

# Using Work notes in the student case record

## COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE

To add a Work note to the case record, click on the **Comments & History** tab within the Child case of the student case record.

The screenshot shows a web interface for a 'Student Complaint' case record (CAR0001012). The form contains various fields for case details, including 'Number', 'Parent', 'Case type', 'Category', 'Subcategory', 'College / Portfolio', 'Business unit', 'Submitted', 'Requested by', 'Student', 'FAN', 'State', 'Priority', 'Assignment group', and 'Assigned to'. At the bottom of the form, there are four tabs: 'Form Details', 'Case Details', 'Comments & History', and 'Closure Details'. The 'Comments & History' tab is highlighted with a red box.



Type your notes into the **Work notes (NOT Customer visible)** field.

Then click **Post**.

The screenshot shows the 'Comments & History' tab of the case record. It features two text input fields: 'Additional comments (Customer visible)' and 'Work notes (NOT Customer visible)'. The 'Work notes (NOT Customer visible)' field is highlighted with a red box. To the right of the 'Work notes' field is a 'Post' button, also highlighted with a red box.

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## COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE

### Note:

Notes added in the **Work Notes (NOT customer visible)** field will remain on the case record but will not be visible to the Complainant during the assessment and investigation process.

Notes added into the **Additional Comments (Customer visible)** field are visible to the person who lodged the form once posted.

You can view all Work Notes on the **Comments & History** tab, by scrolling down below the comments and work notes fields. All notes will be listed under **Activities** with the name of the person who made the note, as well as a date and time stamp.



< Student Complaint CAR0001012
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Form Details

Case Details

Comments & History

Closure Details

Additional comments (Customer visible)

Additional comments (Customer visible)

Work notes (NOT Customer visible)

Work notes (NOT Customer visible)

Post

Activities: 4

TB

Talia Barnes

Work notes (NOT Customer visible) • 16-04-2024 10:34

Spoke to the student to confirm his understanding of the grade given. Advised will confirm once case finalised.

TB

Talia Barnes

Work notes (NOT Customer visible) • 16-04-2024 10:33

Have spoken to the Topic Coordinator who has confirmed requirements for Distinction grades.