

Working with Children Checks - Student Validation Procedure - SA

Procedure Code: PR-057

Version: 2.0

Effective Date: 9 November 2020

Related Policy Code: STU-003

Related Policy Name: Working with Children Checks Policy

Purpose

This procedure outlines the process to be followed by Student Services Staff who have been nominated as Requesting Officers when: evidence of WWC Check (or its equivalent) is presented; the College is required to check the validity of a WWC Check (or its equivalent); or, the College is required to check the progress of a clearance application.

Definition of “College” – *In the higher education sector, the Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health. For the purpose of this procedure, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names / entities.*

Scope

- Adelaide Students
- Adelaide Student Services Staff
- Adelaide Wellnation Clinic Supervisors
- Adelaide Campus Management
- Nominated Officers of the College

Procedure:

Overview

When a student that requires a Working with Children Check presents evidence of DCSI Clearance to the College, the College is obligated to ensure it is of the correct type (Child-related Employment Screening), current, valid and authentic.

To meet the requirements set out by the DCSI Screening Unit, a Nominated Officer is required to undertake the validation action on behalf of the College and maintain records pertaining to that action, as appropriate, in the SMS in order to facilitate monitoring and maintenance of the College’s national register.

Validation is only performed online via the DCSI Screening Unit’s Organisational Portal. A Nominated Officer is required to utilise their assigned secure login to the portal to either:

- Conduct a ‘Person Search’ (ensuring a clearance once granted is still current and valid) or
- Perform an Application Status Search (review the status of applications in progress that have been initiated by the College).

Adelaide campus Student Services Staff that have been nominated as Requesting Officers are tasked with the SA validation process by the Director, Student Services & Retention, however any Nominated Officer may undertake the same process to facilitate faster response times.

After logging into the system the Nominated Officer/s will be able to view details regarding the progress of each application initiated by the College, and its current status.

It is the responsibility of the Nominated Officer to promptly and accurately record the result of the above queries in the SMS, FileMaker, as other College staff rely on the accuracy and availability of this data and the student may be excluded from work integrated learning / clinical practicum subjects until the data is confirmed.

Portal Security

Nominated Officers must never share their login details with another person or organisation. Any College employee found to be:

- using a portal log-in not of their own
- sharing a portal log-in with others

Will be considered in breach of the College's policies and procedures and may also be considered a criminal act.

Nominated Officers

The College has appointed the following staff to adhere to the requirements set out by the DCSI Screening Unit:

Authorised Officers:

- Director, Student Services & Retention
- National Compliance Manager
- Student Records Manager

Finance Officer:

- Accounts Receivable Officer

Requesting Officers:

- Director, Student Services & Retention
- Director of Education / Associate Director of Education
- National Compliance Manager
- Student Records Manager
- Campus Manager - Adelaide
- Higher Education Compliance Administrator

Site Administrator:

- Higher Education Compliance Administrator

Verifying Officers:

- Director of Education / Associate Director of Education
- Associate Director - Clinical Services
- National Higher Education Compliance Manager
- Heads of Department / Associate Heads of Department
- Campus Manager - Adelaide

Application Outcomes

If an application for DCSI Child-related Employment Screening is initiated by the College, the College will be advised of the screening outcome by email from the DCSI Screening Unit. This will occur for all new clearance applications as students are not able to initiate a new application themselves. The email communication shall be issued to the College's Authorising Officer/s and may contain confidential information about the student, how the outcome was determined, or what factors contributed to the outcome, in order for the Authorising Officer to ascertain whether the student presents an unacceptable risk.

The online system is by default set to email the Requesting Officer with an application's outcome, however to preserve the student's privacy, the confidential detail referred to above will not be included. The Requesting Officer will only be advised whether clearance was granted or refused.

Students are responsible for retaining clearance letters. These should be stored in a safe place and considered as important as a birth certificate or passport. Due to information and privacy constraints, the College is only permitted to retain limited information pertaining to clearances for a certain amount of time.

Note: The DCSI Screening Unit **does not issue replacements for lost, stolen or misplaced letters**. If a student has lost their clearance letter they may be required to lodge another screening application to obtain a new clearance. Please direct the student to contact the DCSI Screening Unit to discuss.

Pre-Existing Clearance

If a student was previously provided clearance via an organisation other than the College, their clearance may still be valid. A letter of clearance remains current for three (3) years from the date of issue and can be taken from one organisation to another. This may apply more often with students that are employed part-time with more than one (1) employer.

Any claim of existing clearance (or its equivalent) requires evidence and validation by a Nominated Officer of the College before it will be considered as accepted by the College.

Clearance Refused

In instances where an unacceptable risk is the outcome (and clearance is not granted by the DCSI Screening Unit for Child-related Employment) the student is unable to meet the requirements for course completion. The Authorising Officer shall, (if not the Director, Student Services & Retention) immediately notify the Director, Student Services & Retention of the student's inability to obtain a WWC Check and the Director shall assume responsibility for managing the student's non-academic withdrawal. Under the *Working with Children Checks Policy* - the College will immediately cancel the student's enrolment in the course.

Clearance Granted

Students who have been cleared as a result of their screening by the DCSI Screening Unit will receive a clearance letter, posted directly to them by the Screening Unit. Clearance letters are printed on green (watermarked) security paper, embossed with the logo of the South Australian Government.

Cleared students should check their letters as soon as possible when it is received in the post, to ensure that their full name is correct and that it is spelt correctly, and that their date of birth is correct. If any of these details provided on the clearance letter are incorrect, the student should contact the Screening Unit **as soon as possible by email** addressed to: DCSIScreeningUnit@sa.gov.au. Students should request a corrected letter, and ensure their screening reference number, correct names and date of birth are provided in the email request.

Providing Evidence

Students shall provide evidence by presenting their **original** clearance letter to Student Services Staff, in person at the Adelaide campus Student Services Desk.

Student Services Staff shall record on the student's SMS file, in the Admissions & Enrolment tab:

- the date upon which the original document was presented (Date Received);
- the WWC Check type (Type);
- the unique reference number stated on the clearance letter to enable its validation (Ref No.); and
- the date the letter expires (Expiry Date).

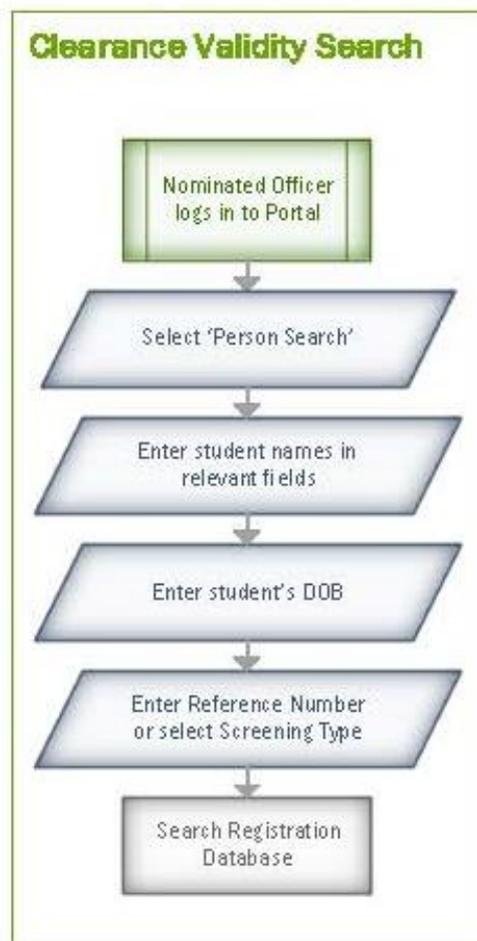
Student Services Staff are required to validate the evidence immediately and whilst the student remains present at the Student Services Desk. If any issues arise, they can be communicated and managed without delay, to avoid students being excluded from work integrated learning / clinical practicum subjects any longer than is necessary. This also ensures the College cannot be held responsible for missing clearance letters.

A copy of the letter is **not** to be retained by the College as this is considered a breach of privacy. Only the detail as required by fields in FileMaker is permitted to be retained.

Validation

Conducting a 'Person Search'

Student Services Staff that have been nominated as Requesting Officers, shall validate each clearance letter to ensure its validity and currency.



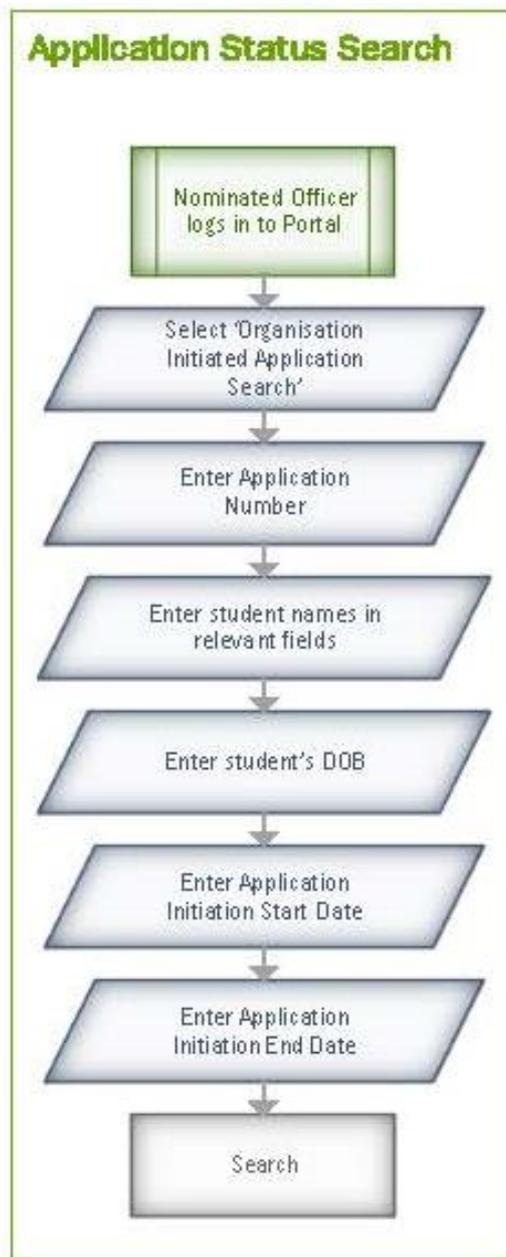
Requesting Officers shall access the DCSI Screening Unit's [online portal](#) using their assigned secure log-in details. The Requesting Officer shall perform a 'Person Search' to (using the detail from the letter) to ascertain the clearance letter's validity and currency.

The Requesting Officer shall verbally advise the student of the validation result. Once the validation process has been performed the clearance letter must be returned to the student.

Application Status Search

Student Services Staff who have been nominated as Requesting Officers, are permitted to use the Portal to review the status of clearance applications that the College has initiated, to see whether the application has been finalised yet.

Requesting Officers shall access the DCSI Screening Unit's [online portal](#) using their assigned secure log-in details. The Requesting Officer shall perform an 'Organisation Initiated Application Search'. The Requesting Officer shall verbally advise the student of the validation result.



Applications in Progress

Students who require a WWC Check must be granted a DCSI Screening Child-related Employment Clearance **and** have the clearance verified by the College **before** they can commence clinical placement as part of their studies. Having lodged an application for screening clearance (without yet having received clearance) is not sufficient under the current legislation for students.

Successful Validation

If successful, the Nominated Officer performing the validation is required to record the validation result by noting on the student's SMS file, in the Admissions & Enrolment tab:

- The date upon which the validation occurred (Date Validated), and
- Their FileMaker user name (Validated By).

The Nominated Officer shall advise the student to expect the clearance letter in the post. Once received by the student, the student shall present their clearance letter to the Student Services Desk as soon as possible.

When this occurs a Nominated Officer shall verify the letter in accordance with the [Conducting a 'Person Search'](#) section of this procedure.

Unsuccessful Validation

There are a range of reasons as to why validation may not be successful.

If the clearance letter has expired, the student is required to reapply for clearance, and the College is responsible for initiating this process. Refer to the [Working with Children Checks - Student Application Procedure - SA](#).

Once sure that the details entered in the Portal were entered correctly, the Nominated Officer shall advise the student to contact the DCSI Screening Unit for further advice. Issues relating to the portal itself should be communicated to the Site Administrator without delay.

Exemption

When a student seeks exemption from providing a WWC Check they are required to provide appropriate evidence that reflects why and for how long they are exempt. When exemption is claimed, evidence is to be presented to Student Services Staff and validated before it is accepted. Unlike a Clearance Letter, evidence pertaining to the exemption is retained on file in the SMS. Validation shall be performed by the Quality & Compliance Department and will be recorded in a similar manner to a WWC Check. Once validated and accepted by the College this WWC Check 'equivalent' is monitored and reported on (e.g.: expiry) as though it were a WWC Check.

Definitions

Authorised Officer - This person is required to have a working knowledge of the screening applicant's prospective role and duties and has the high-level responsibility and authority to make recruitment and employment decisions in relation to the applicant.

The DCSI Screening Unit may liaise with the Authorised Officer in cases where potential risks have been identified during an assessment. Only the Authorised Officer will receive confidential screening assessments relating to students.

Clearance Letter - For the purpose of this procedure, any reference to 'clearance letter, or 'letter', should be considered a reference to DCSI Child-related Employment Screening Clearance Letter issued by the DCSI Screening Unit on behalf of the South Australian Government.

Exemption - Refers to an instance where an applicant is free from obligation to obtain a WWC Check and provides appropriate evidence to the College that either: reflects the WWC Check is not legislatively required or; an equivalent screening process or background check ('equivalent') has been undertaken. Refer to [Working with Children Checks Policy](#).

Proof of Identity - Refer to the DCSI Screening Unit's website's [Identity Check page](#) to determine applicable POI requirements. Note: 'Special Provisions' may apply to the following categories of applicant: Aboriginal and Torres Strait Islander residents of remoted or isolated locations; Immigrant or Foreign Visitors; and Applicants Under 18 years of Age.

Requesting Officer - This person is the primary contact in the organisation regarding administrative matters associated with screening applications. Requesting Officers will receive notification emails from the DCSI Screening Unit including when an applicant receives a general clearance.

Site Administrator - This person manages the Organisation's registration on DCSI's on-line application system and is responsible for completing the organisation's initial registration and maintaining the currency of the registration.

Validation - Refers to the process undertaken by any Nominated Officer after a Clearance Letter is presented to the College and before a student is cleared to participate in work integrated learning / practicum component subjects. Details from the letter are confirmed by the DCSI Screening Unit and the College accepts the WWC Check evidence as current and valid until such time as the letter expires or is cancelled.

Note: Validation and verification are separate processes.

Verification - Refers to the process of verifying an applicant's Proof of Identity documentation and is performed by a 'Verifying Officer'.

Verifying Officer - This person is responsible for verifying the applicant's identification using the one hundred (100) point check.

Verifying Officers must meet the requirements set out in [Permitted Verifiers Information Sheet](#).

WWC Check - For the purpose of this procedure, any reference to 'WWC Check', 'Check', 'DCSI Screening Clearance', or 'Clearance', should be considered a reference to DCSI Child-related Employment Screening Clearance issued by the DCSI Screening Unit on behalf of the South Australian Government.

Further Information

Related Policies

[Academic Progression Policy - Higher Education](#)

[Academic Progression Policy - VET](#)

[Admissions Policy - Undergraduate - Higher Education](#)

[Admissions Policy - VET](#)

[Working with Children Checks Policy](#)



Related Procedures

WWC Checks - Student Application Procedure - SA

WWC Checks - Student Monitoring Procedure - SA

Related Documents

[DCSI Screening Unit: Identity Check](#)

Working with Children Checks (WWC Checks) FAQs

Clinic Handbook

International Enrolment FAQ - Appendix A

Inherent Course Requirements - Acupuncture

Inherent Course Requirements - Myotherapy

Inherent Course Requirements - Naturopathy

Inherent Course Requirements - Nutritional and Dietetic Medicine

Instructions

Instructions - Recording WWC Checks - SA

Instructions - Validating WWC Checks - SA

Instructions - Monitoring WWC Checks - SA

Instructions - Reporting WWC Checks

Benchmarking

Not Applicable

Supporting Research and Analysis

Not Applicable

Related Legislation

Not Applicable

Review and Approval

Procedure Author

Higher Education Compliance Administrator

Procedure Owner

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Contact

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Approval Body

Not Applicable

Procedure Status

Reviewed

Responsibilities for Implementation

- Director of Clinic and Campus Operations
- Director of Education
- Director, Student Services & Retention
- Student Adviser, Student Services

Key Stakeholders

- Director of Clinic and Campus Operations
- Campus Managers and Coordinators
- Director of Education
- Director, Student Services & Retention
- Educational Technologies Manager
- National Quality, Governance and Compliance Manager
- Student Adviser, Student Services
- National Student Records Coordinator