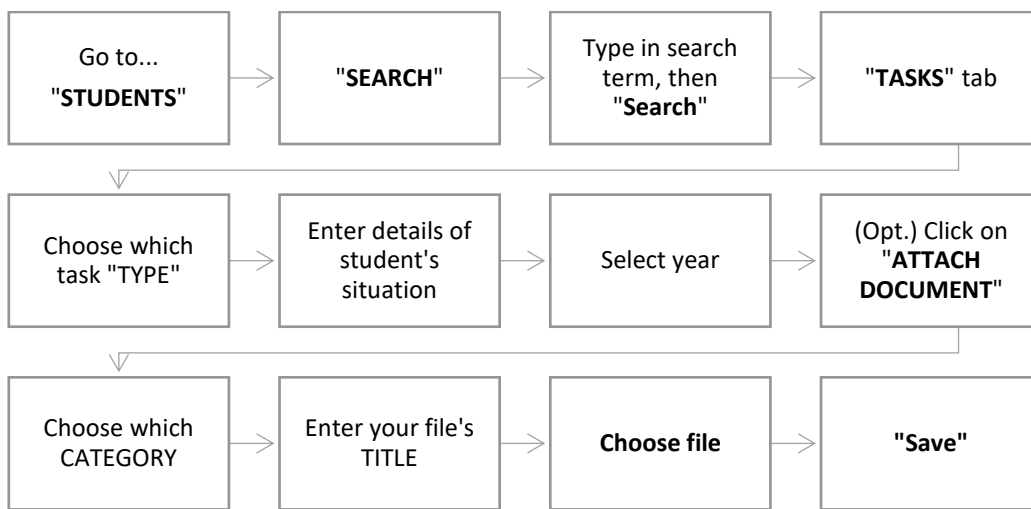




How to... correspond with TASC: individual student enquiries

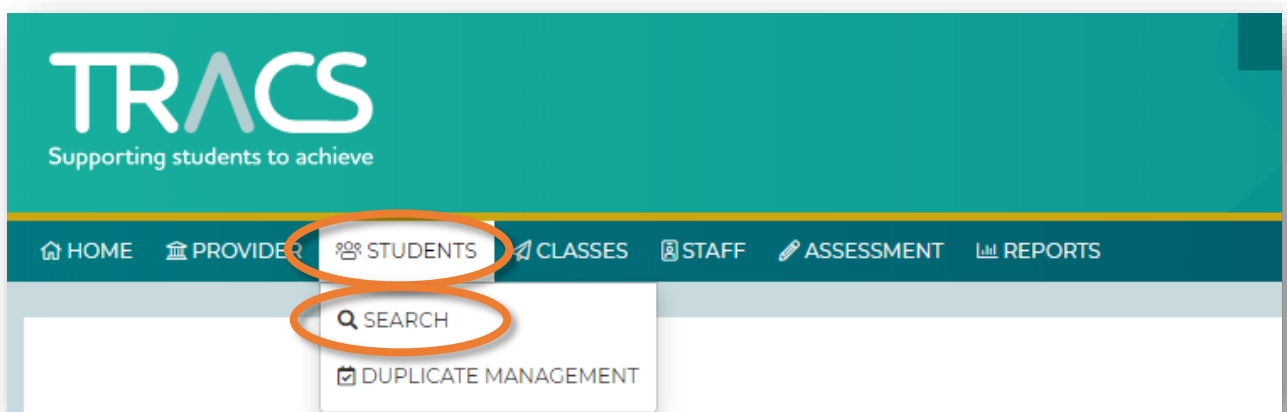
Important: This guide is for enquiries regarding a specific student. If have a more general enquiry or about multiple students, please follow: *“How to correspond with TASC: general and multiple student enquiries”*

Quick version:



>>> Detailed version:

1) Go to “STUDENTS” and then “SEARCH”:



- 2) Search for the student’s record by typing a relevant term into any of the available boxes (e.g. type the family name of the student you are looking for in the FAMILY NAME box):
 - a) Then click on “**Search**”.
 - b) All the options will appear in the RESULTS table. Click on the row that applies.

SEARCH

FAMILY NAME GIVEN NAME

TASC ID ED ID / STUDENT ID

DOB

a.

RESULTS

TITLE	GIVEN NAME ▾	FAMILY NAME ▾	DATE OF BIRTH	TASC ID	EDID / STUDENT ID	ORGANISATION
	👤 Jack	Smith				
	👤 Joshua	Smith				
	👤 Miriam	Smith				

- 3) The student’s page appears. Select the “**TASKS**” tab:

Student

JACK SMITH

18H00000 (TASC ID) / 00000 (STUDENT ID) / LM0Y0L00WB (USI)

DETAILS ADDRESS ENROLMENTS EXAMS **TASKS** PROVISIONS REPORTS

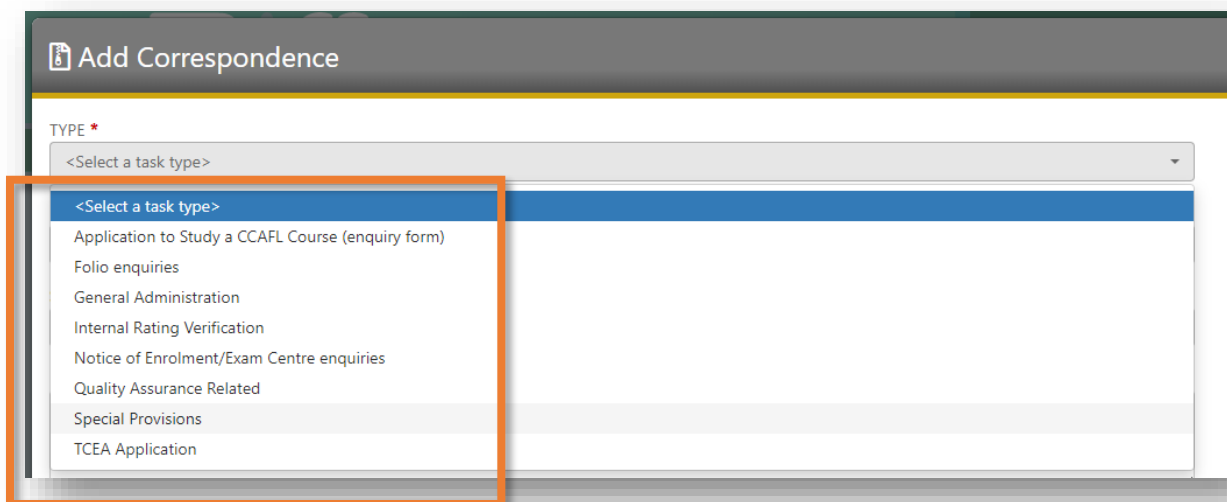
- 4) Select “**Add Task**” at bottom left:

TYPE ▾ RELATES TO ▾ NOTES

📄 Drag a file here to create a new task

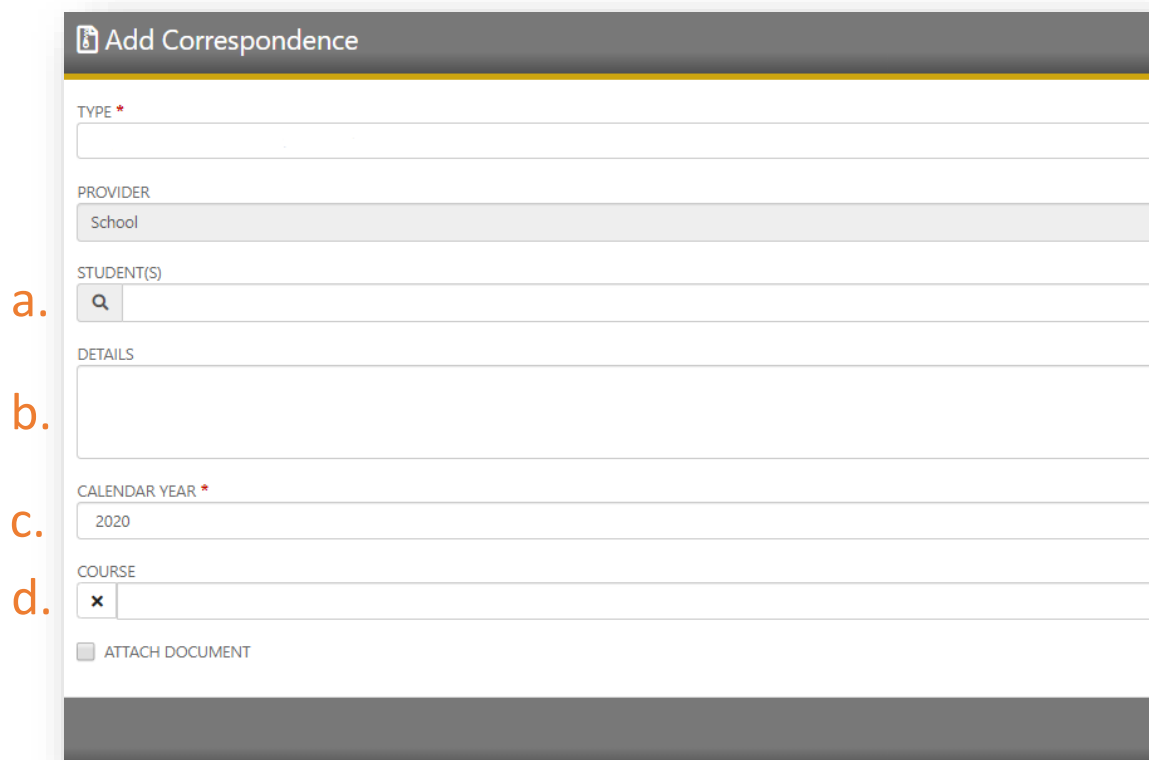
+ Add Task

- 5) The “Add Correspondence” box appears:
a) Select the Task Type in the “TYPE” drop-down bar,



The screenshot shows the 'Add Correspondence' form with the 'TYPE' dropdown menu open. The dropdown menu lists the following options: '<Select a task type>', 'Application to Study a CCAFL Course (enquiry form)', 'Folio enquiries', 'General Administration', 'Internal Rating Verification', 'Notice of Enrolment/Exam Centre enquiries', 'Quality Assurance Related', 'Special Provisions', and 'TCEA Application'. The first option is highlighted in blue.

- 6) Complete the rest of the box as follows:
a. If the correspondence relates to multiple students, add the students' names.
b. Complete the DETAILS of your message.
c. Select the relevant calendar year.
d. (If the Task TYPE you chose relates to a specific course, there will be a line where you can add the course names).



The screenshot shows the 'Add Correspondence' form with the following fields and labels:

- TYPE ***: A dropdown menu with the text '<Select a task type>'.
- PROVIDER**: A text input field containing 'School'.
- STUDENT(S)**: A text input field with a search icon (magnifying glass).
- DETAILS**: A large text input area.
- CALENDAR YEAR ***: A text input field containing '2020'.
- COURSE**: A text input field with an 'x' icon.
- ATTACH DOCUMENT**: A checkbox.

Labels a, b, c, and d are placed to the left of the STUDENT(S), DETAILS, CALENDAR YEAR, and COURSE fields respectively.

- 7) If you need to attach a document to your correspondence, click on the “ATTACH DOCUMENT” box. This extends the page to allow for:
 - a. a CATEGORY
 - b. a TITLE for the attachment
 - c. a “Choose file” button to choose your file to upload
 - d. the option to RESTRICT the document so it can only be viewed by your school principal or principal’s delegate.
- 8) Click “Save” when you’re done.

Your correspondence is now submitted and will be assigned to a TASC staff member.

- 9) When a response has been sent you will see a red circle with a number on your notification’s (bell) icon and a message in the Correspondence section of your home page:

>>> Things to know:

IMPORTANT: Once you’ve started a “Task”, always use the associated COMMUNICATION tab to continue your communication with us on that issue. Starting a *new* task each time makes it very difficult for both you and TASC to find relevant information about your enquiry. It also causes delays to our response as your new enquiry will join the end of the queue and not – as it should – be part of a current task.

For further TRACS support, contact TASC via either of the following:

- Phone: (03) 6165 6000
- Email: enquiries@tasc.tas.gov.au