



TERMS & CONDITIONS

for Open
Access

SEPTEMBER 2019

Service Level Requirements

Terms and Conditions for Open Access

Service Level Requirements

1. Release of Study Materials to OUA Students

A. OUA

In respect of each Term, OUA will prepare an OUA Student Enrolment File including OUA Student Enrolment Data for each OUA Student enrolled in an OUA Accessed Unit during that Term (Enrolment File).

OUA will provide each Enrolment File to the Provider as early as 70 days before the commencement of the applicable Study Term. Subsequent Enrolment File will be provided on a daily basis (Business Day) up to the conclusion of Late Enrolment in each applicable Term.

Enrolment File provided after the Close of Enrolment up to the conclusion of Late Enrolment will include student statements accepting responsibilities of late enrolment.

In respect of each Term, OUA will prepare an OUA Student Enrolment File including OUA Student Enrolment Data for each OUA Student enrolled in an OUA Accessed Unit after the Close of Enrolment Date (Additional Enrolment File) and, if applicable, continue to do so until the conclusion of Late Enrolment.

OUA will provide each Additional Enrolment File as soon as practicable before, but in no case less than 3 Business Days before the commencement of the applicable Study Period or Session.

B. The Provider

The Provider will release Login Details and Study Materials to each OUA Student enrolled in an OUA Accessed Unit as identified in the Enrolment File and Additional Enrolment File in accordance with this Service Level Requirement.

Study Materials must be released to OUA Students listed in the Enrolment File within three Business Days prior to the commencement of the OUA Accessed Unit.

Study Materials must be released to OUA Students listed in the Additional Enrolment File, including Late Enrolment, no later than three Business Days after receiving the Additional Enrolment File from OUA.

Subject to the terms of the Agreement, Login Details must be dispatched at the cost (including the costs of handling, delivery, online access and /or postage) of the Provider.

2. Response to written OUA Student queries

A. OUA

When an OUA Student query is made via the website to OUA, OUA will:

- response within no more than 1 Business Day of receiving the query if OUA determines it is appropriate to respond electronically; or
- where the nature of the query justifies, or the OUA Student has requested, provide a response in writing, (either electronic or hard copy) within five Business Days of receiving the query.

B. The Provider

When an OUA Student query is made to the Provider, the Provider will:

- response within no more than 1 Business Day of receiving the query if the Provider determines it is appropriate to respond electronically; or
- where the nature of the query justifies, or the OUA Student has requested, a response in writing, (either electronic or hard copy), within five Business Days, of receiving the query.

3. Student Administration Liaison

A. OUA

B. The Provider

The Provider will:

1. provide OUA Students enrolled in an OUA Accessed Unit with the Provider with access to designated administration support from the first day of the applicable Study Period or Session until the completion of their Examinations or practicums.

