

*Direction de la
sanction des études*

*Support System for School Boards
and Private Schools
(SOS System)*



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1 INTRODUCTION

The Support System for School School Boards and Private Schools (Système de soutien aux organismes scolaires; SOS system) is a user-friendly interface with the Ministère de l'Éducation (MEQ) system for certification of secondary studies. It is a service that lets users in the school network consult student records for the youth sector, the adult sector and vocational training. It also allows organizations to access data maintained by the DSE on diplomas granted to students.

1.1 Objective

The SOS system was set up to improve services to the school network regarding certification of secondary studies. With the restructuring of the school boards and the decentralization brought about by the reform of secondary education, the DSE wanted to provide new, user-friendly tools based on the new means of communication offered by the Internet. The services for keeping track of student records should shorten the response time for users, require a minimum of training, and safeguard the security and confidentiality of personal information.

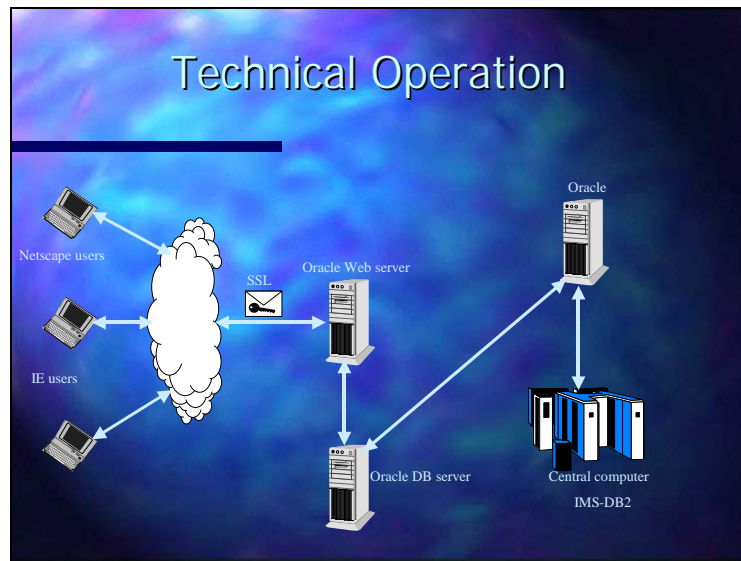
1.2 Clientele





The target clientele consists of school boards and private schools providing secondary instruction to students in the youth sector, the adult sector, and vocational training, as well as general and vocational colleges (CEGEPs) and their regional admission services. Any employee of a school board or private school whose work requires access to student records may be provided with a user name by the DSE. However, the application must first be approved by the person in charge of the SOS system in his or her school board or private school.

1.3 Access to the system

The DSE provides the services of the SOS system between 7:00 and 22:30, seven days a week. Outside this time period, the databases of the system are closed for updating.

1.4 Technical operation



-  Communications between the users' browsers and the Oracle Web server are encrypted according to VeriSign standards.
-  The Oracle Web server validates the authorization of a person requesting access through the person's user name and password. If access is granted, a link is established with the Oracle database server.
-  The Oracle database server verifies the services authorized for a recognized user name. It then displays a menu in which the icons for services that are not authorized are greyed out. It transmits requests for services to the Oracle gateway.
-  The Oracle Procedural Gateway, which permits access to the central computer, submits the request to the central computer at the MEQ and returns the results to the Oracle server. The Oracle server returns the information for display on the user's browser.

1.5 Security measures

Various security measures have been implemented to ensure the confidentiality of the data accessible through the SOS system. They are briefly presented below.

1.5.1 Privacy protocol

The school boards and private schools agree to take the necessary measures for the protection of personal information.

1.5.2 Agreements by individuals

Every person that has access to the SOS system agrees to respect the confidentiality of personal information and user names. These agreements are countersigned by the directors general.

Personnel of the MEQ must follow its code of conduct; they do not have to sign a personal agreement.

1.5.3 Request for a user name and password

A request must be made for each person.

1.5.4 Temporary password

When a new user name is created, the user is given a temporary password. The first time the user visits the site, he or she must select a new password in order to continue to access the system. This password is unknown to the managers of the system.

Users who forget their passwords must telephone the DSE. Their identity will be confirmed using a secret question included in the registration form, and they will be given a new temporary password.

1.5.5 Access to options

Options that are not authorized are greyed out and are inoperative.

1.5.6 Encryption of communications

All communications between users' browsers and the Oracle server are encrypted according to VeriSign standards.

1.5.7 Browser not in use

When a user leaves a browser unused for more than 20 minutes, the Oracle server cuts off communication. To re-establish communication, the user must log in again.

1.5.8 System not accessed

If a user does not access the SOS system for a period of more than 90 days, his or her user name is suspended.

1.5.9 Approval of processes and documents

The processes and documents used by the SOS system have been approved by MEQ authorities and legal advisers and the Comité de protection des renseignements personnels et de sécurité des actifs

informationnels (committee for the protection of personal information and the security of information assets), which is chaired by the deputy minister.

1.5.10 Observance of the *Act respecting Access to documents held by public bodies and the Protection of personal information* (R.S.Q., chapter A-2.1)

The Bureau de l'accès à l'information et de la protection des renseignements personnels (bureau for access to information and protection of personal information) stipulates that under sections 67 and 67.2 of the Act, the MEQ has the right to release information to the school boards and private schools concerned. In this case, the Act does not require that prior notice be given to the Commission d'accès à l'information (commission on access to information).

67. A public body may, without the consent of the person concerned, release nominative information to any person or body if the information is necessary for the carrying out of an Act in Québec.

67.2 A public body may, without the consent of the person concerned, release nominative information to any person or body if the information is necessary for the discharge of duties entrusted to that person or body by the public body.

2 HOME PAGE

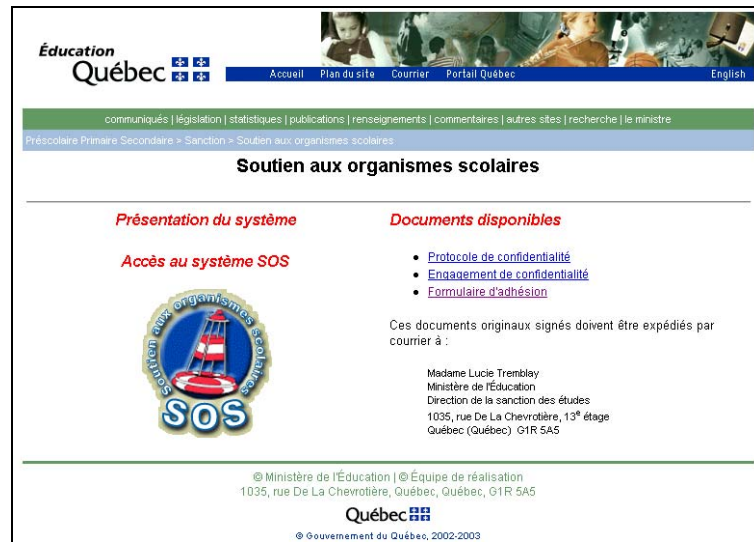


Figure 2-1 Home page

The page shown in Figure 2-1 is the home page of the SOS system. Its address is:

<http://www.meq.gouv.qc.ca/sanction/sos/MenuSOS.htm>

This is where all documents needed for requesting authorization to access the SOS system may be found.

From this page, you will be directed to the SOS system. The use of a shortcut to a page other than the home page may cause problems in accessing the system.

2.1 Introduction to the system

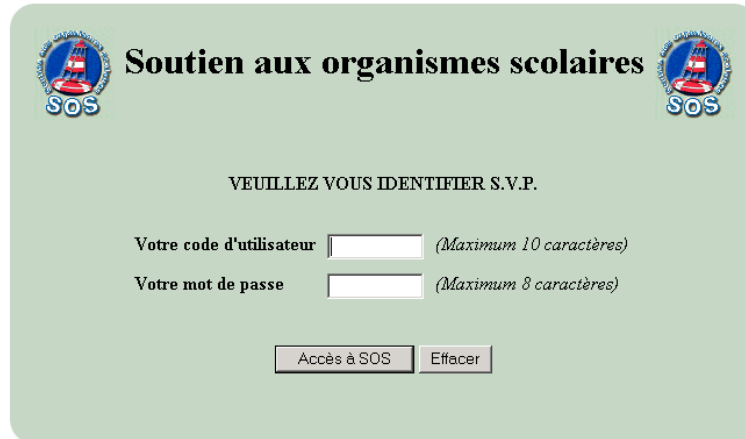
Click on **Présentation du système** for an up-to-date introduction to the system.

2.2 Accessing the system



Figure 2-2 The SOS icon

Click on the icon on the home page to access the SOS system. A new page will open with the active SOS application.



Soutien aux organismes scolaires

VEUILLEZ VOUS IDENTIFIER S.V.P.

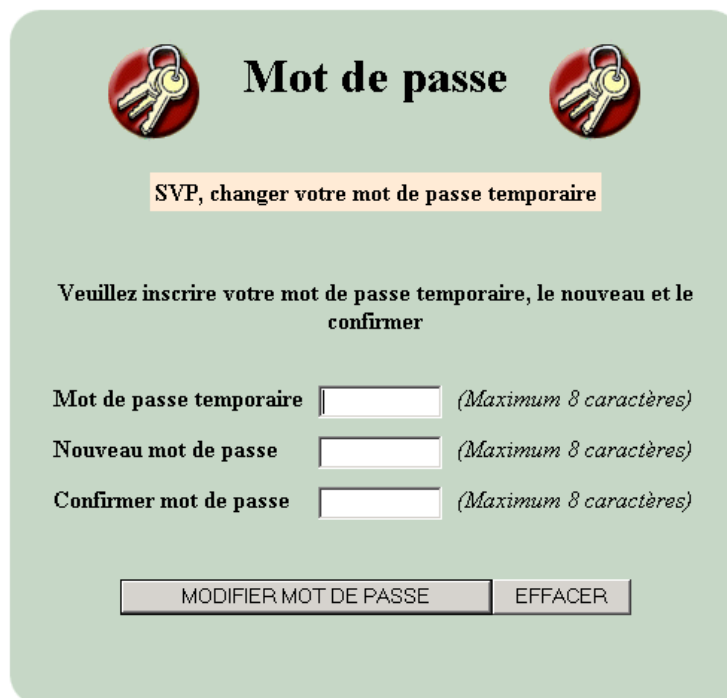
Votre code d'utilisateur (Maximum 10 caractères)

Votre mot de passe (Maximum 8 caractères)

Accès à SOS Effacer

Figure 2-3 Form to log in to the system

Here you must enter the user name given you by the DSE and your password. The use of automatic connections is not advised, because they have no security mechanisms.



Mot de passe

SVP, changer votre mot de passe temporaire

Veuillez inscrire votre mot de passe temporaire, le nouveau et le confirmer

Mot de passe temporaire (Maximum 8 caractères)

Nouveau mot de passe (Maximum 8 caractères)

Confirmer mot de passe (Maximum 8 caractères)

MODIFIER MOT DE PASSE EFFACER

Figure 2-4 Form to change a temporary password

If you have a temporary password, the form shown above asks you to change it for a password of your choice.

2.2.1 Suspension of access after three invalid attempts to log in



Figure 2-5 Suspension

You have three tries to enter your user name and password. After three invalid attempts, your user name is suspended. To re-activate your user name, you must telephone the DES at the number shown in the suspension message.

2.3 Documents available

Click on **Documents disponibles** for all documents needed for the registration of a new user or school board or private school. See Chapter 6 for instructions.

2.4 Effective use of the system

The SOS system provides a variety of information that can make your work easier. Here you will find techniques for navigating the site.

2.4.1 Navigating the system

Here are some tips for navigating the SOS system.

To see the contents of a student file, click on **Sommaire du dossier de l'élève**.

To obtain answers more quickly when the contents of the file are not needed, use the individual services.

To return to the SOS menu, click on the **Menu SOS** link on the navigation bar of the system.



To make a new request, click on **Nouvelle demande**. This allows you to make a new request without leaving the service.

2.4.2 Printing

To print at any time, click on **Imprimer** in the scroll-down menu that appears when you right-click your mouse.

3 DESCRIPTION OF THE SOS SYSTEM



Figure 3-1 The SOS menu

The SOS system has five parts:

3.1 Navigation bar

3.2 Contents of the student file

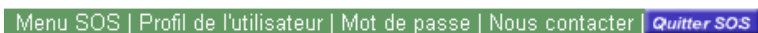
3.3 Menu of general education in the youth sector and vocational training

3.4 Menu of general education in the adult sector

3.5 Menu of operational lists

3.1 Navigation bar

This bar is displayed on every page and for every service in the system; it allows users to navigate the site effectively.



3.1.1 SOS menu (**Menu SOS**)

This option allows the user to return to the SOS menu, which is shown in Figure 3-1.

3.1.2 User profile (**Profil de l'utilisateur**)

This option allows the user to access the page for his or her profile.



Profil de l'utilisateur

Identification

Code d'utilisateur

- Nom
- Prénom
- Établissement
- Fureteur utilisé

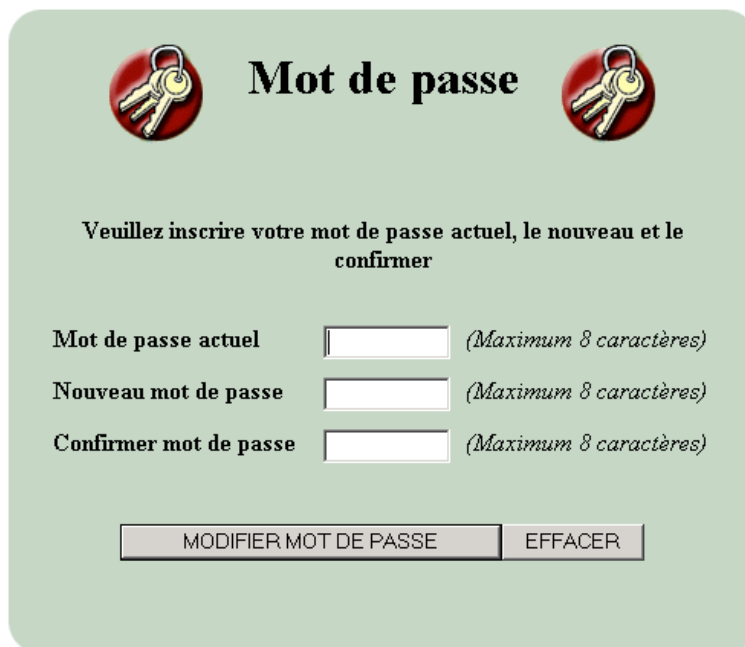
Figure 3-2 User profile

Users are responsible for keeping their contact information up to date so that the DSE is able to communicate with them.

It is possible to change the secret question that is used to confirm a user's identity when he or she communicates with the DSE.

3.1.3 Password (**Mot de passe**)

This option allows the user to change his or her password.



Mot de passe

Veuillez inscrire votre mot de passe actuel, le nouveau et le confirmer

Mot de passe actuel (Maximum 8 caractères)

Nouveau mot de passe (Maximum 8 caractères)

Confirmer mot de passe (Maximum 8 caractères)

MODIFIER MOT DE PASSE EFFACER

Figure 3-3 Form to change a password

Enter your current password and then a new password containing no more than eight characters, and then confirm the new password by repeating it in the next box. Then click on **Modifier mot de passe**.

When the password has been changed, the user is returned to the SOS menu.

3.1.4 Contact us (**Nous contacter**)

This option allows the user to send an e-mail message to the DSE at the following address: **sanction.dse@meq.gouv.qc.ca**

3.1.5 Exit the SOS system (**Quitter SOS**)

This option allows the user to exit the system securely.

This link should be used to exit the SOS system.

Although a window will remain open, you will have exited the system securely. The open window is an ordinary window for browsing on the Internet. You can close it as you choose without any problem.

3.2 Contents of student file (**Sommaire du dossier de l'élève**)

This service allows you to see the student's documents on file at the DSE.

Sommaire du dossier de l'élève
(Volet Sanction)

Code permanent :



Seulement les dix premières positions sont obligatoires, les deux dernières accélèrent la recherche

Élève : **Melançon, Carmel** Date de naissance : 20-09-1974
Père : Melançon, Bob
Mère : Hébert, Sylvie

- **Formation générale des jeunes et formation professionnelle**
 - Relevé de notes du régime 1 Copie officielle de travail
 - Relevé de notes du régime 2
 - Relevé de notes du régime 3
 - Rapport sur l'élève
- **Formation générale des adultes**
 - Relevé des apprentissages (second cycle) Copie officielle de travail
 - Relevé des apprentissages (premier cycle)
 - Rapport sur l'élève
- **Suivi de la correspondance de l'élève admis en concomitance**
 - Rapport du suivi de la correspondance

Figure 3-4 Contents of student file

This service has two parts:

-  Identification of the student
-  Documents




3.2.1 Identification of the student

When you access the service, this area is empty. It may be initialized by doing a search.

The search for a student file is included in the processing. It is not necessary to enter the 12 characters of the student's permanent code; the first 10 characters are sufficient to start the search. If you know the permanent code, entering it speeds processing. For more information on the search function, see Chapter 4.

To carry out a new search, enter another permanent code and submit the query.

Once the student file has been located, the sociodemographic information in the system is displayed:

-  name
-  date of birth
-  name of at least one parent

3.2.2 Documents

In this part, the titles of documents that concern the student are active, and others are greyed out. To display a document, click on it. Only one document can be displayed at a time. The documents can be displayed and printed in working versions and, in some cases, in the official versions.

All documents available here are also available through the SOS menu in each of the specific services. For further information on these documents, see the section on each of the documents.

3.3 Menu of general education in the youth sector and vocational training (**Formation générale des jeunes et formation professionnelle**)

3.3.1 Statement of marks (**Copie du relevé de notes**)

This option allows you to display and print an official copy or a working copy of the student's statement of marks.

The MEQ issues a statement of marks for any student who has taken at least one examination in a course leading to a Secondary School Diploma (SSD), a Diploma of Vocational Studies (DVS) or an Attestation of Vocational Specialization (AVS), or who has obtained an equivalency for or an exemption from a course leading to any of these documents.

INSCRIRE LE CODE PERMANENT DE L'ÉLÈVE

Pour toute interrogation concernant ce service, contacter
Sylvain Bourassa au (418) 643-5147

Code permanent connu :

Produire le relevé de notes selon : le régime actif de l'élève
 le choix d'un régime disponible

Code permanent inconnu :

Figure 3-5 Form to access a statement of marks






To access a student's statement of marks, enter his or her permanent code in the box. If you do not know the permanent code, see Chapter 4 on the search function.

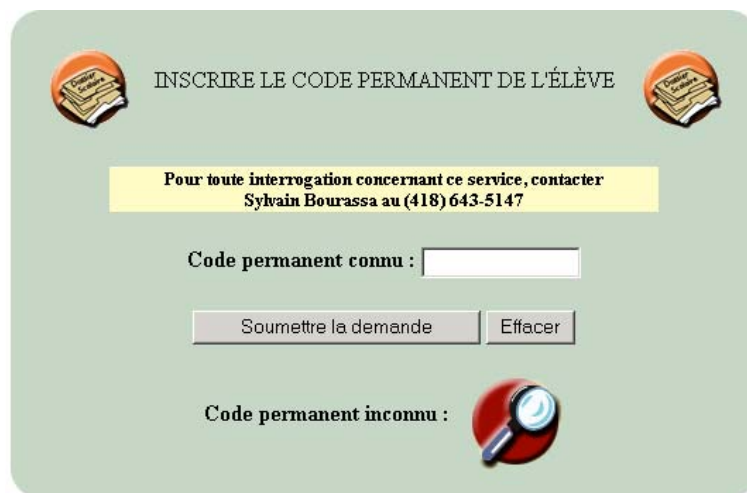
A student's marks may be recorded in up to three statements of marks. It is recommended that you select **le choix d'un régime disponible** (choice of education sector). However, a student in general education in the youth sector has only a single statement of marks, and the default option (**le régime actif de l'élève**) is sufficient.

3.3.2 Student report (**Rapport sur l'élève**)

This option allows the student file to be displayed.

The report contains:

-  the date of the latest updating of the file
-  the student's published results
-  the student's unpublished results
-  all diplomas issued to the student
-  a list of credits applicable to certification for the SSD for each sector



INScrire LE CODE PERMANENT DE L'ÉLÈVE

Pour toute interrogation concernant ce service, contacter
Sylvain Bourassa au (418) 643-5147

Code permanent connu :

Soumettre la demande Effacer


Code permanent inconnu : 

Figure 3-6 Student report

To access the student file, enter the student's permanent code in the box. If you do not know the permanent code, see Chapter 4 on the search function.

3.3.3 Prerequisites for admission to vocational training (**Conditions d'admission en FP**)

This option allows the user to check whether a student is admissible to a specific program in vocational training.

INSCRIRE LES RENSEIGNEMENTS DE LA DEMANDE

Pour toute interrogation avec ce service contacter Clémence Montminy
au
(418) 644-0216

Code permanent :





Numéro du programme :

Date de la vérification (AAMMJJ) :

Type d'effectif :

Figure 3-7 Form to check a student's admissibility to a vocational training program

To use this service, enter:

-  the student's permanent code
-  the number of the program for which you want to check the student's admissibility; the number must correspond to a program leading to a DVS or an Attestation of Vocational Education (AVE)
-  the date on which the student's admissibility is being checked (the date on which the student started or will start the training, or the current date)
-  the youth or adult sector

The DSE makes this service available on behalf of the Direction générale des systèmes de collecte (DGSC), which is responsible for the service. Hence, all requests for information on the contents of the documents will be referred to the person whose contact information is provided for this service.

3.4 Menu of general education in the adult sector (**Formation générale des adultes**)

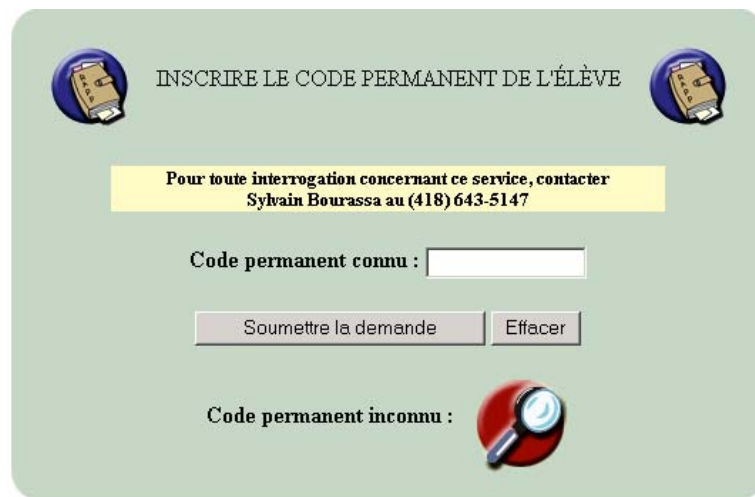
3.4.1 Statement of learning (**Copie du relevé des apprentissages**)

There are two statements of learning, for Cycle One and Cycle Two.

3.4.1.1 Copy of the statement of learning (Cycle Two) (**Copie du relevé des apprentissages (deuxième cycle)**)

This option allows the user to display or print an official or unofficial copy of a student's statement of learning for Cycle Two.

This document provides the highest result the student obtained for each course in Secondary Cycle Two. It is a single statement of all the student's results in general education—in the youth sector and the adult sector—and vocational training.



The screenshot shows a web form on a light green background. At the top, there are two circular icons of a document with a magnifying glass, flanking the text "INSCRIRE LE CODE PERMANENT DE L'ÉLÈVE". Below this is a yellow banner with the text: "Pour toute interrogation concernant ce service, contacter Sylvain Bourassa au (418) 643-5147". Underneath is a label "Code permanent connu :" followed by a white text input box. Below the input box are two buttons: "Soumettre la demande" and "Effacer". At the bottom, there is a label "Code permanent inconnu :" followed by a red magnifying glass icon.

Figure 3-8 Form to access a student's statement of learning (Cycle Two)

To access the student's statement of learning (Cycle Two), enter his or her permanent code in the box. If you do not know the permanent code, see Chapter 4 on the search function.

3.4.1.2 Copy of the statement of learning (Cycle One) (**Copie du relevé des apprentissages (premier cycle)**)

This option allows the user to display or print a copy of the student's statement of learning for Cycle One in the adult sector only.

This document concerns literacy learning, pre-secondary learning and learning in Secondary Cycle One. It provides the highest result the student obtained for each course.







The screenshot shows a web form titled "INSCRIRE LE CODE PERMANENT DE L'ÉLÈVE". At the top, there are two circular icons containing a document with a red stamp. Below the title, a yellow banner contains the text: "Pour toute interrogation concernant ce service, contacter Sylvain Bourassa au (418) 643-5147". The main form area has a label "Code permanent connu :" followed by a text input field. Below the input field are two buttons: "Soumettre la demande" and "Effacer". At the bottom, there is a label "Code permanent inconnu :" followed by a red magnifying glass icon.

Figure 3-9 Form to access a student's statement of learning (Cycle One)

To access the student's statement of learning (Cycle One), enter his or her permanent code in the box. If you do not know the permanent code, see Chapter 4 on the search function.

3.4.2 Student report (**Rapport sur l'élève**)

This report contains:

-  sociodemographic information
-  the names of the schools attended
-  any statements made to the educational services
-  all results
-  all official documents issued and judgments made
-  a list of credits applicable to certification for the SSD

To obtain results for general education and vocational training, see the column **IND. RÉU.** to find out whether the student passed the course (O [oui]: Yes, N [non]: No).

INSCRIRE LE CODE PERMANENT DE L'ÉLÈVE

Pour toute interrogation concernant ce service, contacter
Sylvain Bourassa au (418) 643-5147

Code permanent connu :

Soumettre la demande Effacer


Code permanent inconnu : 

Figure 3-10 Form to access a student report

To access a student report, enter the student's permanent code in the box. If you do not know the permanent code, see Chapter 4 on the search function.

3.5 Menu of operational lists (**Listes opérationnelles**)

3.5.1 Lists for general education in the youth sector (**Formation générale des jeunes**)

The MEQ's SESAME system stores information on the certification of secondary studies in general education. It gathers all data leading to certification from the school boards and private schools. The information is provided to the school boards and private schools by the DSE, through a series of batch functions. These decentralized functions are carried out by the data processing services of the school boards and private schools. To enable administrators of certification to obtain information from the SESAME system more quickly, the DSE allows some decentralized production on the SOS system. Thus users can display and print lists for their own school boards or private schools only.

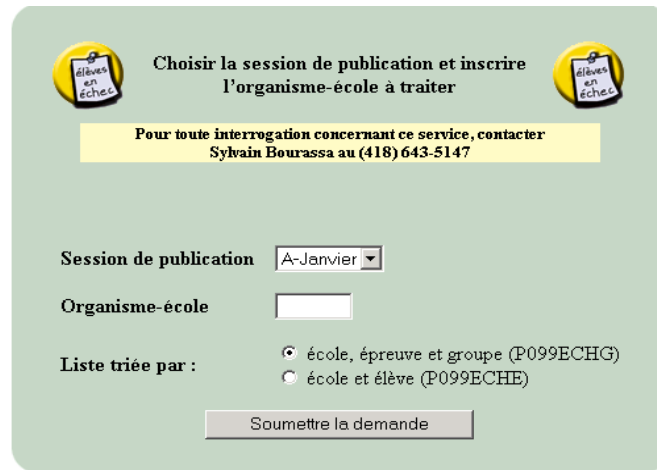
For further information on these lists, see the *Guide d'utilisation des productions décentralisées* at the following Web site:

<http://www.meq.gouv.qc.ca/sanction/sesame/Proddec.pdf>

3.5.1.1 List of students with failures (P099ECHG and P099ECHE) (**Liste des élèves en échec**)

This option allows the user to obtain lists of students who have failed at least one examination. These lists may be




produced either by school, examination and group, or by school and examination. They are available after the publication of results in general education.



The screenshot shows a web form with a light green background. At the top, there are two circular icons with a yellow background and a black border, each containing a white document icon with the text 'élèves en échec'. Between these icons is the text 'Choisir la session de publication et inscrire l'organisme-école à traiter'. Below this is a yellow rectangular box containing the text 'Pour toute interrogation concernant ce service, contacter Sylvain Bourassa au (418) 643-5147'. The form contains three main sections: 'Session de publication' with a dropdown menu showing 'A-Janvier'; 'Organisme-école' with an empty text input field; and 'Liste triée par :' with two radio button options: 'école, épreuve et groupe (P099ECHG)' (selected) and 'école et élève (P099ECHE)'. At the bottom center is a grey button labeled 'Soumettre la demande'.

Figure 3-11 Form to access a list of students with failures

To access a list, select:

-  a term (**Session de publication**)
-  a school board or private school (**Organisme-école**)
-  a sorting option (**Liste triée par**)

3.5.1.2 List of students with overall failing marks

This option allows the user to obtain a list of students with overall failing marks. The list is produced by school and by student, based on the most recent results. It is available after the publication of results in general education in the youth sector.

Inscrire l'organisme-école et sélectionner la liste désirée

Pour toute interrogation concernant ce service, contacter
Sylvain Bourassa au (418) 643-5147

Session-année de publication



Organisme-école

Liste par :

organisme-école fréquenté par l'élève
 organisme-école où l'élève a subi l'épreuve

Figure 3-12 Form to access a list of students with overall failing marks

To access the list, select:

-  a term (**Session-année de publication**)
-  a school board or private school (**Organisme-école**)

3.5.1.3 List of students without diplomas in general education

This option allows a list of students without diplomas in general education to be produced after the publication of results in general education in the youth sector.

Choisir l'organisme-école à traiter

Pour toute interrogation concernant ce service, contacter
Sylvain Bourassa au (418) 643-5147


Session-année de publication

Organisme-école

Figure 3-13 Form to access a list of students without diplomas in general education

To access the list, select:

-  a term (**Session-année de publication**)

-  a school board or private school (**Organisme-école**)




3.5.1.4 List of marks from the MEQ in the written French examination (**Liste des notes du Ministère à l'épreuve de français, écriture**)

This option allows the user to obtain a list of marks from the MEQ in the written French examination. About two weeks after the examination, the MEQ begins feeding information into the file that produces this list. It is available only for marks published in January and August.



Figure 3-14 Form to access marks in written French

To access the list, select:

-  a term (**Session**)
-  a school board or private school (**Organisme-école**)
-  a sorting option (**Liste triée par**)

3.5.1.5 Status report on the transmission of data (P099BCTL) (**État d'avancement de la transmission des données**)

This option allows a report on enrollments and results at the DSE to be produced. The data used to produce this list are updated after each validation cycle and are available only for the term in progress. This report is available for the January and June terms only.

Choisir l'organisme-école à traiter

Pour toute interrogation concernant ce service, contacter
Sylvain Bourassa au (418) 643-5147



Session-année de publication Janvier 2004

Organisme-école 824000 - Navigateurs, CS des

Soumettre la demande

Figure 3-15 Form to access a status report

To access the list, select:

-  a term (**Session-année de publication**)
-  a school board or private school (**Organisme-école**)

3.5.2 Lists for vocational training (**Formation professionnelle**)

All students newly enrolled concurrently in a program leading to a DVS and in general education, are informed by an “enrollment” letter that they will have to obtain all the prerequisites for the program.

In addition, students who have passed all the examinations for their program without having obtained all the prerequisites are informed by a “certification” letter that a DVS will be issued when the MEQ receives results showing that they have obtained these prerequisites.

3.5.2.1 Correspondence sent to students admitted to vocational training concurrently with general education, by school board or private school (**Suivi de la correspondance aux élèves admis en concomitance, par organisme**)

This service allows school boards and private schools to obtain a list of their students who have received this type of correspondence.

Inscrire l'organisme-école et sélectionner la liste désirée

Pour toute interrogation concernant ce service, contacter
Sylvain Bourassa au (418) 643-5147

Organisme-école: 824414 - CFP de Lévis

Liste triée par :



type de lettre, date d'émission, nom, prénom et code permanent

nom, prénom et code permanent

Soumettre la demande

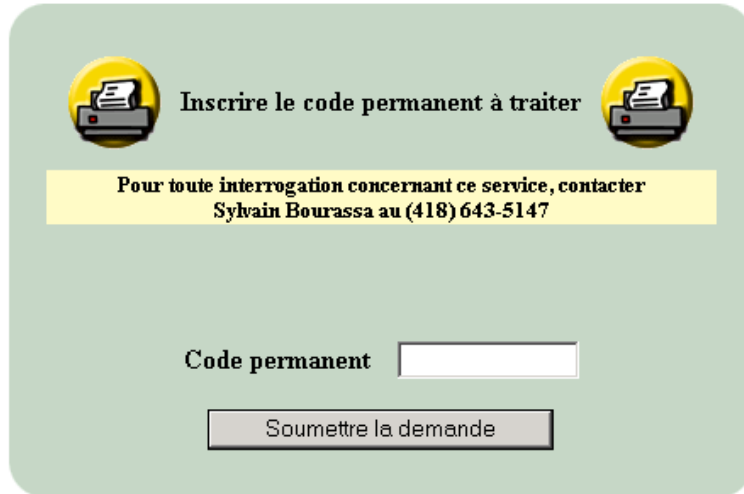
Figure 3-16 Form to access a list of students admitted to vocational training concurrently with general education, by school board or private school

To access the list, select:

-  a school board or private school (**Organisme-école**)
-  a sorting option (**Liste triée par**)

3.5.2.2 Correspondence sent to students admitted to vocational training concurrently with general education, by student (**Suivi de la correspondance aux élèves admis en concomitance, par élève**)

This service allows school boards and private schools to obtain the list of this type of correspondence for a student.



The screenshot shows a green rounded rectangular form. At the top, there are two yellow circular icons of a printer with a document, flanking the text "Inscrire le code permanent à traiter". Below this is a yellow rectangular box containing the text "Pour toute interrogation concernant ce service, contacter Sylvain Bourassa au (418) 643-5147". Underneath the yellow box is the label "Code permanent" followed by a white text input field. At the bottom of the form is a grey button with the text "Soumettre la demande".

Figure 3-17 Form to access a list of students admitted to vocational training concurrently with general education, by student

To access the list, enter the student's permanent code.

4 THE SEARCH FUNCTION

The search function is available for each service for which a permanent code must be entered. It allows users to find a student's permanent code on the basis of information provided.



The screenshot shows a search interface with a light green background. At the top, the title "RECHERCHE DU CODE PERMANENT DE L'ÉLÈVE" is centered, flanked by two circular icons containing a notepad with "NOTES A+ B+ C+" written on it. Below the title, there are two search options, each with a magnifying glass icon. The first option is "Service de base offert à tous" and the second is "Service étendu offert au personnel autorisé du Ministère". Below these options is a text input field with the label "Inscrire les 10 premières positions :". At the bottom of the form, there are two buttons: "Soumettre la recherche" and "Effacer".

Figure 4-1 Search form

To use this service, enter the first ten characters of the student's permanent code, which is made up as follows:







-  NNNPJJMAA:
-  NNN: the three first letters of the family name; if the name has fewer than three letters, the letter X is used to fill the remaining spaces
-  P: first letter of the given name
-  JJ: day of the date of birth; if the student was born after 1999, add 62
-  MM: month of birth; if the student is female, add 50
-  AA: last two digits of the year of birth



Figure 4-2 Request to narrow the search criteria

If the first ten characters appear in more than one permanent code, the screen shown in Figure 4-2 will appear asking you to narrow your search criteria.

Renseignements
supplémentaires à fournir
pour obtenir le code
permanent

	Nom	Prénom
Élève *	<input type="text"/>	<input type="text"/>
Mère	<input type="text"/>	<input type="text"/>
Père	<input type="text"/>	<input type="text"/>

* Champs obligatoires pour la recherche

Soumettre la demande Annuler

Figure 4-3 Narrowing the search criteria

To allow the SOS system to find the permanent code, the user must enter the student's family name and given name. In most cases, this information is sufficient for finding the permanent code.




If there is more than one student with the same family and given names and date of birth, the user must enter additional information (mother's [**Mère**] or father's [**Père**] family name [**Nom**] and given name [**Prénom**]) so that the SOS system can find the permanent code sought.

5 ROLES AND RESPONSIBILITIES

5.1 Role and responsibilities of the MEQ

The DSE is the owner and thus the manager of the SOS system.

In this capacity, the DSE:

-  establishes the privacy protocols with the school boards and private schools
-  assigns and revokes user names for the SOS system jointly with the persons responsible for managing the user names in the school board or private school
-  monitors the use of the system, using statistics and usage reports

5.2 Role and responsibilities of the school board or private school

5.2.1 Senior management of the school board or private school

The senior management of the school board or private school signs the privacy protocol with the MEQ and sees to its application. They designate a person—or several persons—to manage the user names for the SOS system in the school board or private school. This may be the person responsible for certification, who is already in regular contact with the DSE, or anyone else deemed appropriate.

The senior management of the school board or private school ensures that the manager of the user names for the SOS system and all users of the system agree to respect the confidentiality of the information.

The senior management of the school board or private school establishes the security measures needed for the handling of data obtained through the SOS system, and sees that these measures are respected.

5.2.2 The person managing the user names for the SOS system

The person designated by the senior management of the school board or private school manages the user names in the institution and selects those persons whose functions justify their having access to the SOS system. He or she acts as liaison with the DSE, and requests, in writing, user names for his or her sector. He or she also revokes user names; in the case of a staff member that leaves the school board or private school, he or she follows up with the DSE to have the user

name cancelled. He or she may request statistics and usage reports to monitor the use of the SOS system.

5.2.3 Users of the SOS system

All persons accredited by the MEQ to access the SOS system have a responsibility to use the SOS system only in the context of their work and to use their passwords in a secure way. All users must sign an agreement in which they promise to respect the confidentiality of the information. This agreement is included with the form to request a user name. Users must also protect their passwords from unauthorized or malicious use, must change them regularly and must never divulge or display them.

6 PROCEDURES CONCERNING USER NAMES

6.1 Procedure for obtaining a user name

6.1.1 Organizations

Organizations that want to access the SOS system must establish a confidentiality agreement with the DSE. To do so, the director general of the organization must fill in the document entitled “Protocole de confidentialité” (privacy protocol).

6.1.2 Individuals

- 1) An individual who wants to obtain a user name must first make a request to the manager of user names for the SOS system in the school board or private school. The manager is designated by the senior management of the institution and his or her name is given to the DSE. Generally, he or she is the person in charge of certification of studies in the youth sector, the vocational training sector or the adult sector. However, the management of the school board or private school may select anyone they please. The manager of the SOS system in the school board or private school assesses whether a user name should be given to the person requesting it.
- 2) If the manager deems it appropriate to assign a user name to the person making the request, he or she asks the person to fill out the forms entitled “Demande de création d'un code d'utilisateur” (request for a user name) and “Engagement de confidentialité” (confidentiality agreement).
- 3) The completed forms must be mailed to the DSE at the address indicated on the home page of the SOS system.
- 4) On reception of the forms, the person in charge of the SOS system at the DSE checks the validity of the request. If the form is deemed acceptable, the new user is given a user name, a password and a menu of authorized services.
- 5) A file is created for each new user. A letter of confirmation containing the user name and password is sent to the manager of the SOS system in the school board or private school.
- 6) The manager of the SOS system in the school board or private school keeps the original letter and provides the user with a copy.

- 7) The user must change his or her temporary password, using the menu of the SOS system.

6.2 Transfer or departure of personnel

- 1) If a user changes schools within a school board, his or her user name remains valid, because the school board is indicated in the confidentiality agreement.
- 2) If a user leaves the school board or private school, the user name is no longer valid. The manager of the SOS system for the school board or private school should notify the DSE by e-mail, mail or fax.

6.3 Procedure for cancelling a user name

- 1) When a user name is to be cancelled as a result of the departure of the user or for some other reason, the manager of the SOS system for the school board or private school should notify the DSE by e-mail, mail or fax. The contact information for the person in charge may be found on the home page of the SOS system.
- 2) The person in charge at the DSE checks the identity of the person responsible in the school board or private school and then deactivates the user name indefinitely. For security reasons, a user name that has been cancelled is never assigned to a new user.