are in the correct classes and avoid paying for a unit you cannot attend.

Why does it take a few days to receive instructions?

When a clash is identified, the following steps occur:

1. Scheduling Services notifies your course Team Leader.
2. The Team Leader reviews your enrolled units and course progression, then makes recommendations.
3. Scheduling Services checks if the recommendations are clash-free.
4. You will then receive the finalised instructions via email.

In some cases, we may need to open a new class, which can take additional time.

What class should I attend while waiting for instructions?

- If the clash involves a **repeated unit**, prioritise that unit.
- If the clash involves a **core unit and an elective**, attend the core unit.
- If the clash involves **two electives**, choose which one to attend.

You can also email the teacher of the missed class for any important information. Missing a class in Week 1 due to a clash will not affect your overall attendance.

What can I expect from the clash instructions?

The Team Leader may recommend one of three actions:

1. **Underloading:** You may be asked to withdraw from a unit, reducing your study load. This can only happen if recommended by a Team Leader.
2. **Unit Change:** You may be asked to withdraw from the clashing unit and enrol in a different elective or core unit. The Scheduling Services will ensure the new unit is clash-free before recommending it.
3. **Clash Approval:** In rare cases, the clash may be approved if it involves minimal overlap or if lectures are recorded. This option is rarely granted and must be approved by the Team Leader.

All recommendations are made with your best interests in mind and are final. However, you can contact your Team Leader if you need further clarification.

How do I withdraw from or change a unit?

[Changing Units](#)

If WES enrolments are open, you can update your unit enrolment there. After WES closes, you will need to fill in a Unit Variation form. If you need help you can visit Student Admin at the Student Hub on Level 4.

What happens to the fees if I withdraw from a unit?

For questions about fees, visit Student Admin at the Student Hub on Level 4 or email mcfees.sponsorships@monashcollege.edu.au

I've changed my Units on WES - what next?

Once confirmed, please wait at least 3 hours for the change to appear in Allocate+. During the ADJUST period you can then select your new classes, otherwise the Scheduling Services team will allocate you. You are responsible for checking Allocate+, as notification is not sent for new unit allocations.

Please email timetable@monashcollege.edu.au if you need any assistance.

I've filled in the Unit Variation Form - what next?

Once submitted, the form will go through an approval process, which may take a few

business days. You will be notified of the outcome via email.

After your enrolment change is processed, please wait at least 3 hours for the change to appear in Allocate+. During the ADJUST period you can then select your new classes, otherwise the Scheduling Services team will allocate you. You are responsible for checking Allocate+, as notification is not sent for new unit allocations.

Please email timetable@monashcollege.edu.au if you need any assistance.

Clash issues with work or personal commitments

If there is a class available but it is clashing with work or personal commitments, you can make changes to your timetable during the allocation adjustment period.

It's first-come, first-served during the adjustment period, so if you want to make changes to your timetable do it as soon as possible. Where classes are full, check back every day to see if a space becomes available.

As timetable changes may occur for Safety or Operational requirements, as well as tests and other activities occurring outside of the scheduled timetable, it is best to obtain work outside of College hours (8am-6pm, Monday to Friday) to avoid any conflicts.

I want to change my timetable

If **Allocate Adjust** is open: check Allocate+ first to see if you can change your timetable yourself.

If the timetable is in READ ONLY mode or the change you want is not available:

There are limited approved reasons where timetable changes can be made outside of Allocate Adjust and such changes are only made in exceptional circumstances.

Please contact the Scheduling Services team at timetable@monashcollege.edu.au with your Student ID and details of your request, including any evidence to support your case. You must contact us as soon as possible, changes are rarely approved after week 2.

I want to change my Units/subjects

More information is available here: [Changing Units](#)

Or contact Student Administration for help student.admin@monashcollege.edu.au

“Subscribe to My Timetable” link does not sync correctly

We do not recommend using the “Subscribe to My Timetable” link on the Allocate+ site. Timetable changes do not sync correctly after the initial setup.

It is your responsibility to keep up to date with your timetable by checking the Allocate+ website directly.

Still having issues?

If you have questions about viewing your timetable, using Adjust, or unavoidable clashes: please email timetable@monashcollege.edu.au and include your student ID number.