

## Agreement by Agency and Course Participant

This	Agreement	is	made	on	 				(Date)	) by
					 	 (Nan	ne	of	Agency)	and
						 (Name	of	Course	Participant)	for
				c -	 	 				

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 completed "Management of Family Violence: Introduction" course or equivalent^.
- 2. Affirm that staff attending the training has managed/co-managed\* at least 2 FV cases for a period of 6 months for each case and is currently handling case(s) with family violence concerns.
- 3. Release staff to attend all scheduled training and assessment sessions for the abovementioned course, which includes 4 days of classroom training, 3 days of practicum (Skills Lab) and 1-hour of final assessment and oral interview.
- 4. During Skills Lab and the Final Assessment, Simulation-based Learning (SBL) would be used to replace learner recordings of real cases (See Annex A-E), 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.
- 5. Provide necessary supervision for staff during the training.
- 6. Continue to provide close supervision to newly trained staff for the management of family violence cases.
- 7. Seek permission from Ministry of Social and Family Development (MSF) if agency decides to adopt template<sup>1</sup> for case write-up.
  - ^ All other FV related training and experiences will be subjected to MSF's review.

\* Practitioners must have been involved in actual casework functions, i.e. to plan, seek, advocate, provide and monitor client services, and not merely taking on administrative roles

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 and the Final Assessment, Simulation-based Learning (SBL) would be used to

<sup>&</sup>lt;sup>1</sup> 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).



replace learner recordings of real cases (See Annex A-E), 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.

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## Measures for Data Protection<sup>2</sup>

Where needed, 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<sup>3</sup> that contain client's data (Refer to <u>Annexes B and C</u> on how to encrypt and password-protect files) using relevant software (Refer to <u>Annex D</u> on the steps to install 7zip software) and setting a strong password (Refer to <u>Annex E</u> 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)

Annex B

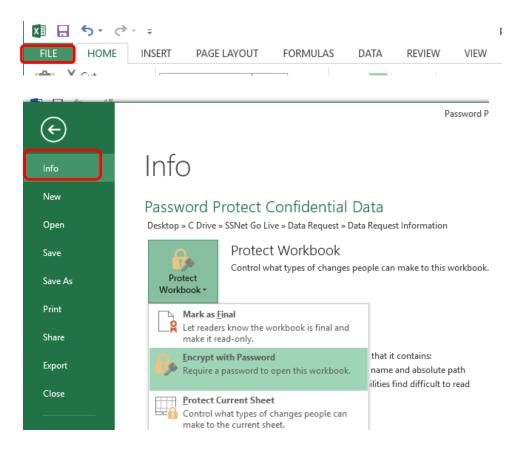
<sup>&</sup>lt;sup>2</sup> Adapted from MSF's document on Data Security Instructions for Agencies Running MSF-Funded Programmes

<sup>&</sup>lt;sup>3</sup> Some examples of electronic files are Excel spreadsheets and Word documents.



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.

Encrypt Document	?	×						
Encrypt the contents of this file								
Passwo <u>r</u> d:								
be recovered. It is advisable to keep a li passwords and their corresponding do in a safe place.	Caution: If you lose or forget the password, it cannot be recovered. It is advisable to keep a list of passwords and their corresponding document names in a safe place. (Remember that passwords are case-sensitive.)							
ОК	Ca	ncel						



3. Re-enter password for confirmation.

Confirm Password	?	×					
Encrypt the contents of this file							
Reenter password:							
Caution: If you lose or forget the password, it cannot be recovered. It is advisable to keep a list of passwords and their corresponding document names in a safe place. (Remember that passwords are case-sensitive.)							
ОК	Ca	ncel					

4. File is now encrypted and password-protected. Click the <Return Arrow> above Info and "Save" to save the changes.

Ć						
Info	Info					
New						
Open	6	Protect Workbo A password is requir		book.		
Save	Protect Workbook *					
Save As						
Print		Inspect Workbo Before publishing this file		ntains		
Share	Check for Issues -	<ul> <li>Document propertie</li> </ul>			h	
	¢-∓		5000 414			
FILE HO	ME INSERT	PAGE LAYOUT	FORMUL	AS D	ATA RE	VIEW VIEW
Cut		ibri 🔹 1	A A	= =	= »·-	😽 Wrap T
Paste v V Form	at Painter B	I <u>U</u> -	👌 - 🛕 -	≡≡	≣∣∉	🖭 🖽 Merge
Clipboard	E.	Font	5		AI	ignment
A2	- : X	$\checkmark f_x$				
A A	В	C D	E	F	G	Н

- 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.



## 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...

t t	<b>Open</b> New Print			
	7-Zip CRC SHA Scan for Viruses	>	Extract files Extract Here Extract to "*\" Test archive	
1 (1) 1	Share ThirdSight Send to Cut Copy Create shortcut	[	Add to archive Compress and email Add to "Desktop.7z" Compress to "Desktop.7z" and email Add to "Desktop.zip" Compress to "Desktop.zip" and email	
_	Delete Rename Properties	_		

2. Change the Archive format to Zip and change the encryption method to the robust AES-256.

Add to Archive					$\times$
Archive: Desktop.zip				~	
Archive format	zip	~	Update mode:	Add and replace files	~
Compression level:	Normal	~	Path mode:	Relative pathnames	~
Compression method:	Deflate	$\sim$	Options		
Dictionary size:	32 KB	$\sim$	Create SFX arch		
Word size:	32	$\sim$	Delete files after	compression	
Solid Block size:		$\sim$	Encryption		
Number of CPU threads:	4 ~	/4	Enter password:		_
Memory usage for Compressir	ng:	131 MB	Reenter password:		
Memory usage for Decompres	sing:	2 MB	Reenter password.		
Split to volumes, bytes:			Show Password		
Parameters:		~	Encryption method:	AES-256	~
			ОК	Cancel Help	



# 3. Enter password.

Archive: Desktop.zip				~
Archive format	zip	~	Update mode:	Add and replace files
Compression level:	Normal	$\sim$	Path mode:	Relative pathnames
Compression method:	Deflate	~	Options Create SFX archive	
Dictionary size:	32 KB	$\sim$	Compress shared	
Word size:	32	$\sim$	Delete files after co	ompression
Solid Block size:		$\sim$	Encryption	
Number of CPU threads:	4 ~	/4	Enter password:	
Memory usage for Compressi	ing:	131 MB		
Memory usage for Decompre	ssing:	2 MB	Reenter password:	
Split to volumes, bytes:			Show Password	
Parameters:		~	Encryption method:	AES-256 ~
Falameters.				
			ок с	ancel Help

4. Re-enter password for confirmation.

Desktop.zip				~
archive format	zip	$\sim$	Update mode:	Add and replace files
Compression level:	Normal	$\sim$	Path mode:	Relative pathnames
Compression method:	Deflate	$\sim$	Options Create SFX arch	ive
Dictionary size:	32 KB	$\sim$	Compress share	ed files
Word size:	32	$\sim$	Delete files after	compression
Solid Block size:		$\sim$	Encryption	
Number of CPU threads:	4 ~	/4	Enter password:	
Memory usage for Compress	sing:	131 MB		
Memory usage for Decompre	essing:	2 MB	Reenter password:	
Split to volumes, bytes:			Show Password	I
Parameters:		~	Encryption method:	AES-256
Parameters.				
			ОК	Cancel Help



- 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...

D	ALL DESCRIPTION OF	Open		
		Extract All		
		7-Zip	>	Open archive
		CRC SHA	>	Open archive >
		Scan for Viruses		Extract files
		Pin to Start		Extract Here
	È	Share		Extract to "Desktop\"
		Open with	>	Test archive
		ThirdSight		Add to archive
		Restore previous versions		Compress and email
		Send to	>	Add to "Desktop.7z"
			_	Compress to "Desktop.7z" and email
		Cut		Compress to "Desktop.zip" and email
		Сору		

8. Enter password.

<b>1</b> 2			×
Extract to:			~
✓ Desktop\		Password	
Path mode:			
Full pathnames	$\sim$	Show Password	
Eliminate duplication of root folder			
Overwrite mode:		Restore file security	
Ask before overwrite	$\sim$		
[	OK	Cancel	Help

9. File is now decrypted.

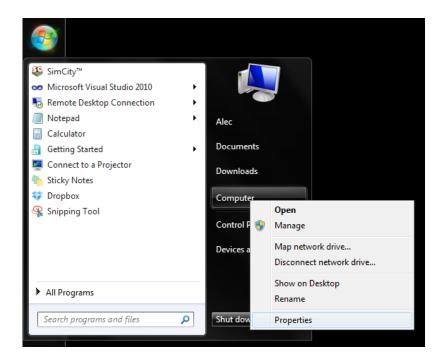


## Annex D

## 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.

				<b>– – ×</b>
🐨 🐨 📲 🕨 Control Panel 🕨	All Control Panel Items	m	👻 🍫 Search Control	Panel 🔎
Control Panel Home	View basic information	n about your computer		•
😯 Device Manager	Windows edition			
🛞 Remote settings	Windows 7 Professional		$\frown$	
System protection	Copyright © 2009 Micros	oft Corporation. All rights reserved.		
Advanced system settings	Service Pack 1 Get more features with a r			
	System			=
	Rating:	7.2 Your Windows Experience Index needs to be refreshed		
	Processor:	Intel(R) Core(TM) i7-3720QM CPU @ 2.60GHz 2.59 GHz		
	Installed	100-05		
	System type:	64-bit Operating System		
	Pen and rough	the for this Display		
	Computer name, domain, an	d workgroup settings		
See also	Computer name:	MBP		😵 Change settings
Action Center	Full computer name:	MBP		
Windows Update	Computer description:			
Performance Information and Tools	Workgroup:	WORKGROUP		
	Windows activation			•



3. Go to www.7-zip.org at the web browser and select the version of 7-zip that you would like to download.

← → ♂ @ ≯	()	A https:/	//www.7-zip.org			V ···· V 🟠 🔍 how to install 7 :
<b>7</b> ZIP			r with a high co 19-02-21) for			
7z Format	Link	Туре	Windows	Size		
LZMA SDK	Download	.exe	32-bit x86	1 MB		
Download FAQ	Download	.exe	64-bit x64	1 MB		
Support					• *	

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

		<b>7-Zip</b> 7-Zip is a file archiver with a high compression ratio. Download 7-Zip (2019-02-21) for Windows:							
7z Format	Link	Туре	Windows	Size		Opening 7z1900-x64.exe	X		
LZMA SDK Download	Download	.exe	32-bit x86	1 MB		You have chosen to open:	1	2018-12-30	
FAQ Support	Download	.exe	64-bit x64	1 MB		Tz1900-x64.exe		2018-04-30	
Links					License	from: https://www.7-zip.org		2018-04-30	
Ennes English Chinese Trad, Esperanto French German Indonesian Japanese Portuguese Brazil Spanish Thai Vietnamese	the BSD 3-cc You can use • High c • Suppo • For ZI WinZij • Stron • Self-e • Integ • Power • Power • Power • Power	lause Lice 7-Zip on compression roted forma Packing / Unpacking NTFS, QC P and GZII 9 g AES-256 xtracting ful comma ful comma for FAR M	nse. Also there any computer, n ratio in <u>7z fo</u> its: unpacking: 7z, only: AR, ARJ OWZ, RAR, RPA P formats, <b>7-Z</b> encryption in apability for 7 Windows Shel nager nd line version	e is unRAR including mat with XZ, BZIP, CAB, CHI 4, Squashi <b>ip</b> provide 7z and ZII z format	e most of the code is under the GNU LG license restriction for some parts of the a computer in a commercial organization. The main features of 7-Zip LZNA and LZMA2 compression 2, GZIP, TAR, ZIP and WIM M, CPIO, CramiFS, DMG, EXT, FAT, GPT, HH FS, UGP, UET, VOJ, VHO, WMOK, VMM, XA is a compression ratio that is 2-10 % bet	S, IHEX, ISO, LZH, LZMA, MBR, MSI, NSIS R and Z.	History of 7-zip che	-)	



6. Once the file is saved, double click the installer file, followed by the <install> button.

×
Cancel

7. After the installation of 7-zip, click the <Close> button. The software is now installed.

🖬 7-Zip 19.00 (x64) Setup						
Destination folder:						
C:\Program Files\7-Zip\						
7-Zip 19.00 (x64) is installed						
Close	Cancel					



#### 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 (!@#\$%^&\*)