



Student Handbook

Short Courses

Your guide to studying online with Online Courses Australia: getting started, support, completing your course, fees and payments, and the policies that apply while you study.

Contents

01	Welcome.....	3
02	About your short course	4
03	Contacting us and getting support.....	5
04	Getting started	7
05	Studying with OCA.....	8
06	Quizzes and assessments	9
07	Completing your course and certificates.....	10
08	Fees and payments.....	11
09	Cooling-off, withdrawal and refunds	13
10	Course transfers, pausing and payment changes	14
11	Your obligations and conduct	15
12	Your personal information	16
13	Feedback and complaints	17
14	Wellbeing and external support.....	18
15	Troubleshooting quick reference	19
16	Key policies and links.....	20

About this handbook

This handbook is a practical guide for students enrolled in OCA short courses. It summarises how your course works and the support available to you. It should be read together with OCA's published [Terms and Conditions](#), [Refund Policy](#) and [Privacy Policy](#).

If anything in this handbook differs from those published policies, the published policies apply. Policies and course information can change, so always check the website for the current version.

1 Welcome

Welcome to Online Courses Australia (OCA), and congratulations on your enrolment. We are excited to support your learning journey.

OCA is an online education provider based in Australia, offering education to a global audience. All learning is delivered online and at a pace that suits you, so you can study on your own terms. Our courses are designed in collaboration with institutions, employers and industry experts, with a focus on practical, real-world skills.

What you can expect

- **Self-paced, 100% online study.** Your course is available through our online learning platform 24 hours a day, 7 days a week.
- **Support when you need it.** You can contact tutors and our Student Support team for help with your studies and your account (see Section 3).
- **CPD points.** OCA is CPD-endorsed. Every hour of learning you complete with us equates to one CPD point. Find out more on our [CPD Endorsement page](#).
- **Digital badging.** Information about OCA digital badges is available on our [Digital Badging page](#).
- **Lifetime access**, subject to the conditions explained in Section 5.

How to use this handbook

Read Sections 2 to 5 before you start studying.

Keep Section 3 (contacts) and Section 15 (troubleshooting) handy for quick reference.

Read Sections 8 and 9 carefully so you understand your payment obligations and your 7-day cooling-off period.

2 About your short course

What a short course is, and is not

OCA short courses are designed to build practical skills and knowledge. They are non-accredited.

By participating in an OCA course, you acknowledge and agree to the disclaimer set out in OCA's [Terms and Conditions](#). Please read it in full.

Pathway courses

Some OCA courses are offered as Pathway Course Bundles with partner Registered Training Organisations (RTOs). To be eligible for credit when enrolling with a partner RTO, graduates of Pathway Course Bundles must enrol with the partner RTO within 6 months of completing the microcredential course.

Training packages are updated from time to time, which may cause changes to your pathway course. Contact Student Support at support@onlinecoursesaustralia.edu.au to discuss your options.

Course content and study hours

- OCA may periodically update, change or amend courses so they remain current and aligned with industry standards.
- Course materials and assessments are subject to change.
- Course study hours are estimates only. How long you take depends on your own pace and commitment.

3 Contacting us and getting support

Need to speak to an industry mentor or our friendly general or technical support team? Use the contacts below.

Contact	Details
Email	support@onlinecoursesaustralia.edu.au
Phone (Australia)	1300 611 404
Phone (New Zealand)	0800 004 826
Book a technical or support call	calendly.com/online-courses-aus
Student login	learn.learninglounge.online/learn
Website and FAQs	onlinecoursesaustralia.edu.au FAQs

Mason, our AI agent: help 24 hours a day, 7 days a week

When you call us on 1300 611 404, our AI agent, **Mason**, can take your call and assist you 24 hours a day, 7 days a week.

Mason can:

- respond to and deal with course enquiries
- help with student support questions
- assist you with your payments and payment plans
- transfer your call to a member of our staff when you need to speak with a person.

Mason may also contact you directly.

When support is available

Mason answers calls 24/7. You can access support from a tutor by email or phone (Monday to Friday) or reach us on live chat, 7 days a week.

One-on-one mentor support calls

You can book a one-on-one call with a mentor for help with your course content. Booking links are organised by course area:

Course area	Booking link
Animal Health, Veterinary Care, Dog Grooming and Pet Care	calendly.com/online-courses-aus
Eyelash and Beauty	calendly.com/online-courses-aus
Fitness and Nutrition	calendly.com/online-courses-aus

Course area	Booking link
All other courses	calendly.com/online-courses-aus

Getting the fastest help

When you contact us, please include as much detail as possible so we can diagnose and resolve your issue promptly:

- your full name and the email address you enrolled with
- the course, topic and quiz or activity you need help with
- any error messages and screenshots of what you can see on screen.

Invoices and payment receipts

If you need an invoice or payment receipt, email support@onlinecoursesaustralia.edu.au with your **full name, email and the course you are enrolled in**. We will respond within 48 hours.

4 Getting started

Your course start date

Unless otherwise agreed, your course commencement date is the date your username and password for online course access are issued. Your login details are issued immediately upon enrolment.

You also have a **7-day cooling-off period**. Please read Section 9 so you understand your options during this time. The cooling-off period commences on the date of your enrolment and ends on the seventh day of your enrolment.

First steps

1. **Watch our [Student Demo](#)** to see how the learning platform works.
2. **Log in at learn.learninglounge.online/learn** using the username and password you were sent.
3. **Find your course on the learning platform home page.** Your enrolled courses are displayed under 'My Courses'. If you have several courses, use the magnifying glass icon in the search bar to find a specific course quickly.
4. **Alternatively, use the menu.** Select the menu icon (3 stripes) in the top left-hand corner, then select 'My Courses' to view and access your enrolled courses.
5. **Ask for help if you need it.** Email support@onlinecoursesaustralia.edu.au to organise a support call.

Studying on your phone or tablet: the Go Learning app

OCA has an app called the **Go Learning app**.

- App URL: learn.learninglounge.online
- Demo video: [Watch the Go Learning app demo](#)

Staying in touch

By submitting your details to OCA, you consent to being contacted by phone, SMS, email or other channels for course information, support and updates. This contact may also be required to meet obligations with our payment partners, and may come from our AI agent, Mason (see Section 3). Please keep your contact details up to date.

5 Studying with OCA

Your learning platform

- Course materials are provided online through our learning platform, available 24/7. The learning platform may occasionally be unavailable during scheduled maintenance.
- Course materials include interactive and written learning content, videos, quizzes and assessments.
- Courses are provided in an online learning environment and may not be downloadable.
- The content of your course, including copyright and all other intellectual property, remains the property of OCA.

Study at your own pace

Your course is designed to fit your schedule. You can pause and resume whenever it suits you. Logging in regularly helps you keep your momentum and protects your course access (see below).

Course access and lifetime access

Course access is granted for lifelong learning. You will continue to have 'lifetime access' to your course online provided:

- the course remains active on our website
- the course is owned by OCA
- the course is not currently being reviewed or improved
- you have logged in and participated in the course within the previous 12 months
- you have paid your account in full.

If your course access has expired, it can be restored. Contact Student Support at support@onlinecoursesaustralia.edu.au for help.

6 Quizzes and assessments

Quizzes are included in most courses. Assessments are included in courses that lead to a pathway qualification and in other courses where OCA considers them appropriate.

Pass mark

You must complete all quiz questions to gain the **100% pass mark**.

Tips for quizzes

- Read each question and its instructions carefully before you answer.
- Some questions have **more than one correct answer**. Where the instructions ask you to select all that apply, make sure you select every correct option.
- If your result is just short of full marks, check whether you have missed an answer on a question with more than one correct option. This is a common reason students miss out.

Getting help with a quiz

If you are still having trouble, contact your mentor. Send a screenshot and as much detail as possible about the course, topic and quiz.

Your own work

All work you submit must be your own. Claiming credit for another person's work is not permitted under OCA's student obligations (see Section 11).

7 Completing your course and certificates

Congratulations on completing your course. This accomplishment reflects your dedication and perseverance.

Step 1: Submit your payment confirmation

1. Log in and find your completed course in the learning platform.
2. Watch the '**Congratulations on completing your course**' video.
3. Read the written instructions in your course.
4. Watch the '**How to request your certificate**' video. This video is included in your course and is available once you complete your course.
5. Go to '**SUBMIT - Request for Certificate - Payment Confirmation here!**'
6. Upload your payment confirmation. You can use the order confirmation you received when you enrolled.

We receive a notification when you submit your payment confirmation, and we will then evaluate it.

Payment and your certificate

If you have paid for your course in full, you can download your certificate. Students who have not paid for their course are unable to download their certificate. If you are on a payment plan, your certificate will not be issued at this time. Completing the steps above still allows you to continue studying the other courses in your learning plan.

Step 2: Download your certificate

When you have completed your course, you can download your certificate from the learning platform. After you watch the 'Congratulations on completing your course' video, you will see that your certificate is available to download.

1. Log in to the learning platform.
2. Find your completed course.
3. Select **Download your certificate**, located on the right-hand side of the course page under the **Completion status** section.
4. Your certificate is generated as a PDF, ready to print or share digitally.

After your course

- **CPD points:** every hour of learning you complete with OCA equates to one CPD point. See our [CPD Endorsement page](#).
- **Careers:** check out the [Careers by OCA job portal](#).

8 Fees and payments

By enrolling, you agree to pay the course fees (plus applicable surcharges) using the payment method you selected under your course enrolment agreement. You are required to pay the total amount of the course fees **even if you do not complete your course**.

Your fees include the e-learning resources needed for your course, such as online interactive resources, online PDFs or workbooks, depending on the course.

Payment options

Payment methods accepted on our website include Visa, Mastercard, Apple Pay, PayPal (including Pay in 4), Afterpay, Payright and Centrepay. Interest-free payment plans are also available.

Your payment plan provider

When you enrol, you will receive an email outlining your payment provider and payment plan details. For questions about your payment plan, contact your provider directly:

Provider	Where to get help
StudentPay	Payment assistance Student FAQs
Debit Success	Email support@onlinecoursesaustralia.edu.au and we can assist through the Debit Success portal. To make a payment: Debit Success payment page
Payright	FAQs Financial hardship
Centrepay	A deduction authority (your consent) is needed before a Centrepay deduction can start, increase or restart. See servicesaustralia.gov.au/centrepay .

You can also call 1300 611 404 at any time. Mason, our AI agent, can assist you with your payments and payment plan, or transfer you to a member of our staff.

Debit Success payment plan fees

If you enrol on a Debit Success interest-free payment plan, you accept the [Debit Success terms and conditions](#). The following fees apply in addition to your weekly course payment:

Payment plan	Processing fee	Dishonour fee (missed payment)
\$25 per week	\$1.15 per week	\$14.95
\$15 per week	\$0.90 per week	\$14.95

The maximum allowable account balance is \$5,000 including GST.

If a payment is missed

- If you miss 2 consecutive payments, or your account becomes significantly overdue, OCA may suspend your access to the learning platform. Resumption of access is at the discretion of OCA's payment services team.
- If a payment remains outstanding for more than 60 days after OCA gives you written notice of the default, OCA may, by further written notice, declare the entire unpaid balance immediately due and payable.
- OCA may also suspend access to the course and/or refer the debt to a collection agency 7 days after the final notice.
- You are liable for costs OCA incurs in collecting a debt, including dishonour fees and collection agency fees, as set out in the Terms and Conditions.

Can't log in because of an overdue payment?

If your account has an outstanding balance, your access may have been automatically suspended. Contact your payment provider to bring your payments up to date, then email support@onlinecoursesaustralia.edu.au so we can restore your access.

If you are experiencing financial difficulty, contact us early. We can look at options such as adjusting your weekly payments (see Section 10).

Promotional offers (for example, gift or kit offers) have their own terms, which are set out in the [Terms and Conditions](#).

9 Cooling-off, withdrawal and refunds

Choosing to study is a big decision. Before you decide to withdraw, please watch our [withdrawal information video](#) and review the [Terms and Conditions](#) and [Refund Policy](#).

When you are eligible for a refund

Situation	Refund
OCA cancels your nominated course before you have logged in	Full refund of fees paid
You cancel within your 7-day cooling-off period	Refund of fees paid, minus a \$50 administrative fee to cover processing and set-up costs
You withdraw after the 7-day cooling-off period	No refund. Flexible options are available instead (see below).

Additional fees incurred through late or failed payments with payment plan providers (such as Debit Success or StudentPay) must still be paid in full.

How to withdraw

Withdrawal is a manual process, and you must take action. To withdraw from a course, submit a formal request using the **'Request to Withdraw' form**.

Until your request is actioned

Your account remains active, including any associated payment plan, until your withdrawal has been actioned.

If you are outside your cooling-off period

Refunds are not offered after the 7-day cooling-off period. If you have questions, call 1300 611 404 or email support@onlinecoursesaustralia.edu.au with **'OUTSIDE COOLING OFF PERIOD'** in the subject line. You have several flexible options:

- transfer to a different course if your current course is unsuitable
- transfer your course to another person, such as a friend or family member
- pause your course for an agreed period
- personalise your payment plan to meet your financial needs
- reduce the amount you pay or reschedule your payments to a more convenient schedule.

If your enrolment included a promotional offer, the offer's specific terms also apply when you cancel or withdraw.

10 Course transfers, pausing and payment changes

Transferring your course to another person

If you wish to withdraw from your studies and can find a replacement person, a course transfer may be permitted, subject to OCA's Terms and Conditions. Processing a course transfer may take between 7 and 20 business days.

Transferring to a different course or pausing

If your current course is unsuitable, or you need a break, contact Student Support to discuss transferring to a different course or pausing your course for an agreed period.

Changing your payments

If affordability is a concern and you need to adjust your payment plan or weekly payments, email support@onlinecoursesaustralia.edu.au. Our team can look into payment adjustments with you.

11 Your obligations and conduct

We are committed to a respectful, supportive learning community. As an OCA student, you agree to abide by OCA's Terms and Conditions at all times, and you understand the responsibilities associated with course fees and payment plan requirements.

As an OCA student, you must

- provide correct and up-to-date information and details
- participate responsibly and ethically with all students, mentors and staff, and be respectful at all times
- use the learning platform according to study requirements
- contact Student Support for assistance as required, and reach out to mentors when you need help
- participate in online study forums if you are able
- respect administrative processing times where applicable.

You must not

- post false or misleading comments on the learning platform or on social media (including Facebook, Instagram and TikTok)
- provide false or misleading information to Student Support, mentors or staff
- make defamatory statements about other students, mentors or staff
- use abusive language, verbally or in writing, towards students, mentors or staff
- claim credit for another person's work.

Respectful conduct

Respectful and professional conduct towards our staff and mentors is essential. Any form of abuse towards our team will not be tolerated. In cases of abusive behaviour, OCA reserves the right to cancel your enrolment and remove you from the learning platform.

12 Your personal information

OCA uses the student information it holds to conduct its business and to meet legal, regulatory and contractual obligations. OCA may disclose personal information to external agencies where required, including:

- government departments, such as the Department of Education
- the Department of Home Affairs, for students who are not Australian citizens and do not hold a resident or working visa
- relevant professional bodies
- course moderation or accreditation bodies
- debt collection agencies.

For full details of how OCA collects, uses, stores and discloses your personal information, and how to access or correct it, read our [Privacy Policy](#).

Please let us know promptly if your contact or personal details change.

13 Feedback and complaints

We welcome your feedback. It helps us improve our courses and the support we provide. You can send feedback at any time to support@onlinecoursesaustralia.edu.au.

Complaints process

If you have a concern or complaint about your course or our services, please tell us so we can resolve it. Our complaints process has 3 steps.

- 1. Contact Student Support.** Call 1300 611 404 (Australia) or 0800 004 826 (New Zealand), or email support@onlinecoursesaustralia.edu.au. Explain the issue and include any relevant details, such as your course name and screenshots.
- 2. Student Support addresses your issue.** Our Student Support team will work with you to address the matter.
- 3. Escalation to senior student management.** If the matter cannot be resolved by Student Support, it is escalated to OCA's senior student management staff, who will address the issue and find a resolution.

14 Wellbeing and external support

Studying while managing work, family and other commitments can be demanding. If you are finding things difficult, please reach out. You can talk to our team about your study plan or payments, and the free services below offer confidential support. OCA is not a crisis service.

In an emergency

If you or someone else is in immediate danger, call **000** in Australia or **111** in New Zealand.

Australia

Service	Contact
Lifeline (24/7 crisis support)	13 11 14 lifeline.org.au
Beyond Blue	1300 22 4636 beyondblue.org.au

New Zealand

Service	Contact
Need to talk? (24/7)	Free call or text 1737 1737.org.nz
Lifeline Aotearoa	0800 543 354 or free text 4357 lifeline.org.nz

15 Troubleshooting quick reference

I can't log in

1. Check that your payment account is up to date. If there is an outstanding balance, your access may have been automatically suspended. Contact your payment provider (Section 8), then email support@onlinecoursesaustralia.edu.au so we can restore your access.
2. If your payments are up to date, refresh the page and try logging in again.
3. Make sure there are no spaces before or after your username or password.
4. Select **Forgotten password** to reset your password.
5. Still stuck? Email support@onlinecoursesaustralia.edu.au with detailed information, including any error messages and screenshots. You may just need a quick password reset.

My course is not loading

1. Wait a few minutes, then refresh your browser.
2. Restart your web browser.
3. Clear your browsing history, cookies and cache.
4. Turn off all browser plug-ins and extensions.
5. Try a different web browser, such as Google Chrome, Mozilla Firefox or Microsoft Edge.
6. Check your internet connection.

If the issue continues, call 1300 611 404 (Australia) or 0800 004 826 (New Zealand), or email support@onlinecoursesaustralia.edu.au.

Where to find help fast

I need to...	Go to
Get started with my course	Section 4
Get help with a quiz	Section 6, or contact your mentor
Request an invoice or receipt	Section 3
Download my certificate	Section 7
Update or ask about my payment plan	Section 8
Cancel or withdraw	Section 9
Transfer or pause my course	Section 10

16 Key policies and links

Resource	Link
Terms and Conditions	onlinecoursesaustralia.edu.au/terms-and-conditions
Refund Policy	onlinecoursesaustralia.edu.au/refund-policy
Privacy Policy	onlinecoursesaustralia.edu.au/privacy-policy
Debit Success terms and conditions	Debit Success terms
Frequently asked questions	FAQs
Student Support	Student support page
Contact us	Contact page
Student login	learn.learninglounge.online/learn
Student Demo video	Watch the Student Demo
CPD Endorsement	CPD information
Careers by OCA job portal	careersbyonlinecoursesaustralia.com.au

Disclaimer. This handbook contains information that is correct at the time of publication. OCA may update its courses, policies and services, and the versions published on the OCA website apply. Online Courses Australia Pty Ltd, ACN 155 885 242.