



DATA MANAGEMENT POLICY

This procedure must be followed to ensure accurate and confidential retention of candidate's personal information. This policy is in line with SQA requirements as set out in the Enhanced Guidance.

Originator:	Lauren McAnna	Date: November 2017
Authorised by:	Shaurna Dickson	Date: November 2017
Approved by:	Senior Management Team	Date: November 2017
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1. Introduction

It is necessary to obtain certain personal information from candidates undertaking a course for the purposes of registering them with SQA. This policy must be followed to safeguard that information.

The Training & Quality Management Officer will be responsible for collection and retention of this information in the first instance but overall responsibility lies with the Head of Centre.

2. Obtaining personal information from candidates

Personal information must include the candidate's:

- full name
- date of birth
- gender
- home address
- Scottish Candidate Number - SCN (if known by the candidate)

This information will be gathered during the completion of the enrolment form and the *SQA registration form.

If a candidate does not know their SCN, the Training & Quality Management Officer will find it by looking up the candidate's record on SQA Connect. If the candidate has not undertaken a qualification with SQA before and therefore does not have a SCN, the Training & Quality Management Officer will create and allocate one on SQA Connect.

3. Candidate data protection & data exchange

Candidates are required to read and sign a data protection and data exchange statement which is located on the reverse side of the *SQA registration form:

"I understand that my name, address, date of birth, gender and Scottish Candidate Number will be shared with the Scottish Qualifications Authority.

Deaf Action holds this information in order to register you on to your course, contact you or with your permission - send you information about our organisation. We do not share this information with anyone other than SQA or use this information for any other purposes.

The SQA state:

"It is essential that we collect personal information about candidates – for example, we need names to print on certificates, addresses to post the certificates to, and dates of birth for distinguishing between candidates with similar names. We also hold details of candidates' achievements so that we can issue certificates. Candidates undertaking any SQA qualifications must, via the centre, supply these personal details to us.

Access to this information is strictly controlled within the SQA, but we share it within the education and training community when this is appropriate. For example, centres get details of their candidates' results, and we supply details of the achievements of university applicants to UCAS. We also supply the Scottish Government with data for statistical analysis and re-release data for official surveys.

We do not provide information to organisations involved in direct marketing or similar ventures.

We abide by the eight Data Protection principles and we require that all those who supply or use data also adhere to these principles.”

The Training & Quality Management Officer will issue this document on the first night of a course. Students must read and sign this form. It will then be kept securely in a lockable filing cabinet alongside the candidate's other course paperwork for the duration of the course and for one calendar year after assessment.

On the document titled ****Candidate Procedures'*, clauses 5 & 6 state:

Please keep the Training & Quality Management Officer updated with any changes in contact details (email and phone number) in case we need to contact you during the course.

The address you provide at the start of the course will be used by the SQA to send your certificate upon completion of the course. If you move address during the course, you must inform the Training & Quality Management Officer so they can notify the SQA.

4. Data Management Principals

The Data Protection Act sets out eight principals governing the use of personal information. Deaf Action will comply with these principals whenever personal information from candidates has been gathered. These principals state that information must be:

- used fairly and lawfully
- used for limited, specifically stated purposes
- used in a way that is adequate, relevant and not excessive
- accurate
- kept for no longer than is absolutely necessary
- handled according to people's data protection rights
- kept safe and secure
- not transferred outside the European Economic Area without adequate protection

5. Registration of new candidates with SQA

Candidates undertaking an SQA qualification course will be registered via SQA Connect. This is the responsibility of the Training & Quality Management Officer and will be done within 1 week of the course start date.

Candidates will be registered at their home address unless it is a stipulation of a workplace sponsorship that the certificate be sent to that workplace for their own records. In this case, the candidate will evidence their agreement to this by putting the workplace address on the SQA registration form.

6. Results

Upon completion of all assessments, the assessor will pass all assessment evidence (written and recorded) to the allocated IV.

After stage 2 and 3 of the IV process have been completed and the required sampling and approval forms completed, the results will be passed to the Training & Quality Management Officer for processing.

The Training & Quality Management Officer will upload the results directly on to SQA Connect.

This process should not take any longer than one month from the date of assessment.

7. Data cleansing

It is the responsibility of the Training & Quality Management Officer to cleanse candidate information on our system and communicate changes to SQA.

This includes:

- changes to candidates' personal details (eg change of surname, change of address).
- withdrawal of Unit and Group Award entries when past their completion date and not resulted as a pass or fail
- extending Unit and/or Group Award entry dates where candidates have been granted an extension.

8. Record retention

The SQA require that centres retain records for one calendar year following completion of SQA qualifications.

These records are:

- a list of candidates registered with SQA for each qualification offered in the centre
- details of candidate assessment, including the name of the assessor, location, date and outcome
- internal verification activity
- certificates claimed

In the case of an appeal against an internal assessment result, Deaf Action will retain records, including all materials and evidence, until the appeal has been resolved.

Where an investigation of suspected malpractice is carried out, Deaf Action will retain related records and documentation for three years. In the case of an appeal to SQA against the outcome of a malpractice investigation, assessment records must be retained for six years.

In an investigation involving a potential criminal prosecution or civil claim, records and documentation should be retained for six years after the case and any appeal has been heard. If Deaf Action is any doubt about whether criminal or civil proceedings will take place, it will keep records for the full six year period.

It is the responsibility of the Training & Quality Management Officer in the first instance to ensure that the appropriate assessment records are retained for the required periods, and for destroying them when they are no longer required. However, overall responsibility is with the Head of Centre. These records will be stored in paper format in a lockable filing cabinet in the Training & Quality Management Officer's office and also in digital format in a restricted access folder on Deaf Action's document drive.

*SQA registration form CRE01

** Candidate procedures form can be found at: \\deafactionedi01\Edin_Data\Social Enterprise\Training\BSL\Student Packs\Candidate Procedures