

OASIS and Official Communication Channel (OCC) Procedures

1. LEGISLATION/ENTERPRISE AGREEMENT/POLICY SUPPORTED

[Information and Communication Technology \(ICT\) Policy Manual](#)

2. IMPLEMENTATION PRINCIPLES

N/A

3. PROCEDURAL DETAILS

3.1. Responsibility of students to access OASIS

3.1.1. Students will receive official communications via the OCC (Official Communications Channel) until access is deactivated or an exemption is granted (see section 3.2).

In accordance with their enrolment contract, articulated at the time of enrolment, students will log into OASIS weekly to read these communications.

3.1.2. Students will report any problems that prevent them from accessing OASIS to OASIS support staff.

3.2. e-Exemption

3.2.1. Students who are unable to access OASIS due to a disability, incapacity, or some other compelling reason, may apply for an exemption from using OASIS and from receiving official communications via the OCC. To apply for this exemption, an *Application for e-Exemption* is to be submitted to Student Services.

3.2.2. Requests for exemption will be approved only in exceptional circumstances and only where clear evidence of a genuine inability to access OASIS on a weekly basis is provided.

3.2.3. e-Exempt student records will be flagged on the student record system by Student Service Centre staff.

3.2.4. When an official communication is sent to a student or group of students via the OCC, any e-Exempt students that have been sent that item will be identified to the sender.

3.2.5. It is the responsibility of the sender to arrange the provision of the material by alternative means.

3.3. Staff accounts

3.3.1. Staff will ensure that the official communications they send are appropriate for permanent retention on a student's file.

3.3.2. For access to the OCC to send official communications to students, staff members will:

- (a) complete the *Request for OCA Access Form* available via Staff OASIS;
- (b) receive access approval from the appropriate mailbox owner and Authorising Officer; and
- (c) complete relevant training prior to receiving full access.

3.3.3. Staff access to the OCC is subject to audit and may be deactivated if deemed appropriate by the Director, Business Operations and Student Systems. Where a staff member's access has been deactivated, they may request it to be reactivated if they believe a legitimate requirement for access exists.

3.3.4. Staff will use the OCC to deliver official communications to students. When an official communication is sent to a student or group of students via the OCC, any e-Exempt students that have been sent that item will be identified to the sender.

3.3.5. Staff members will, to the maximum extent possible, use OASIS as the focus for delivering online services and information to students.

3.4. Broadcast messages

- 3.4.1. Staff will send broadcast messages to a group of students only where the message is relevant to all members of the group.
- 3.4.2. Staff will send broadcast messages to particular groups of students only with the appropriate authorisation (see Section 4).

3.5. Privacy

- 3.5.1. Staff members will not knowingly attempt to access communications stored in the OCC that they would not normally be authorised to access in the normal course of their duties at Curtin (see *Disclosure of Personal Information Procedures*).

3.6. Student accounts

- 3.6.1. OASIS accounts will be deleted only after authorisation from Records and Information Management.

4. RESPONSIBILITIES

In addition to any responsibilities set out in section 3,

Position	Responsible for authorising broadcast messages to be sent to:
<ul style="list-style-type: none">• Academic Registrar• Director, Business Operations and Student Systems	(a) All students; (b) All students at a single campus; and (c) Students that do not fall into any of the below categories
<ul style="list-style-type: none">• Chief Student Services Officer	Students across the faculty/faculties they manage
<ul style="list-style-type: none">• Heads of Schools/Departments	Students across a school/department
<ul style="list-style-type: none">• Course Co-ordinators	Students in their course
<ul style="list-style-type: none">• Unit Co-ordinators	Students in their unit
<ul style="list-style-type: none">• Relevant lecturers / other members of staff	Students in their class

5. SCOPE OF PROCEDURES

Nil

6. DEFINITIONS

(Note: Commonly defined terms are located in the [Curtin Common Definitions](#). Any defined terms below are specific to this document)

Official communication

Any communication between the University and a student on matters relating to admission, enrolment, attendance, academic progress or any other issue relating to a student's relationship with the University, typically sent via the OCC.

7. SCHEDULES

Nil

8. RELATED DOCUMENTS/LINKS/FORMS

[OASIS Help: Using the Official Communications Channel \(OCC\)](#)

[Information Security Classification Policy and Procedures](#)

[Password Security Policy and Procedures](#)

[Records and Information Management Policy](#)

[Disclosure of Personal Information Procedures](#)

[Information and Communication Technology \(ICT\) Policy Manual](#) (specifically the sections ICT Electronic Messaging Policy and ICT Breach Management Policy)

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Policy Manager	Deputy Vice-Chancellor, Academic
Approval Authority	Deputy Vice-Chancellor, Academic
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REVISION HISTORY

Version	Approved/ Amended/ Rescinded	Date	Committee / Board / Executive Manager	Approval / Resolution Number	Key Changes and Notes
H001/P21.1	Approved	14/10/2003	Planning and Management Committee	PMC 101/03 (ii)	Attachment 1 to Document No 90/30
	Amended	11/02/2008	Director, Legal and Compliance Services		Typographical Amendments
	Administratively Updated	20/03/2008	Director, Legal and Compliance Services		Reformatted and Amended to Reflect Organisational Chart
	Administratively Updated	17/06/2010	Director, Legal and Compliance Services		Amended to Reflect Organisational Change
	Amended	31/03/2015	Deputy Vice-Chancellor, Education	EM1502	Unconditional
	Administratively Updated	06/10/2015	Director, Legal and Compliance Services	EC 76/15	Executive Manager Title Changes