

ACADEMIC STAFF: ADVERSE CIRCUMSTANCES – WHAT TO DO

1	You will receive an email notifying you that there is one or more adverse circumstances application awaiting your recommendation.
2	Go to https://dotnet.newcastle.edu.au/ac/Pages/Staff/Home.aspx and the system should open under your account.
3	<p>There may be one or two tables with applications depending on your allocations.</p> <p>Those under the heading The following existing applications have been found and require your attention indicate that you are the Primary Course Coordinator.</p> <p>Those under the heading The following existing applications are attached to courses where you are associated within the system indicate that you are able to make a decision relating to the adverse circumstances application, but may not necessarily be the Primary Course Coordinator.</p> <p>In both these instances, you are able to make a final decision.</p>
4	Open the application with 'Assigned to CC' Application Status by clicking on the Application Reference number.
5	This will take you to the Assessment and Outcome page. Click on the course link under Requests on this Application. This will open up the application for that particular course and assessment item only.
6	<p>If you wish to view the documents that have been provided as support, click on the View Documents link found under Assessment and Outcome. This will open a pop up box where you can select View, to view the documents. You can also upload documents yourself to support your decision. To do this, once you open the pop up box, click on Select Files and find the file you want to upload, then click on Upload Files. Once uploaded, the file will appear in the list of files attached to the application. Close the View Documents box.</p> <p>This section asks you whether the documentation is sufficient to make a recommendation. Click on the relevant radio button ie YES or NO.</p> <p>Note that if the Assessment and Outcome section is greyed out, this means that you have not been assigned as the Course Coordinator. If you wish to make a decision in this instance, under Requests on this Application where the course appears, click on Assign to Self. This will then allow you to complete the application.</p>
6.1	<p>YES is selected:</p> <ul style="list-style-type: none"> • From the dropdown list, select the relevant recommendation • Enter the new completion date if relevant to the recommendation. • Add comments in the Course Coordinator Comments ensuring that the text is clear as this will be sent in an email to the student. • Click the Next button. • The email text will be displayed. You can adjust this text if required.

	<ul style="list-style-type: none"> Once you are happy with the text, click the Send button. At the top the action will be displayed (Message sent successfully)
6-2	<p>NO is selected:</p> <ul style="list-style-type: none"> From the dropdown list select the relevant Information Requested. Add comments in the Course Coordinator Comments ensuring that the text is clear as this will be sent in an email to the student. Click on Submit. The email text will be displayed. You can adjust this text if required. Once you are happy with the text, click the Send button. At the top of the page, the action will be displayed (Recommendation submitted successfully. The student has been e-mailed to submit additional documentation to support this application) To return to your home page, click on Close
6.3	<ul style="list-style-type: none"> If you have requested further documents to support an application, once the student has uploaded relevant documents, you will receive an email alerting you that the application is ready for your action. In this instance, the documents will not be viewed by the Hubs. Either approve or reject the application as per the instructions above.
6.4	<p>To view any actions click on View History at any point in the application, noting that the history viewed is for that particular section such as:</p> <p>Assessment and Outcome Requests on This Application Previous Course Coordinator Comments</p> <p>To view all correspondence, click on Student Correspondence in the left hand menu and then the Request Ref link</p>

Hints

- Be aware that after an action is undertaken, the page may jump to the top again. You will need to scroll down the page to the spot that you need to review/action.
- There is a [View History](#) link for each part of the application ie supporting documentation, Requests on this application and Previous Course Coordinator Comments. If you are unsure what has occurred, click on these links for a brief overview.
- If the application appears to be going over the same page all the time, click on View History link under Previous Course Coordinator Comments as you may be requesting the same action.
- Always look at the top of the page after submitting an action to read the message at the top of the page.
- If the message at the top of the page is written in red, this means you need to undertake further action before saving or submitting the decision. Ensure that you read the message to understand what is required.

Contact

- If your query is related to how the system functions including emails, contact Frances Munt on extension 16563
- If your query is related to student documentation and the Student Hubs processing contact Kate McKenny on 4033 9278.