



TERMS & CONDITIONS

for Open
Access

SEPTEMBER 2019

Provider Student Services

Terms and Conditions for Open Access

Provider Student Services

The Provider must ensure that each OUA Student has access to the following student services:

1. Student services:
 - 1.1 emergency counselling;
 - 1.2 online careers information;
 - 1.3 disability services;
 - 1.4 online learning support information and tools; and
 - 1.5 library services¹;
- but excluding access to student loans and financial support;
2. if an OUA Student successfully completes the requirements of an Award and is entitled to be awarded a Qualification from the Provider, the option to graduate at a graduation ceremony with On Campus Students and Online Students who are being awarded the same Qualification;
 3. instructional information available on the Provider's website, providing clear instructions on how to use and navigate around the Provider's learning management system;
 4. technical support, to ensure OUA Students can access the Provider's Learning Management System no later than the first day of the Study Period or Session (or as soon as applicable for late-enrolled students) in which the OUA Student has registered in a Unit of Study; and
 5. introductory orientation information sent or emailed to enrolled students, by the deadlines outlined in Service Level Requirements, providing clear information and instructions on what is expected from the student including login information, start dates, access to unit study materials, assessment requirements how to use the learning management system, contact details, academic support and processes and information about support services available through the Provider.

¹ library services includes:

- a) access to journals stored in electronic databases and any repository of digitised reading material offered online;
- b) support and advice during Business Hours in relation to library services