

# Psychological Accommodation Case Process

Irshad Special Needs Services – Student Case Lifecycle

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## 1. Executive Summary

This process manages psychological accommodation cases in Irshad from student submission through counseling-unit assessment, accommodation assignment, student decision, reconsideration loop, and closure.

The BPMN model uses three pools: **Student**, **Counseling unit**, and **Irshad System**. Post-acceptance dispatch is routed through the shared **send-accommodation** subprocess.

- Student submits and may be returned for missing information completion.
- Counseling unit performs authenticity screening, specialist assignment, and case review.
- Student can accept accommodations or request a review cycle.
- Irshad closes rejected inactive cases after 7 days and dispatches accepted accommodations.

## 2. Process Scope and Triggers

### **Primary trigger**

*The process starts when accommodations are required. The student enters Irshad, selects accommodations service, chooses psychological category, completes required information and documents, and submits the case.*

### **Cross-pool activation**

*Irshad validates required information and forwards complete cases to the Counseling unit. This forwarding message starts counseling-unit case handling.*

### **Process boundary**

*The page documents case intake, review decisions, appeal paths, closure rules, and post-acceptance dispatch. Recipient department internal execution is out of scope and represented through send-accommodation.*

### 3. Roles and Action Ownership

<b>Role / Lane</b>	<b>Ownership in this process</b>
<b>Student</b>	Submits the psychological case, responds to missing-information returns, files appeals, and makes acceptance decisions on assigned/finalized accommodations.
<b>Counseling unit - Coordinator lane</b>	Performs case intake actions and specialist assignment tasks in the modeled counseling-unit flow.
<b>Counseling unit - Specialist lane</b>	Performs authenticity screening, review decisions, appeal review, assignment of accommodations, and finalization after review requests.
<b>Irshad System</b>	Validates required information, routes events, records first rejection, applies timeout closure logic, and dispatches accepted accommodations through call activities.
<b>Recipient departments</b>	Receive accommodation notifications and acknowledge them through the send-accommodation subprocess.

## 4. Lifecycle Phases

### **Phase A: Submission and validation**

Student submits a psychological case. Irshad checks required information and either returns the case for completion or forwards it to Counseling unit.

### **Phase B: Counseling-unit assessment**

Counseling unit screens authenticity, checks validity, assigns specialist, and determines whether case is accepted or rejected.

### **Phase C: Student review and feedback loop**

After assignment, student reviews accommodations and either accepts or requests review with comments.

### **Phase D: Reconsideration and finalization**

If review is requested, Counseling unit reviews request and finalizes accommodations. Student then makes final accept/reject decision.

### **Phase E: Appeals and closure**

Rejected cases may be appealed; without appeal for 7 days the case is closed. Appeal rejection also leads to closure.

## **Phase F: Dispatch after acceptance**

*Irshad dispatches accepted accommodations to relevant departments using send-accommodation call activities and housing gender split.*

## **5. Process Map (BPMN)**

**BPMN Diagram Notice:** This document export excludes the interactive BPMN diagram.

To view the full process map, please visit:

[ba-dsa.pages.dev](https://ba-dsa.pages.dev) → **Psychological Accommodation Case Process**

## 6. Detailed Walkthrough by Pool/Lane

<b>Step</b>	<b>Pool/Lane</b>	<b>Action</b>	<b>Modeled outcome</b>
<b>1.0</b>	Student	Submit psychological case	Case sent to Irshad for completeness validation.
<b>2.0</b>	Irshad System	Check required information	If incomplete, case returned to student. If complete, forwarded to Counseling unit.
<b>3.0</b>	Counseling unit	Screen and validate case	Specialist screens authenticity; if valid, coordinator assigns specialist and case proceeds to review. If invalid, case is rejected with comments.
<b>4.0</b>	Counseling unit	Case decision	If accepted, assign accommodations and emit accommodations-assigned event; if rejected, emit case-rejected event.
<b>5.0</b>	Student	Review assigned accommodations (first decision)	Student either accepts accommodations or requests accommodation review with comments.
<b>6.0</b>	Counseling unit	Review request and finalize accommodations	Review request and finalize accommodations with response to comments, then emit accommodations-finalized event.
<b>7.0</b>	Student	Review final accommodations (final decision)	Student either accepts accommodations or rejects accommodations.
<b>8.0</b>	Student + Counseling unit + Irshad System	Appeal branch after rejection	Student submits appeal; Counseling unit reviews appeal and either assigns accommodations (appeal accepted) or rejects appeal.
<b>9.0</b>	Irshad System	Timeout and closure control	If rejected case receives no appeal within modeled 7-day wait, Irshad closes case. Appeal rejection also closes case.

<b>Step</b>	<b>Pool/Lane</b>	<b>Action</b>	<b>Modeled outcome</b>
<b>10.0</b>	Irshad System + Department recipients	Dispatch accepted accommodations	After acceptance event, Irshad evaluates dispatch branches and invokes send-accommodation call activities (including housing split).

## 7. Appeals, Timeouts, and Closure Rules

### **Appeal path after rejection**

A case rejection can transition to student appeal. Counseling unit then reviews appeal and routes to either appeal-accepted assignment or appeal-rejected closure.

### **7-day rejection timeout**

Irshad waits for appeal submission after rejection. If the 7-day event occurs first, Irshad closes the case automatically.

### **Boundary case closure on appeal task**

Student appeal task includes a boundary case-closed event, enabling forced closure when closure is emitted by Irshad.

### **Final rejection closure**

Rejection of final accommodations leads to explicit close-case execution in Irshad.

## 8. Department Dispatch Rules

Irshad dispatch logic is shared with the physical case: accepted accommodations are routed through an inclusive gateway to selected departments and services.

<b>Dispatch branch</b>	<b>Modeled behavior</b>	<b>Implementation note</b>
<b>Registration / Academic</b>	Registrar and academic dispatch are modeled as call activities.	Calls Process_0xyvy56.
<b>Housing</b>	Exclusive gateway selects male or female housing dispatch.	Both branches call Process_0xyvy56.
<b>Food / Transportation / Parking</b>	Separate call activity per branch.	Each branch calls Process_0xyvy56.
<b>Counseling referral</b>	Modeled as script task path.	Not modeled as call activity.

## 9. Inputs, Outputs, and System Artifacts

### Inputs

- Psychological category selection and case details.
- Required information and uploaded documents.
- Counseling-unit review decisions and comments.
- Appeal evidence and review comments (if appeal is submitted).

### Outputs

- Case state outcome: returned, rejected, assigned, accepted, or closed.
- Accommodation assignment/finalization events.
- Department dispatch executions via send-accommodation subprocess.

### System artifacts

- Validation and routing events in Irshad.
- First rejection registration record.
- Student acceptance/review decision records.
- Timeout closure artifact after 7-day event (when applicable).

## 10. Governance and Audit Notes

### **Traceability requirements**

*Irshad should retain event-level traceability for routing decisions, rejection reason capture, appeal handling, final decisions, and case closure outcomes.*

### **Modeled control points**

- *Required-information gate before forwarding to Counseling unit.*
- *Event-based outcome gates for rejection/appeal/assignment states.*
- *Explicit timeout closure control after rejection.*
- *Second-stage student decision after finalized accommodations.*

### **Documentation boundary**

*This page documents BPMN-defined process behavior. Operational workflows inside recipient departments after notification are outside this document boundary.*