Agreement by Agency and Course Participant

This Agreement is made on _____ (Date) by

_____ (Name of Agency) and

_____ (Name of Course Participant) for

attendance in 'Management of Family Violence: Intervention in Family Violence Cases'.

The Agency hereby agrees as follows:

1. Affirm that staff attending the training has 2 years of casework and/or counselling experience and is handling case(s) with family violence concerns.

2. Release staff to attend all scheduled training and assessment sessions for the above-mentioned course, which includes 4 days of classroom training, 3 days of practicum (Skills Lab) and 1-hour of face-to-face assessment.

3. During Skills Lab, Simulation-based Learning (SBL) would be used to replace learner recordings of real cases, and professional actors will play the role of the clients while learners will play the role of a social service professional to address the clients' needs. Due to the resources committed, a learner who fails to turn up for Skills Lab without a valid reason would be deemed as "Not-Yet-Competent" for the course and the sponsoring agency would be required to pay the full course fee. For learners with valid reasons supported by the agency and subject to approval by SSI management, costs incurred by SSI for rescheduling the session and also the actor's professional fees would be borne by the agency for the learner to proceed in the course.

4. Provide necessary supervision for staff during the training.

5. Seek permission from Ministry of Social and Family Development (MSF) if agency decides to adopt template[1] for case write-up.

The Course Participant hereby agrees as follows:

1. Commit to attend all scheduled training and assessment sessions for the above-mentioned course.

2. Commit to meet the requirements of the course components, Skills Lab and Assessment. During Skills Lab, Simulation-based Learning (SBL) would be used to replace learner recordings of real cases, and professional actors will play the role of the clients while learners will play the role of a social service professional to address the clients' needs. Due to the resources committed, a learner who fails to turn up for Skills Lab without a valid reason would be deemed as "Not-Yet-Competent" for the course and the sponsoring agency would be required to pay the full course fee. For learners with valid reasons supported by the agency and subject to approval by SSI management, costs incurred by SSI for rescheduling the session and also

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[1] Course participants would be provided a template for the case write-up during the course. The copyright of the document belongs to the Ministry of Social and Family Development (MSF).

the actor's professional fees would be borne by the agency for the learner to proceed in the course.

3. Obtain written consent from client(s) in accordance to agency's policy/guidelines for video recording of session with client for Assessment. Clients(s) should be informed that the video will be viewed by a third party.

4. Ensure adherence to measures and best practices for data protection in Annexes A-E and agency's data protection policy/guidelines in handling of the case write-up and video required for Skills Lab and Assessment.

Head of Agency	Course Participant
Name:	Name:
Designation:	Designation:
Signature:	Signature:

Annex A

Measures for Data Protection[2]

Participants should put in place the following measures when collecting and sharing data (write-up, transcript, and video recording) for purposes of this course:

(a)   Obtain written consent for the collection, use and disclosure of the client's personal data

(b)   Encrypt electronic files[3] that contain client's data (Refer to Annexes B and C on how to encrypt and password-protect files) using relevant software (Refer to Annex D on the steps to install 7zip software) and setting a strong password (Refer to Annex E for instructions on setting strong passwords)

(c)   Use a password-protected file with password provided in a separate email, when sharing client's data electronically with Adult Educator(s)

(d)   Store client's data in only agency-issued devices, as well as agency-issued encrypted portable storage media, and/or agency's secure storage application

(e)   Remove data in the agency-issued device/computer/portable storage media once it is no longer required

(f)   Ensure that client's personal data is not shared via network file share and personal online services (e.g. iCloud, OneDrive, Google, Dropbox)

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[2] Adapted from MSF's document on Data Security Instructions for Agencies Running MSF-Funded Programmes

[3] Some examples of electronic files are Excel spreadsheets and Word documents.

Annex B

Guide to encrypt and password-protect Microsoft files [*E.g. Microsoft excel, word and power-point*]

1. Go to File Tab -> Info -> Protect Workbook -> Encrypt with Password.
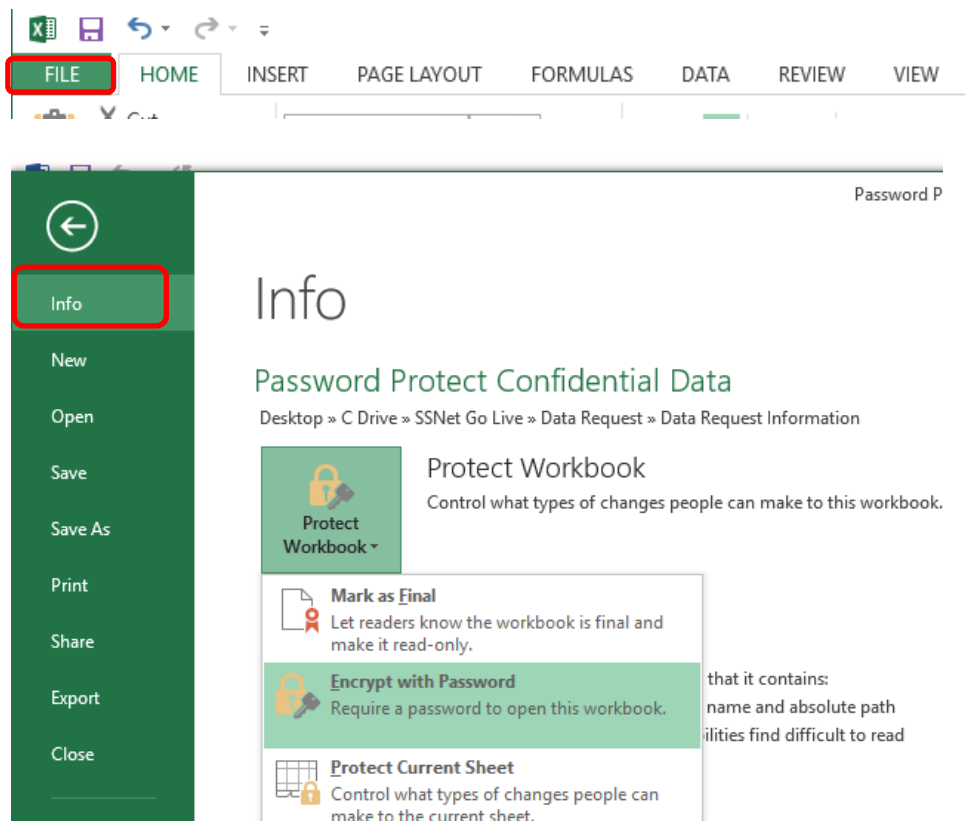
2. Enter password.
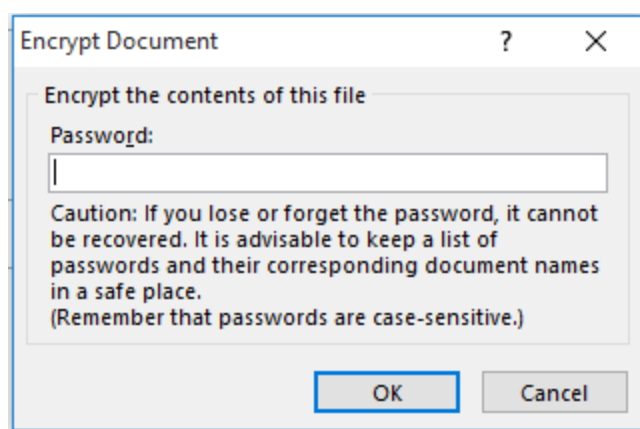
3. Re-enter password for confirmation.
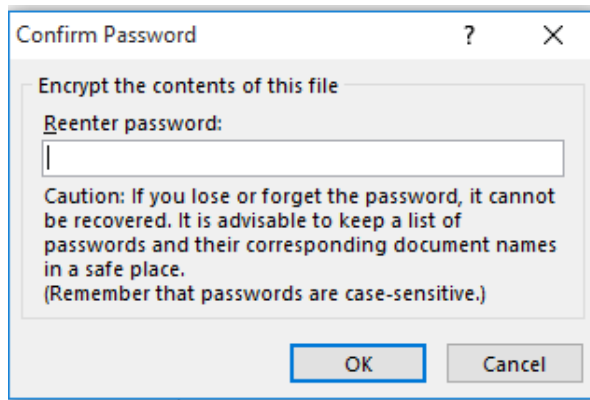
4. File is now encrypted and password-protected. Click the <Return Arrow> above Info and "Save" to save the changes.
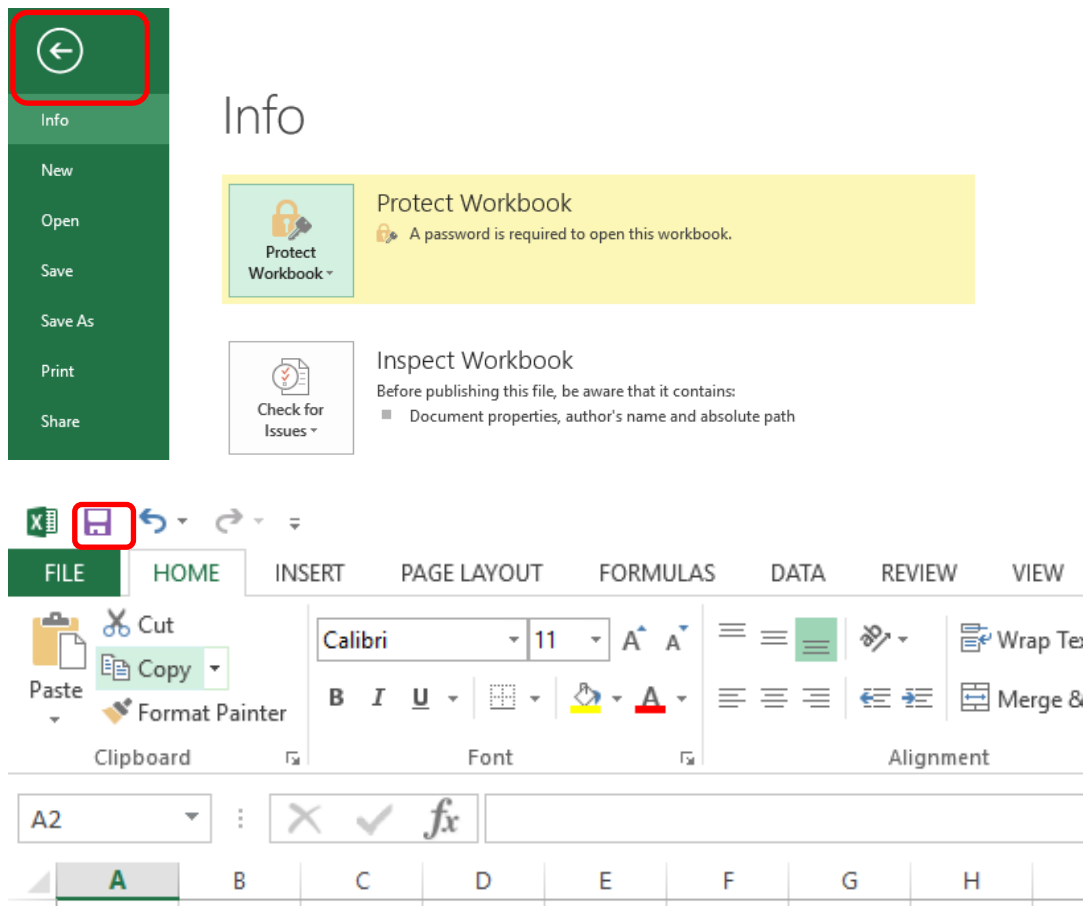

5. Note that the steps above are applicable for both word and power point documents.

6. Note that the password should be sent in a separate email when users share confidential data.

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Annex C

Guide to encrypt and password-protect multiple files and/or other types of files/videos [*E.g. PDF, JPEG*]

Note: Agencies need to have 7-Zip in order to perform the following.

1. Right click on the files or folder you wish to compress and encrypt and go to 7-Zip -> Add to archive…
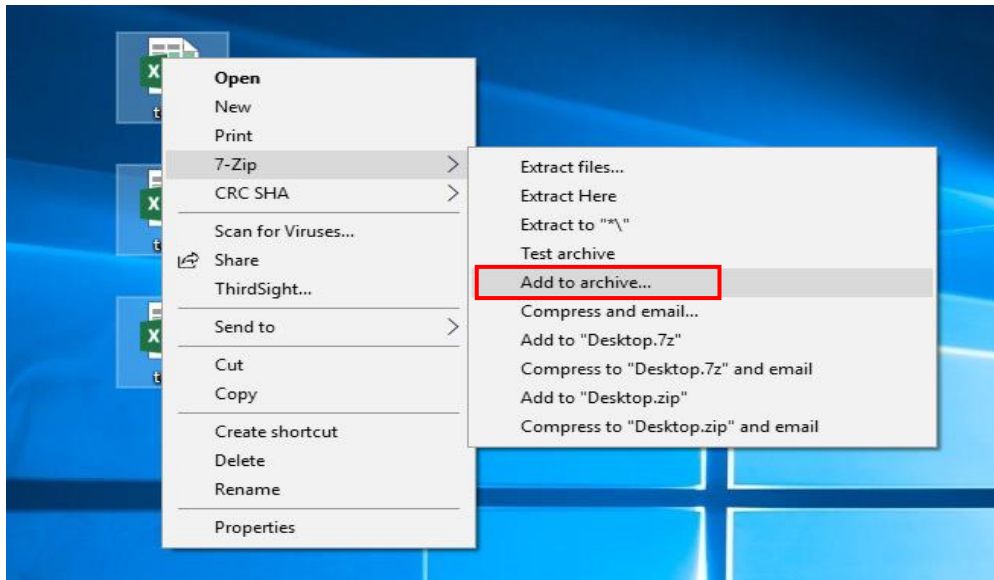
2. Change the Archive format to Zip and change the encryption method to the robust AES-256.

3. Enter password.

4. Re-enter password for confirmation.

5. File is now encrypted and password-protected.

6. Note that the password should be sent in a separate email when users share confidential data.

7. To decrypt the files, right click on the files or folder and go to 7-Zip -> Add to Extract files…
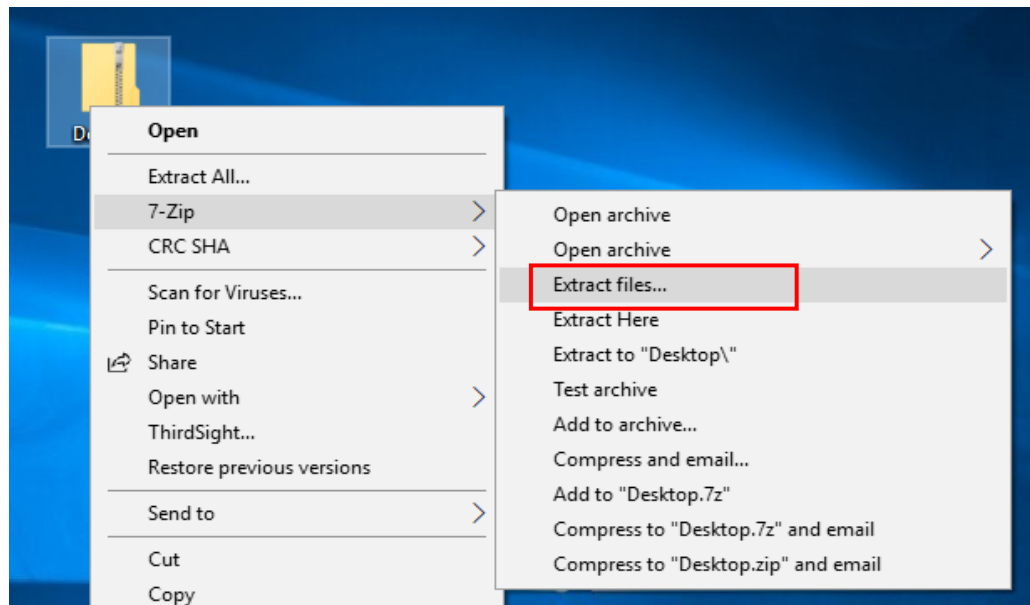
8. Enter password.
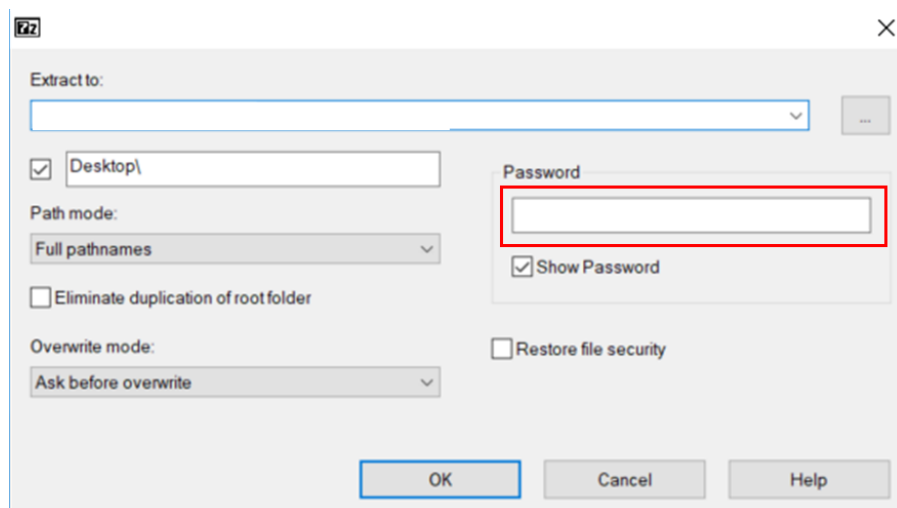
9. File is now decrypted.

Annex D

Guide to download and install 7-Zip (File Encryption Software)

Note: You will have to determine the system type (i.e. Windows 32-bit or 64-bit Version) before installing 7-Zip.
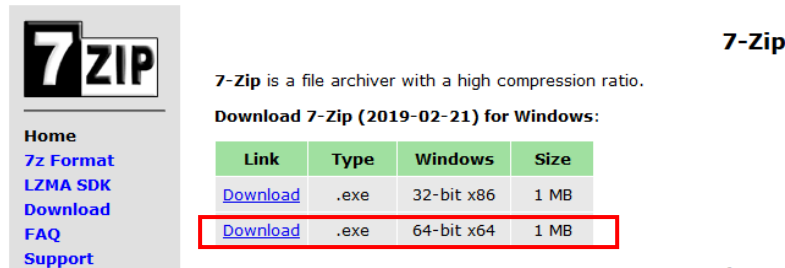
1. Select the <Start> button, right-click the <Computer>, and select the <Properties> button. This would open the System Properties
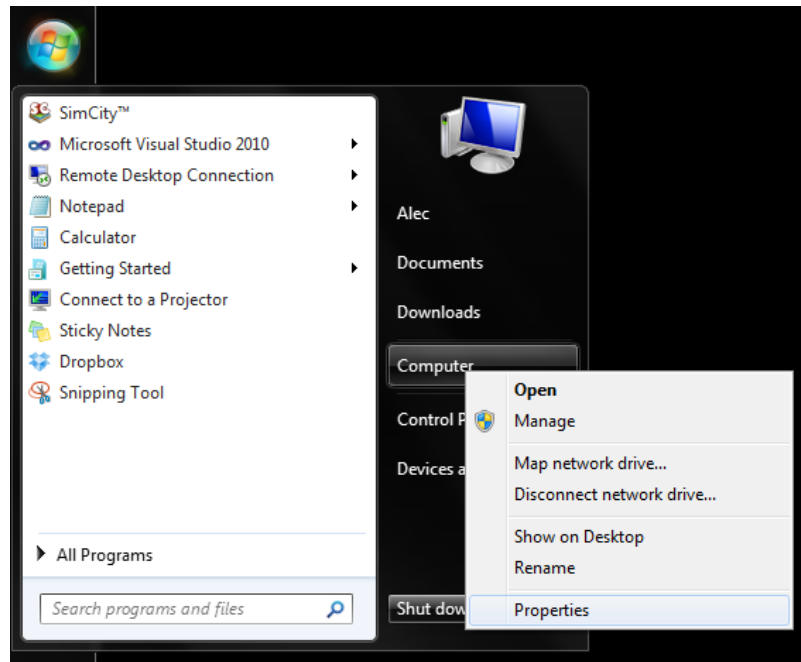
2. Refer to the system type reflected under the System heading. In the example below, the user is using a 64-bit Operating System.
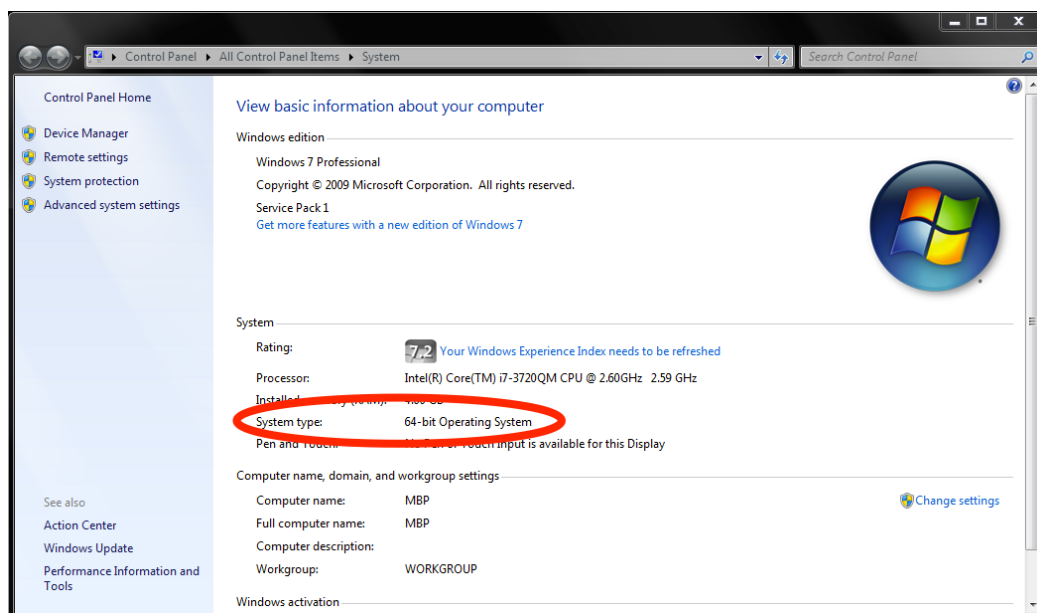
Go to www.7-zip.org at the web browser and select the version of 7-zip that you would like to download.
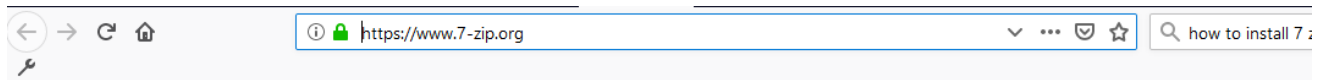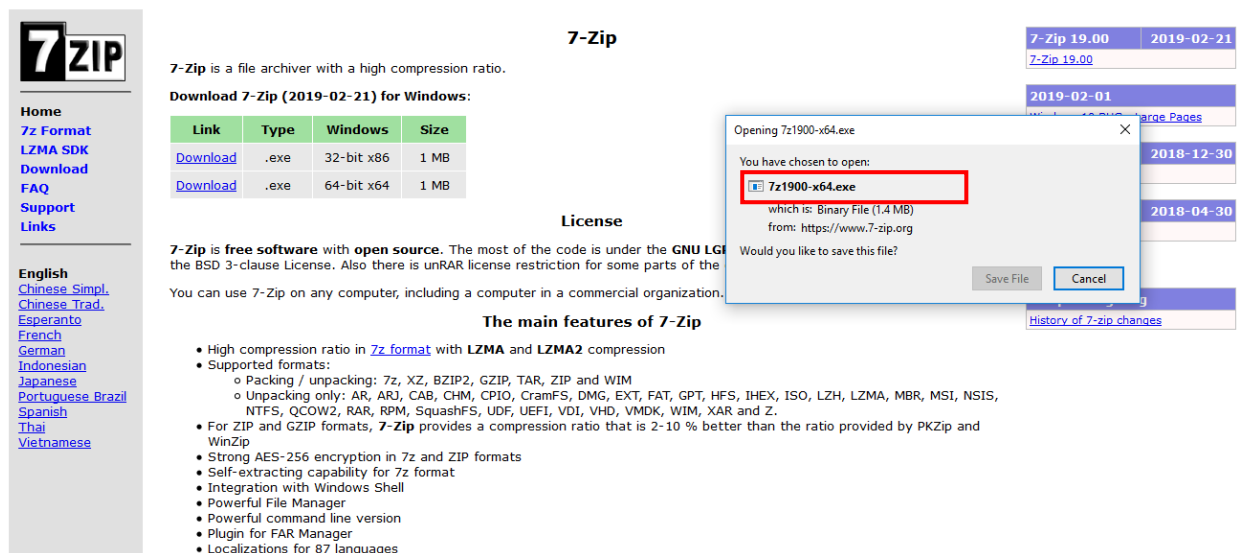
3. In the www.7-zip page, click on the Download link based on the operating systems version.

- For a 32-bit operating system version, download the 32-bit x 86.
- For a 64-bit operating system version, download the 64-bit x 64.

4. In the Pop-up menu, click the <Save File> button to save the installer file.

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5. Once the file is saved, double click the installer file, followed by the <install> button.
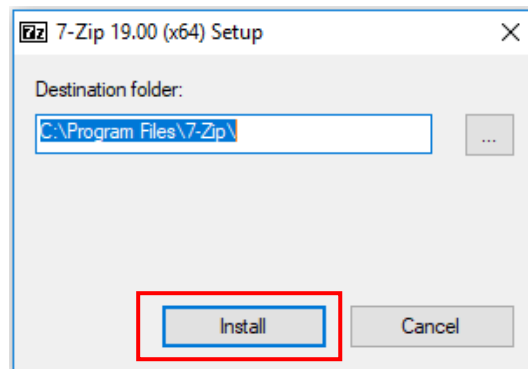
6. After the installation of 7-zip, click the <Close> button. The software is now installed.
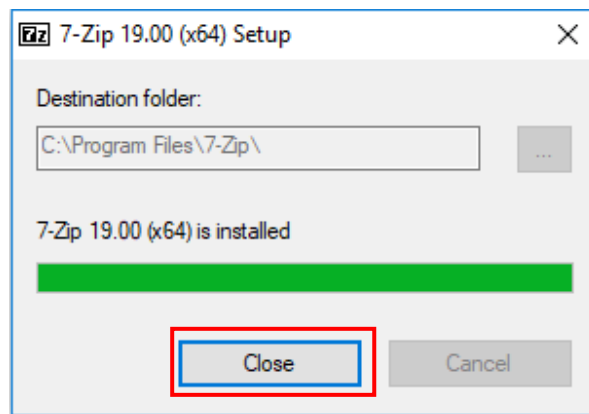
Annex E

Guide to create a strong password

A good password should be secure, easy-to-remember and unique to you.

Simply do the following:

- Set password to a **minimum length of 12 characters**

- Set password to contain a mixture of **at least 3 characters** from the following categories:
  i.   Upper case **(A-Z)**,
  ii.   Lower case letters **(a-z)**,
  iii. Digits **(0-9)** and
  iv.   Special characters **(!@#$%^&*)**