

12. Information Management and Systems Use

All staff with OIM will ensure that they have completed the following courses in PS Access prior to being given access to the Online Application Portal:

- Systems Use Agreement (SUA) training;
- ATIPP Online Training;
- Cybersecurity Awareness;
- Fraud Prevention and Detection; and
- Fostering a Harassment Free Workplace.

OIM no longer accepts applications by paper, unless there are exceptional circumstances. However, OIM staff may, from time to time, require access to a physical file in order to confirm some information pertaining to an older file. The Physical Application File Room contains physical files from 2014 to 2022. Files dated prior to 2014 are kept in the Records Centre. The Manager of Immigration Programs must be informed when a staff member wishes to access the Physical Application File Room for any reason whatsoever.

Procedures

1. Should an OIM staff member require access to the Physical Application File Room for any reason, they will notify the Manager.
2. The Manager will either approve or deny the request. If approved, the Manager will request the key to the File Room from the Departmental Program Coordinator.
3. The Departmental Program Coordinator will make note of the file(s) that are being removed from the File Room and the reason(s) for removal. The OIM Staff member will note the time it will be returned to the File Room.

Exceptions to Policy

The Director will be informed if the OIM staff member wishes to remove more than three (3) files from the File Room at any given time.