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 relation to formal administrative processes, or in response to pre-determined student lifecycle events or extraordinary events;

d) requirement for content to be retained as a part of the student's permanent record;

e) the sender has been approved to send content from specified categories; and

f) 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 at least once every seven days to read OCs.

2.3.1.1 Where a student has a pending request (e.g. assessment extension application) or is awaiting results, a student should monitor OCs more regularly for outcome notifications.

2.3.2 Students will report any issues that prevent them from accessing their OCs to Curtin Connect, Perth Campus within three working days of the issue being identified.

2.3.2.1 Where a student is enrolled at a global campus, Curtin Connect will also notify their Global Campus Student Services area (or equivalent).

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 *e-Exemption* form to Curtin Connect, Perth Campus.

2.3.6 The Service Delivery Coordinator, Curtin Connect will review and make a determination on an application for an exemption within two working days of its receipt. The outcome of an application will be sent 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 Curtin Connect Operations Lead.

2.3.7.1 If the appeal is from a Global Campus student, the Curtin Connect Operations Lead, Perth Campus will determine the appeal in consultation with the relevant Global Campus Student Services Manager (or equivalent).

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 Official Communication Administration (OCA) Access Form* to the appropriate authorised officer as determined by the Manager, Engagement and Student Experience (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 Manager, Engagement and Student Experience (or nominee).

2.4.4 Staff access to the OCC is subject to audit and may be deactivated if deemed necessary by the Manager, Engagement and Student Experience (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 as per the table below:

Position	Responsible for authorising Broadcast OC messages to be sent to:
• Academic Registrar	(a) All students; and (b) Students that do not fall into any of the below categories
• Chief Student Services Officer	All students (in relation to student administration information)
• Chair, Critical Incident Management Team	All students (in the case of critical incidents)
• Faculty Pro Vice-Chancellor	All students within a Faculty
• Global Campus Pro Vice-Chancellor	All students at their Global Campus location
• Heads of School (or equivalent)	All students within a school/department
• Course Co-ordinators	All students within their course
• Unit Co-ordinators	All students within their unit or a single class

2.5.2 Where the staff member responsible for authorising Broadcast OC messages to be sent is unavailable and another staff member is not acting in their position, their line manager will be responsible for the authorisation.

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), the General Disposal Authority for the State Government Information (GDASG) and where required, any equivalent Global campus legislation.

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

In addition to any responsibilities set out in section 2.

3.1. **Academic Registrar**

Is responsible for:

a) Determining the correct or intended interpretation and scope of this procedure; and

b) Deciding cases where an issue is not clearly dealt with in these procedures.

4. SCOPE OF PROCEDURES

These procedures apply to students, staff and University Associates in any location or campus, whether in or outside of Australia.

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.

Broadcast OC
A communication between the University and a specified group of recipients (e.g. all students at the University; all students in a Faculty; all students in a course etc.) 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 Security and Information and Communication Technology (ICT) Appropriate Use Policy

Information and Communication Technology (ICT) Appropriate Use Procedures

Information Security Classification Policy

Information Management Policy

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

Official Communication Examples

e-Exemption Form

Policy Compliance Officer	Jon Yorke, Academic Registrar
Policy Manager	Deputy Vice-Chancellor, Academic
Approval Authority	Deputy Vice-Chancellor, Academic
Review Date	1st April 2026

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
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