Policy for verification and Security of individual registration

This procedure is designed to ensure the following:

- A strong verification process is in place for each individual registration.
- Verification for receiving of IACET CEU
- Establishing communication surrounding attainment of IACET CEU.
- Security and privacy of individual registration details
- Record keeping processes.

**Verification Process:**

**Online registration**

The Learning Management System (LMS) has the following process to confirm identification of enrollee.

- Initial establishment of an individual user account includes collecting the following details:
  - Full name
  - DOB
  - Address
  - Email

  Account can not be established until these details are provided.

- Establishes with the setup with the user:
  - Unique Username
  - Unique Password
  - Unique Student ID number

- Verification email is sent to the user’s email address.
- A unique Student ID number is then generated as part of the security process.
- Other security processes including identifying as not a robot also exist.

**Workshop registration**

The Company is not providing this service. If any service other than online training is offered a complete process will be established including the following details:

- Introduction/Overview. The process objectives, description of the process, why it is needed, and when it is performed.
- Responsible Parties. The position assigned to the task should appear on the organizational chart.
- Inputs and Outputs. What is needed (what data and information) to be able to perform the steps, and what reports, checklists or other documentation is required to ensure that the steps are followed accurately.
- The Procedures. The sequence of activities that make up the process. The step-by-step instructions provided to an employee to complete the task.
- The Tools. The tools used to complete the process. These tools can be checklists, templates or other forms used to follow the procedures. When submitting the application for accreditation, these tools would be completed and submitted as evidence.
• **IACET CEU application**

Online Learning:

On successfully completing the online components a certificate is automated to the learners dashboard to show completion of the course. IACET CEU points for each course will be pre-determined in accordance with the Policy for Calculating CEUS and auto populated onto the certificate and into the user’s dashboard. The certificate is auto populated with the users details and date so changes can not be made.

All processes of meeting the training requirements for IACET CEU are automated and alarms are set for failure of any of these processes within the LMS.

The Online Manager receives a daily report of completed training both successfully and unsuccessfully. These are reported to the CEO and where discrepancies are found the Online Manager is responsible for the immediate investigation and reporting to the CEO. At the completion of this investigation any adverse decision for the student will be communicated by the CEO.

Appeals:

Any appeals received from a student will immediately trigger the maintenance review of all automated processes for successful completion of courses. This maintenance is to be completed by the online manager and all findings reported to the CEO.

Workshops:

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**Qualification for IACET CEU credits**

Online Learning:

- Communication
  - All advertisement of courses including but not limited to brochures, learning catalogues, website and social media will clearly articulate the IACET CEU credit available.
The purchase confirmation and introduction of the online learning will include information on the credits available. Introduction of the course will also include information on how the credits are obtained successfully.

- Establishing meeting the requirements for allocation of credits.
  - LMS has pre-determined timings for each page and assessment. If the course and pages are completed appropriately then a certificate and allocation of credits are automatically applied to the users dashboard.
  - Assessment is re-enforced learning and a user can not move onto the next assessment until the current assessment is correctly answered.

- Establishing when requirements have not been met and no credits allocated.
  - When pre-determined timing is not met, and the course is completed to quickly then the certificate and credits are not applied to the user. The user is then notified by email and on their dashboard to contact the Learning Administration.
  - The purchase confirmation and introduction of the course outlines the information for certificates and credits to be denied.

Workshops:
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Appeal:
In the event of any appeal being received from the user or attendee regarding the noncompliance of the course. The following steps are to be completed:

- Notification to the CEO
- Establishment of a 3-person committee including at least the CEO, Director and one other employee to provide an outcome in writing to the appeal.
Security and privacy of individual registration details

All personal information collated will be secured at all time. The collection of clients details and their rights to privacy and confidentiality will adhere to the Australian Privacy Principals.

Online:

The Company will continue to monitor and review security process with hosting provider to ensure no personal details are able to be accessed by a third party.

The Learning Management System does not allow for changes to personal details unless completed by a site administrator or by the end user who first must re-enter their passcode.

Workshops:

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Record Keeping

Online learning:

The Learning Management System automatically records individual records of each user which can be downloaded as a CV file showing the following:

- Learner’s name and/or unique identification.
- Learning event title.
- Learning event commencement and completion date.
- Number of IACET CEUs awarded.
- Description of codes used, if any.

This system is continually backed up on real time.

The Online Manager receives a daily report of completed training both successfully and unsuccessfully. These are reported to the CEO and where discrepancies are found the Online Manager is responsible for the immediate investigation and reporting to the CEO. At the completion of this investigation any adverse decision for the student will be communicated by the CEO.
Workshop:

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