



## Official Communication Channel (OCC) Procedures

### 1. STRATEGIC PLAN THEME AND COMPLIANCE OBLIGATION SUPPORTED

[Information Security & Information & Communication Technology \(ICT\) Appropriate Use Policy](#)

Strategic Plan Theme: [People and Culture](#)

### 2. PROCEDURAL DETAILS

2.1. Students will receive official communications (OCs) via the Official Communication Channel (OCC) unless they have an approved exemption.

2.2. OCs including Broadcast OCs sent via OCC will meet the following criteria:

- a) content has been approved by the relevant mailbox owner;
- b) content has been categorised according to a defined schema;
- c) in response to pre-determined student lifecycle events or extraordinary events;
- d) the sender has been approved to send content from specified categories; and
- e) the sender has been approved to send content to specified recipient groups as per 2.5.1.

#### 2.3. Student access and exemptions

2.3.1 In accordance with their enrolment agreement, students will log into OASIS once every seven days to read OCs.

2.3.2 Students will report any issues that prevent them from accessing their OCs to Student Services within three working days of the issue being identified.

2.3.3 Students who are unable to access OASIS once every seven days due to a disability, incapacity or other evidenced extenuating circumstances may apply for an exemption.

2.3.4 Students will ensure that their contact details registered with the University are up to date prior to submitting their application for an exemption.

2.3.5 Students seeking an OCC exemption will submit an *Application for e-Exemption* form to Student Services.

2.3.6 The Team Leader, Student Services will review and make a determination on an application for an exemption within two working days of its receipt. Students will be notified of the outcome of their application within three working days of the decision.

2.3.7 A student who is not satisfied with the outcome of their application for an exemption may appeal in writing to the Manager, Student Services.

2.3.8 Students who are granted an exemption will be flagged on the student record system for an approved period of time. Upon expiry of the exemption, the student may reapply for a further exemption if required.

2.3.9 The sender of an OC will arrange for the provision of any OC content to be sent via alternative means to exempt students. Communications sent via alternative means will be distributed on the same day as any equivalent OCs sent to non-exempt students.

#### 2.4. Staff access

2.4.1 To access the OCC, staff members will seek approval by submitting the *Request for OCA Access Form* to the appropriate authorised officer as determined by the Associate Director Student Experience, Digital Services (or nominee).

2.4.2 The appropriate authorised officer will only provide access to the OCC to staff who have legitimate requirements to send OCs to students.

2.4.3 Staff who are granted access to the OCC will complete all required training as determined by the Associate Director Student Experience, Digital Services (or nominee).

2.4.4 Staff access to the OCC is subject to audit and may be deactivated if deemed appropriate by the Associate Director Student Experience, Digital Services (or

nominee). Staff members will be notified in writing if their access has been deactivated.

- 2.4.5 Staff members will not knowingly attempt to access communications stored in the OCC that they would not normally be authorised to access in the course of their duties at the University.

## 2.5. Broadcast OC messages

- 2.5.1 A staff member may send a Broadcast OC message to groups of students only after the appropriate approval has been obtained:

Position	Responsible for authorising Broadcast OC messages to be sent to:
<ul style="list-style-type: none"><li>Academic Registrar</li></ul>	(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"><li>Faculty Pro Vice-Chancellor</li></ul>	All students within a Faculty
<ul style="list-style-type: none"><li>Heads of School (or equivalent)</li></ul>	All students within a school/department
<ul style="list-style-type: none"><li>Course Co-ordinators</li></ul>	All students within their course
<ul style="list-style-type: none"><li>Unit Co-ordinators</li></ul>	All students within their unit or a single class

## 2.6. Records

- 2.6.1 Student communications will be retained by the University for a period in accordance with the requirements of the Western Australian University Sector Disposal Authority (WAUSDA) and the General Disposal Authority for the State Government Information (SGI).
- 2.6.2 The sender is responsible for keeping copies of communications sent to exempt students including details of how and when communications were distributed.

## 3. RESPONSIBILITIES

Responsibilities are as set out in section 2.

## 4. SCOPE OF PROCEDURES

These procedures apply to students, staff and University Associates.

## 5. DEFINITIONS

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

### Official communication (OC)

A communication between the University and a student that will be retained as a permanent record for future reference.

## 6. SCHEDULES

Nil

## 7. RELATED DOCUMENTS/LINKS/FORMS

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

[Information and Communication Technology \(ICT\) Appropriate Use Procedures](#)

[Information Security Classification Policy](#)

[Information Management Policy](#)

[Records and Information Management Procedures](#)

[Accessible Information Procedures](#)

[Disclosure of Personal Information Procedures](#)

[Western Australian University Sector Disposal Authority \(WAUSDA\)](#)

[General Disposal Authority for State Government Information](#)

[Request for OCA Access Form](#)

[Application for e-Exemption Form](#)

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<b>Approval Authority</b>	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
	Approved	03/12/2018	Deputy Vice-Chancellor, Academic	EM1833	Unconditional