



## SUPERVISOR FAQ

- **What does the training provide?**

The training provides a basic overview of privacy, records management, and personal information security at UVic. It has been developed by the Chief Privacy Officer, the University Archives' records management program, and University Systems, in collaboration with Human Resources.

- **Who should take the training?**

The training is mandatory for all staff members who:

- (i) have been employed at the University, and
- (ii) have access to personal information through systems such as Banner and FAST.

We would also encourage any members of your staff who are interested in doing so to take part in the training.

Specific Faculty Resource Kits are being developed and will be available for faculty members shortly.

- **What happens if there is a staff member should be removed from the list?**

Please notify Sivonne McFall at 250-472-4914 or [privacyinfo@uvic.ca](mailto:privacyinfo@uvic.ca)

- **What happens if there is a staff member missing from the list?**

If there is a staff member missing from the list who meets the above criteria, please ask them to complete the training.

- **When should the training be completed?**

The deadline for completion of the training is **August 25, 2017**.

*It is expected that employees will complete their training during normal working hours and we would ask that you make time available for your staff to do so.*

- **What happens if a staff member does not complete the training?**

If a staff member is of the opinion that they do not need to take this course, first remind them that the training is an obligation they have, as does any employee who has access to administrative systems containing personal information. If the staff continues to refuse to take the training, seek advice from your HR consultant as to the appropriate supports available.

- **How do I access the training?**

The training is available through CourseSpaces. You must have a Netlink ID and password to be able to log in.

1. Navigate to the 201706 Annual Online Privacy Training [CourseSpaces](#) page and sign in to UVic if prompted
2. Join the course by clicking the 'enrol me' button

*Note: This online training includes multimedia material. Text transcripts are provided for all audio content.*

- **Who can staff contact for Technical Assistance?**

Staff can contact University Systems Help Desk

Email: [helpdesk@uvic.ca](mailto:helpdesk@uvic.ca)

Telephone: 250-721-7687

Website: <http://www.uvic.ca/systems/services/contact/index.php>