This guide has been developed to provide guidance for staff supporting students in a frontline environment.

Task type:
Mandatory – must be completed to progress, will prevent enrolment.
Recommended – can be skipped, will be flagged at enrolment but will not prevent enrolment.

Task groupings:
Welcome Screen
Enrolment Declaration
Personal Details
- Address
- Citizenship
- Date of Birth
- Mobile Phone
- Emergency Contact

Government Reporting Requirements
Cultural Details
- Personal Details
- Parent/Guardian Education Background Details

USI
Finance Details
- Government Assistance Forms (eCAFs)

Protocols:
Mandatory tasks should be completed by the student wherever possible as they are for the provision of critical student information and agreement, such as HELP, USI, personal information, enrolment declaration. Risks are introduced for staff updating this information or acting on a student's behalf.

Consider

1. Understand the User's Experience
- Ask what the student was trying to do.
- Clarify steps taken and the issue that occurred.
- Try refreshing the screen.
- Try going to Home screen/another tile and returning, does that refresh?
- Note text in error messages, screenshots, or unusual behaviour.

2. Review Staff View
- Check for data discrepancies in Ci, eg: USI provided, HECS form approved.
- Review task status and due dates.

3. Attempt Resolution
- Can staff manually update blockers in Ci? If not, escalate to relevant team (phone/CRM) noting student is awaiting resolution.
- Mandatory tasks should not be completed on behalf of a student. For Recommended tasks, consider asking the student to submit an AskFlinders support request to confirm the necessary update of information. Once received, the information can be updated, and the task may then be responded to/completed on the student's behalf.
- If unable to resolve escalate as per usual processes.

Known Issues

General

1. Notifications not clearing

Some students have remaining task notifications display on the My Tasks tile despite having no outstanding tasks. This is a known issue being investigated and, in most instances, will resolve overnight. Reassure students that any outstanding mandatory or recommended tasks will display in My Tasks. If the messaging in the My Tasks tile is 'There are currently no outstanding tasks, please check again in the future' then they are receiving the notification number in error and have no further actions to take.

Complete My Tasks

Finish all mandatory tasks, then click 'Next' to continue. To view completed tasks, use the filter icon and select 'Clear all'.

| Messages	✅	Messages
		ℹ️ There are currently no outstanding tasks, please check again in the future.

Known Issues cont.

2. Expired tasks
Tasks may have a due date for completion eg International USI. If a student does not complete the task in the given time the task status will change to "Expired". Expired tasks cannot be completed by the student, and a new task will need to be manually triggered to the student (by authorised staff).

The task messaging includes an Expired flag, and when the student selects "view" a warning message appears. Staff are unable to extend a due date once the task has expired and will need to re-trigger a new task. If the due date is upcoming then staff can extend this date allowing the student to complete. See **QRG Responding to a task on behalf of a student.**
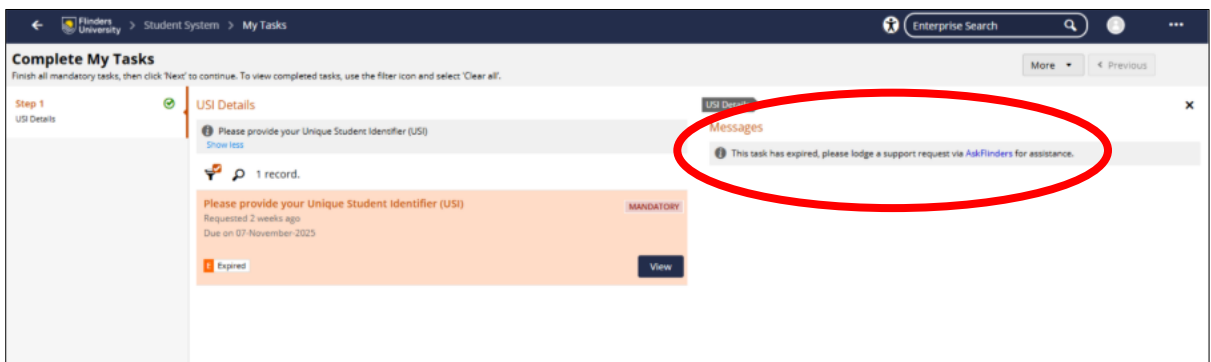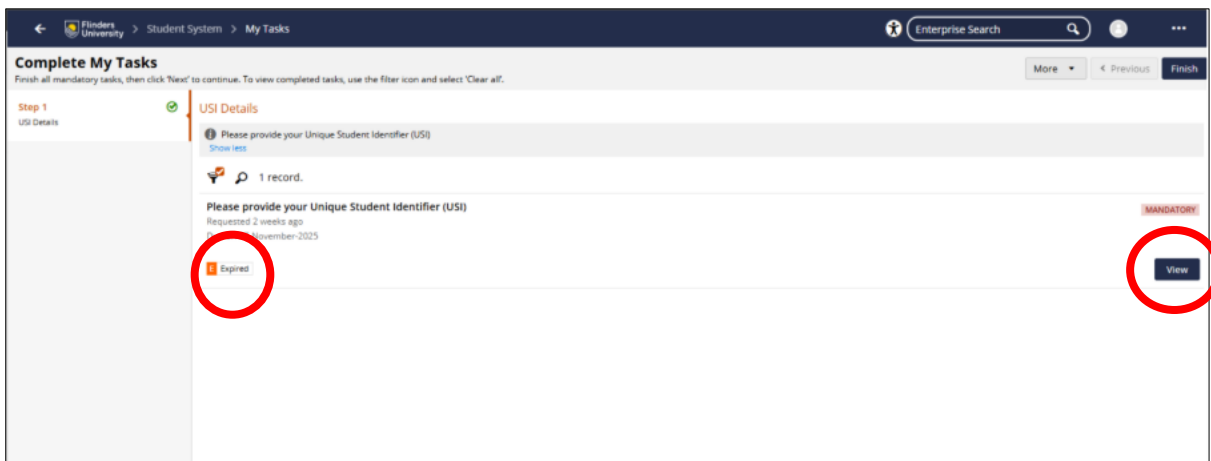
Known Issues cont.

The priority is to trigger a new USI task for the student. Secondly, the expired task will disappear after 30 days, or an authorised staff member can mark it as complete:
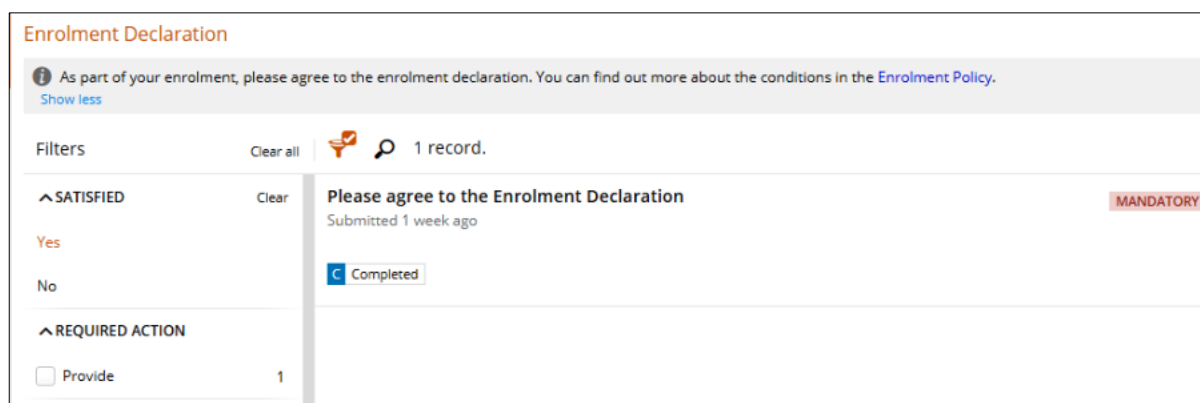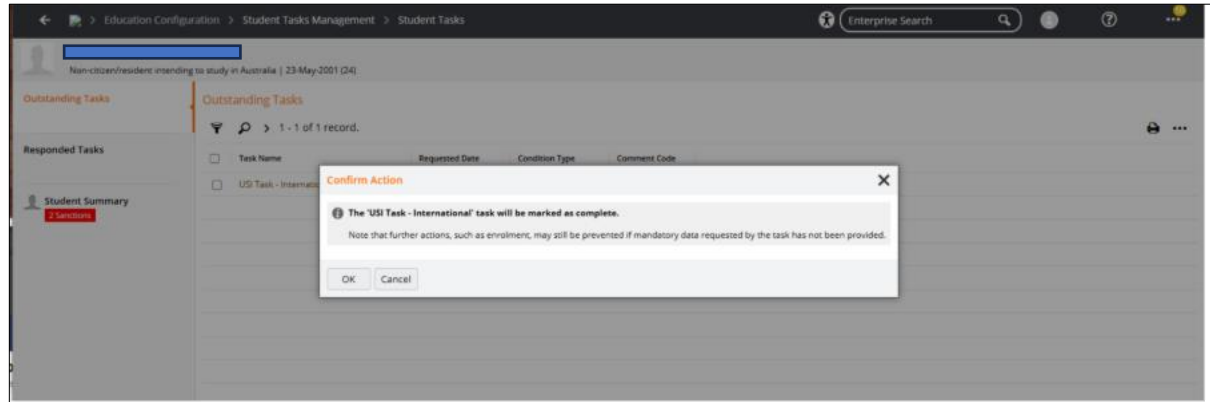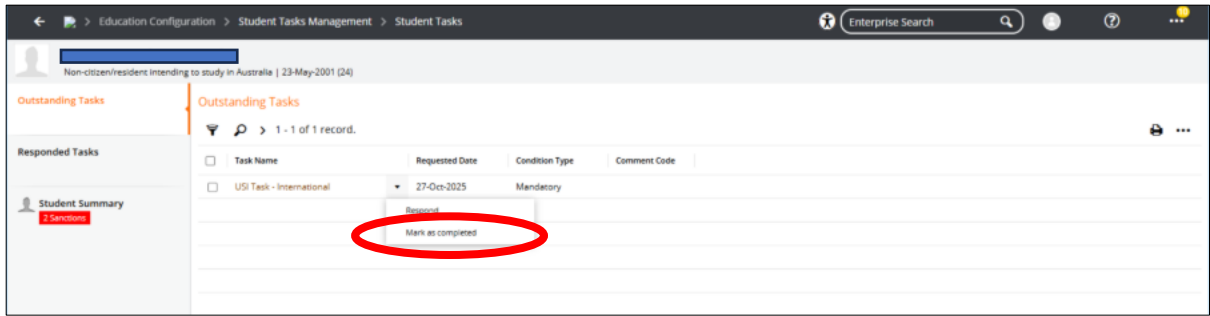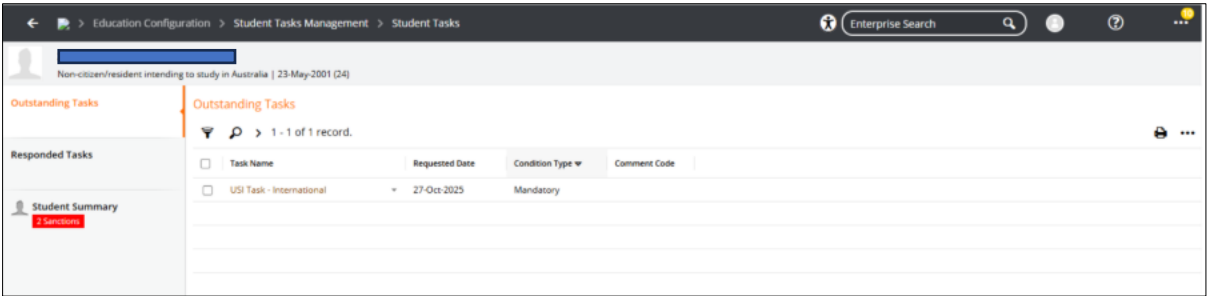
Known Issues cont.

Finance Forms

1. Task taking student back to the start of the wizard.

When completing forms in the My Tasks wizard (such as the Finance forms), the wizard will take students back to Step 1 regardless of which step the student was on. Do not worry – the forms and task progress are saved. The previously completed tasks will not reappear as they are complete. The student will need to click 'Next' to step through the wizard to get back to the next task after the form in their sequence.

The student can use the filters here to show 'satisfied' tasks if needed:

2. Multiple HECS Help forms displaying

KA-07126 (URL to be provided)

Students admitted to multiple courses in Commonwealth-supported places will have multiple Finance forms tasks in the My Tasks tile, as the relevant eCAF tasks will trigger for each course the student is admitted to where no eCAF record exists. For example, a second-year BLLAW student may have already submitted their eCAF for the Bachelor's degree, however because they also accepted the GDPLPRFP but have not completed an eCAF for that degree, they will receive a mandatory task to fill out a HECS-Help form and a recommended SA-HELP form. It is not clear in the My Tasks wizard which course the outstanding HECS-Help form task applies to. This may cause some confusion as students may have "already submitted their eCAF." Staff can reassure students by confirming they have submitted an eCAF for their "current" degree by checking the Government Assistance Form (enquiry) window in Ci/Student Management.

Students can also confirm this themselves by responding to the task and viewing the eCAF form. The form will populate with a list of eligible Commonwealth-supported courses they are admitted to:

Troubleshooting

Known Issues cont.

If they were to select BLLAW but they have already submitted a form, it will give them a warning pop-up message:

Important note: In this scenario, the task is mandatory *to complete enrolment in the Graduate Diploma* and will not prevent enrolment in the "current" Bachelor of Laws. Students who do not complete this task will not be adversely impacted until they want to commence the Graduate Diploma.

Solution: Explain to students that they have this task because they have accepted an offer to a commonwealth-supported place and need to complete this task to enrol in that degree. Students can complete the eCAF at any time, noting they will not incur any deferred fees or "HECS debt" unless and until they enrol into topics for that degree.

Students can view submitted eCAF information for a particular course by going to My Study > Select Course > Government Assistance tab.
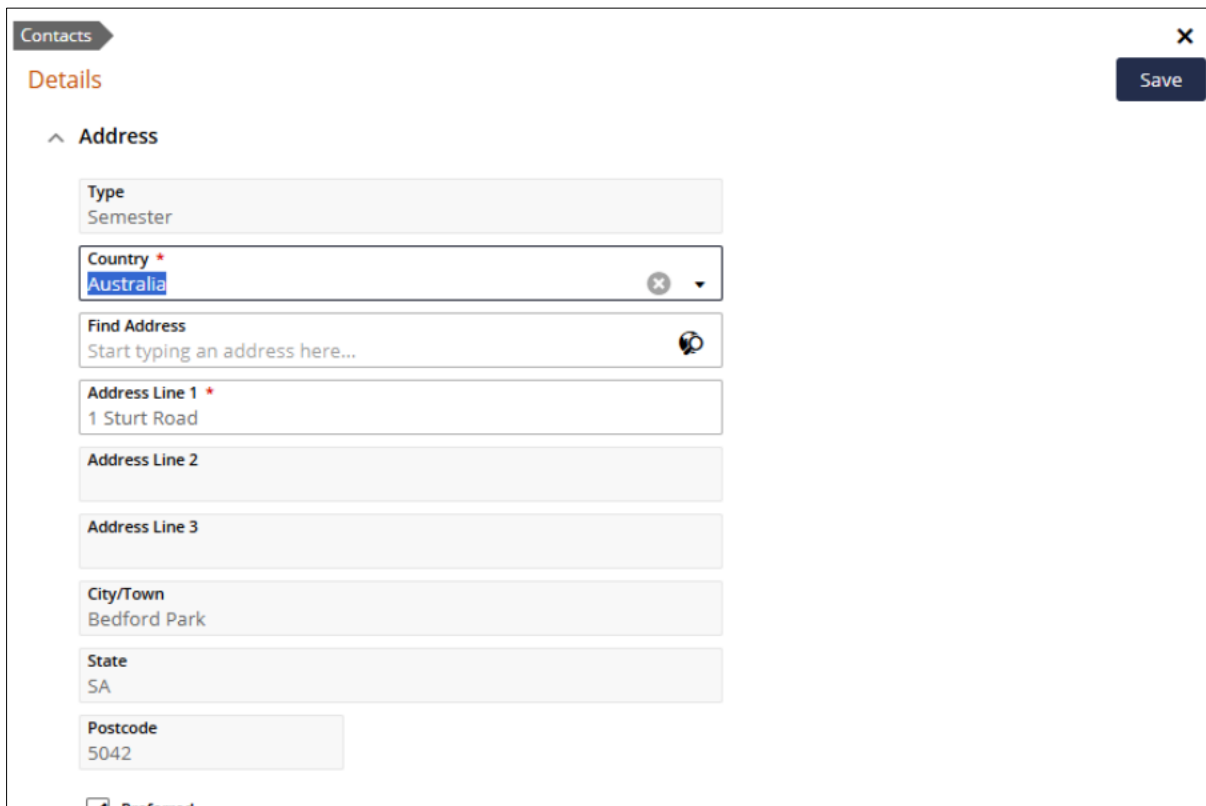
Known Issues cont.

Cultural Information
1. Citizenship Details task Error Message: Highest Level of Participation Year must be on or after the Student's Date of Birth.

In CiA, the value in the in the Highest Level of Participation Year field is displaying as zero and causing an error. This issue is under investigation with the vendor. The Educational Background – Highest Level of Participation Year information can be updated which should resolve the error for the student.

Personal Details
1. When students enter or edit an Australian address in My Tasks or later in My Details, they need to use the 'Find Address' address finder box. Begin typing the address and the address finder will show search results and students should select their address. This will then pre-fill the Address Line 1, City/Town, State, and Postcode fields.

The address finder should "find" all legitimate Australian street addresses. If you are unable to find an address with a student, validate the address via Google Maps and then submit an IT help and support ServiceOne request form to record the error (or follow your team's escalation process). If you need to edit or amend the pre-filled address, you can do so once the address finder has populated the fields. You can for example add unit/room numbers or business names: "Switch Accommodation, Room 5".

Task Management Ownership

Student Finance and Scholarships (Fees T2)
USI (domestic and international)
Finance Forms - All HELP forms

All others:
Enrolment Services (Enrolment T2)

Additional Quick Reference Guides:
[How to manually assign a task.](#)
[How to mark a task as complete.](#)
[How to extend a task due date.](#)
[Responding to a task on behalf of a student.](#)