

Complaints and Integrity Management Module in Service One



**Managing case state changes:
Academic Integrity Issues**

User Guide

Academic Integrity Issues

Managing case state changes in the student case lifecycle

Academic Integrity Allegation

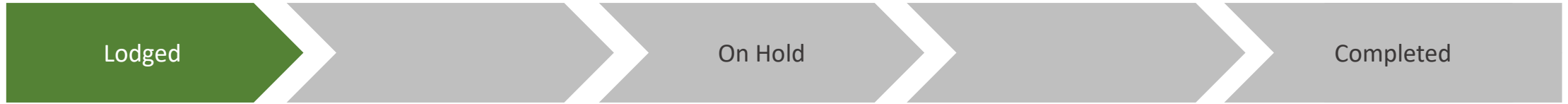


Academic Integrity Issue



Academic Integrity Issues

Managing case state changes in the student case lifecycle



Academic Integrity Issue

A new case is set to state **Lodged** when a Topic Coordinator reports an academic integrity issue using the form in Service One.



The academic integrity issue case record can be put **On Hold** at any time by Academic Integrity Officer pending information from the student or Topic Coordinator.

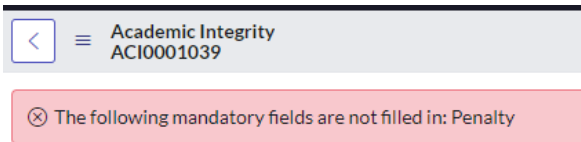
Updating the case state

As the case progresses through the lifecycle, you can update the **State** using the drop-down menu to reflect the current lifecycle status.

Once you have selected the relevant State from the **drop-down menu**, click **Save**.

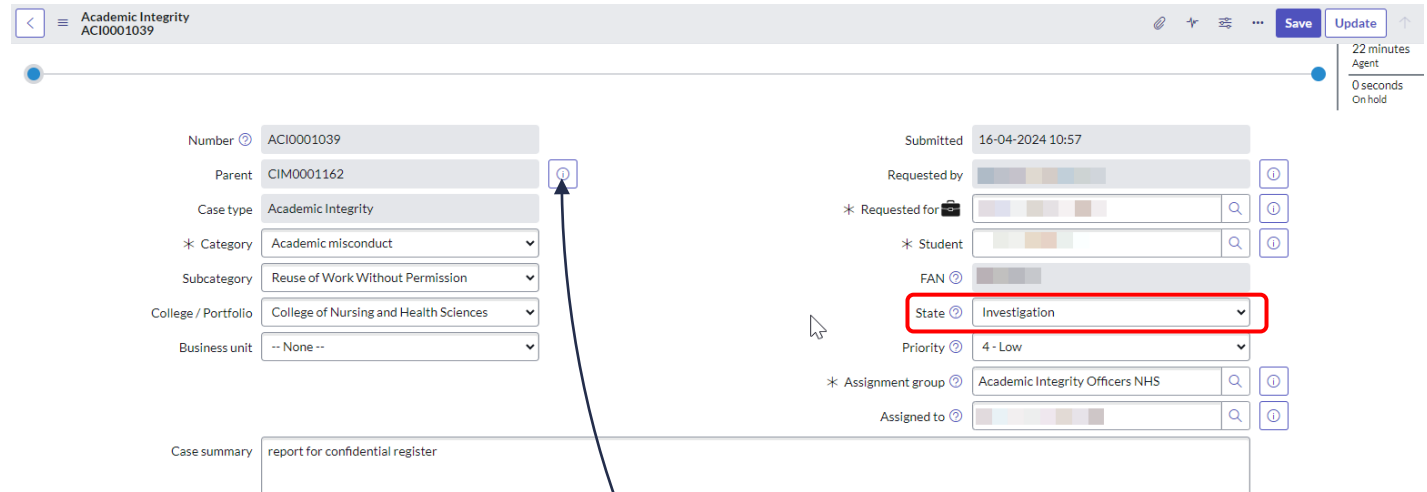
For example, once you have completed your investigation and must communicate the outcome to the student, update the State of the case from **Investigation** to **Decision**.

NOTE: Certain States will require additional information to be entered into the case before you can save the update. Information required will pop up at the top of the screen as an error message.



Academic Integrity
ACI0001039

⊗ The following mandatory fields are not filled in: Penalty



Academic Integrity
ACI0001039

Number ACI0001039
Parent CIM0001162
Case type Academic Integrity
* Category Academic misconduct
Subcategory Reuse of Work Without Permission
College / Portfolio College of Nursing and Health Sciences
Business unit -- None --

Submitted 16-04-2024 10:57
Requested by
* Requested for
* Student
FAN
State Investigation
Priority 4 - Low
* Assignment group Academic Integrity Officers NHS
Assigned to

Case summary report for confidential register

22 minutes Agent
0 seconds On hold

Hint 1: When communicating an outcome to the student, the decision maker should correspond directly with the student; saving the decision outcome correspondence to the Academic Integrity Case Child record.

Hint 2: Use the Quick message template on the Child case to communicate the outcome to the Topic Coordinator when the case is in **Decision** state