

Guideline to navigating the Parent and Child student case

COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE



A Two-Tier Model – The Parent and Child Student Case

The Complaints and Integrity Management module in Service One has adopted a two-tier approach with a Parent student case being the student or requestor facing visible case information and the Child student case record for internal use by the SPIS case manager, decision maker and delegate to work on the case throughout the case management lifecycle.

The two-tier approach was primarily designed to segregate student or requestor visible information from sensitive case management information. All pertinent fields are synchronised from the Child student case to the Parent student case so that case managers, decision makers, and delegates only need to work from the Child student case, with the exception being to attach student or requestor visible documents on the Parent student case; or send emails to the student or requestor from the Parent student case.

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Viewing a Parent Student Case

The Parent student case contains mostly read only information that the student or requestor has submitted when they lodged the form in Service One. The information in the Parent student case cannot be changed or added to via the Parent student case record.

NOTE: only attachments or Work notes (Not Customer visible) and Additional comments (Customer visible) can be added to the Parent student case.

Attachments and Additional comments (Customer visible) will be visible to the student or requestor who submitted the Service One form. For example: the Topic Coordinator who reports an Academic Integrity Issue; the student who submits a complaint.

To access a Parent student case from the Child student case, select the  icon next to the **Parent** case number.




<
≡
Student Complaint
CAR0001054

Lodged ✓

Assessment ✓

Timeline - Began 2 hours ago - Updated 2 seconds ago

Number ⓘ	CAR0001054
Parent	CIM0001179 
Case type	Complaint
* Category	Topic matters ▼
Subcategory	Teaching quality ▼
College / Portfolio	College of Science and Engineering ▼
Business unit	-- None -- ▼

A pop up will appear with details from the parent case. To open the full record, select **Open Record**.

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Student Case Open Record

Lodged ✓ Assessment ✓ **Investigation** Decision Completed

Number ⓘ CIM0001179 Submitted 22-04-2024 09:25

Parent Requested by

Case type Complaint * Requested for

* Category Topic matters * Student

Subcategory Teaching quality FAN ⓘ

College / Portfolio College of Science and Engineering State ⓘ Investigation

Business unit On hold reason

Priority ⓘ 4 - Low

* Assignment group ⓘ Student Policy and Integrity Services

Assigned to ⓘ

Case summary



The Parent student case record is clearly identified by a banner at the top of the page indicating that any attachments or comments added to this case will be visible to the person who lodged the case.

< Student Case CIM0001023

Please note: any attachments or comments added to this case will be visible to the people this case was Requested by and Requested for.

Lodged Assessment Investigation

To navigate back to the **Child** student case, select the case number in the **Child Cases** section at the bottom of the page.

Child Cases (1) Task SLAs (2) Cases for the same Student Email Attachments

Number Search

Parent = CIM0001179

Number	Requested for	Student	FAN	Case type	Category	Subcategory	College / Portfolio	Priority	State	Assigned to	Updated	Updated by
CAR0001054				Complaint	Topic matters	Teaching quality	College of Science and Engineering	4 - Low	Investigation		22-04-2024 11:06	

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