

# Navigating the student case

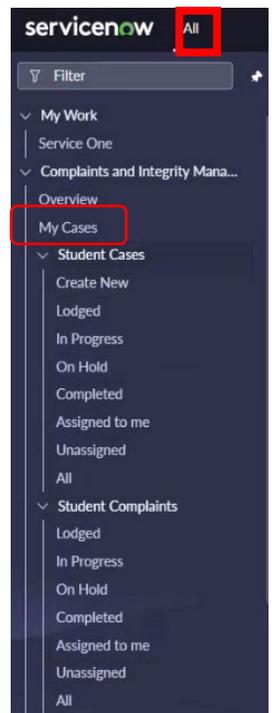
## COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE

### Viewing a Student Case which has been Delegated to You

Any student cases which you have been marked as a Decision Maker or Delegate on, will show in your My Cases list.

To view this list, click All at the top left-hand side of the screen.

Then click **My Cases**.



**NOTE:** You can pin this menu by clicking on the **Pin icon** 

The menu will then always stay on the left-hand side of your screen, when you are in the case management module.

A list of any cases you are marked on will appear. To open a particular case, click on the case Number hyperlink.

Number	Requested for	Student	FAN	Case type	Category	Subcategory	College / Portfolio	Priority	State
<a href="#">CAR0001004</a>				Review	Assessment decision	Assessment grade	College of Business, Government and Law	4 - Low	Lodged
<a href="#">STC0001001</a>				Student Conduct	Property misuse	Misuse of facilities or equipment	College of Nursing and Health Sciences	4 - Low	Lodged
<a href="#">ACI0001001</a>				Academic Integrity	Academic misconduct	Plagiarism	College of Business, Government and Law	2 - High	Decision
<a href="#">CIM0001004</a>				Allegation	Academic integrity allegation	Plagiarism	College of Business, Government and Law	4 - Low	On Hold
<a href="#">CAR0001003</a>				Appeal	Academic integrity decision	Other	College of Medicine and Public Health	4 - Low	Completed
<a href="#">CAR0001002</a>				Complaint	Staff behaviour	Bullying	College of Science and Engineering	4 - Low	Decision
<a href="#">CAR0001001</a>				Complaint	Assessment and grades	Assessment requirements	College of Humanities, Arts and Social S...	4 - Low	Lodged

# Navigating the student case

## COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE

### Viewing Details on a Student Case

Once you are in a student case, you will see the overview screen. This will show you the Case Number, Case Type, Categories, College/Portfolio, Business Unit (if applicable), Date submitted, who it was Requested by, Student details, Student FAN, State of the case, Priority, and the Assignment Group.

The case timeline is also captured at the top of the student case and will move along as the case progresses through the various States.

Check the Case summary box for any relevant information which has been left by the Student Policy and Integrity Services Team (SPIS) when they did their initial review and triage.



Student Complaint - CAR0001001

Search

Save Update

Lodged Assessment Investigation Proceeding Decision Completed

Timeline - Began 1 day ago - Updated 1 day ago

1 day Ago  
0 seconds On hold

Number	CAR0001001	Submitted	03-04-2024 12:09
Parent	CIM0001001	Requested by	
Case type	Complaint	* Student	
* Category	Assessment and grades	FAN	sel0002
Subcategory	Assessment requirements	State	Lodged
College / Portfolio	College of Humanities, Arts and Social Science	Priority	4 - Low
Business unit	None	* Assignment group	Student Policy and Integrity Services
		Assigned to	

Case summary

# Navigating the student case

## COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE

### Viewing Document Attachments on a Student Case

Review any documentation that has been attached to the case. All attachments will show as a link, at the top left-hand side of the case record, just above the timeline.

Documents attached to the **Child student case** are not accessible to the student or the person who reported the case; and are only available to staff who have access to manage the case record



For example, for a Complaint case, attachments on the Child case record are not visible to the student; for an Academic Integrity Issue Report, attachments on the Child case record are not visible to the Topic Coordinator who reported the allegation.

The screenshot shows a user interface for a student case record. At the top, there is a navigation bar with a back arrow, a menu icon, and the text "Student Complaint CAR0001001". Below this, a red-bordered box highlights the text "Manage Attachments (1): Attachment 3.pdf [rename][view]". At the bottom, a horizontal timeline is visible, with a green arrow pointing right labeled "Lodged" and a grey arrow pointing right labeled "Assessment".

# Navigating the student case

## COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE

Documents attached to the **Parent student case** are accessible to the student or requestor. Staff can share attachments with students or the requestor by attaching the document to the Parent case record.

For example, for a Complaints case, attachments on the Parent case record are visible to the student; for an Academic Integrity Issue Report, attachments on the Parent case record are visible to the Topic Coordinator who reported the allegation.

The student or requestor can upload additional documents to their case from their “My Request” in Service One. The documents will appear as Attachments on the Parent case record.



Student Complaint - CAR0001001

Student Complaint  
CAR0001001

Logout Assessment Investigation Proceeding Decision Completed

Timeline - Began 1 day ago - Updated 1 day ago

Number CAR0001001

Parent CIM0001001

Case type Complaint

Category Assessment and grades

Subcategory Assessment requirements

College/Portfolio College of Humanities, Arts and Social Science

Business unit -- None --

Submitted 03-04-2024 12:09

Requested by

\* Student

IRAN seld002

State Lodged

Priority 4 - Low

\* Assignment group Student Policy and Integrity Services

Assigned to

Case summary

Student Case  
CIM0001195

Manage Attachments (1): Attachment 3.docx [rename][view]

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