

# Assessment Task

## Written

ICTICT532\_AT1\_W\_TQOL\_v2



<b>Student Name</b>		<b>Student Number</b>	
<b>Unit Code/s &amp; Name/s</b>	ICTICT532 Apply IP, ethics, and privacy in ICT environments		
<b>Cluster Name</b> <i>If applicable</i>	N/A		
<b>Assessment Type</b>	<input type="checkbox"/> Case Study <input type="checkbox"/> Assignment <input type="checkbox"/> Project <input type="checkbox"/> Other ( <i>specify</i> )		
<b>Assessment Name</b>	Developing Policies	<b>Assessment Task No.</b>	1 of 2
<b>Assessment Due Date</b>		<b>Date Submitted</b>	
<b>Assessor Name</b>			
<p><b>Student Declaration:</b> I declare that this assessment is my own work. Any ideas and comments made by other people have been acknowledged as references. I understand that if this statement is found to be false, it will be regarded as misconduct and will be subject to disciplinary action as outlined in the TAFE Queensland Student Rules. I understand that by emailing or submitting this assessment electronically, I agree to this Declaration in lieu of a written signature.</p>			
<b>Student Signature</b>		<b>Date</b>	
<p><b>PRIVACY DISCLAIMER:</b> TAFE Queensland is collecting your personal information for assessment purposes. The information will only be accessed by authorised employees of TAFE Queensland. Some of this information may be given to the Australian Skills Quality Authority (ASQA) or its successor and/or TAFE Queensland for audit and/or reporting purposes. Your information will not be given to any other person or agency unless you have given us written permission or we are required by law.</p>			

<b>Instructions to Student</b>	<p><b>General Instructions:</b></p> <p>This written assessment contains two (2) parts:</p> <ul style="list-style-type: none"> <li>• Part 1 - Policy development</li> <li>• Part 2 - Distributing, implementing, and testing policies</li> </ul> <p>The answers required for these tasks shall be written in plain English, using language that is understandable by a person of a technical level suitable for the case study.</p> <p>The answers required for this set of activities in this assessment require detailed replies. This means you need to explain your answer.</p> <p>An example would be a question asking, “what is the best office environment operating system you would recommend”.</p> <p>If you answer just “Windows 10” it would be marked as unsatisfactory. You would answer it as “Microsoft Windows 10 Pro, then followed by an explanation as to why”.</p> <p><b>Materials to be Supplied:</b></p> <p>For the student to successfully complete this assessment they will need to acquire:</p> <ul style="list-style-type: none"> <li>• A computer system installed with a current desktop operating system with appropriate internet browser, and office suite able to save in Microsoft Word .docx format</li> <li>• Internet access</li> <li>• Uptown IT documentation, located in the course hub in Connect</li> </ul> <p><b>Work, Health and Safety:</b></p> <p>TAFE Queensland student rules are designed to ensure that learners are aware of their rights as well as their responsibilities. All learners are encouraged to familiarise themselves with the TAFE Queensland student rules, specifically as they relate to progress of study and assessment guidelines.</p> <p>Student rules: <a href="http://tafeqld.edu.au/current-students/student-rules/">http://tafeqld.edu.au/current-students/student-rules/</a></p> <p><b>Assessment Criteria:</b></p> <p>To achieve a satisfactory result, your assessor will be looking for your ability to demonstrate the following key skills/tasks/knowledge to an acceptable industry standard:</p> <ul style="list-style-type: none"> <li>• Knowledge to identify industry standards and laws regarding privacy, copyright, intellectual property, and ethics</li> <li>• Ability to create and update organisational documentation in respect to industry standards and laws</li> </ul>
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	<ul style="list-style-type: none"> <li>• Understanding of organisation policies and procedures, and the distribution to stakeholders</li> <li>• Ability to contribute and maintain organisation policies and procedures for privacy, copyright, intellectual property, and ethics</li> <li>• Understand the implementation of organisation policies and procedures</li> <li>• Ability to work as an individual and a team to develop policies and procedures</li> </ul> <p><b>Number of Attempts:</b></p> <p>You will receive up to two (2) attempts at this assessment task. Should your 1<sup>st</sup> attempt be unsatisfactory (U), your teacher will provide feedback and discuss the relevant sections / questions with you and will arrange a due date for the submission of your 2<sup>nd</sup> attempt. If your 2<sup>nd</sup> submission is unsatisfactory (U), or you fail to submit a 2<sup>nd</sup> attempt, you will receive an overall unsatisfactory result for this assessment task. Only one re-assessment attempt may be granted for each assessment task.</p> <p><b><i>For more information, refer to the Student Rules.</i></b></p>
<b>Submission details</b>	<p><b>Due:</b> End week 5 (TQOL)</p> <p>Insert your details on page 1 and sign the Student Declaration. Include this form with your submission.</p> <p>Submit the listed files below as per the instructions in the Connect online learning system stated on the Assessment Task 1 page.</p> <p><b>You are to submit five (5) files:</b></p> <ul style="list-style-type: none"> <li>• ICTICT532_AT1_Part1_yourName.docx (this document)</li> <li>• ICTICT532_AT1_Part1Privacy_yourName.docx.</li> <li>• ICTICT532_AT1_Part1CopyrightIP_yourName.docx.</li> <li>• ICTICT532_AT1_Part1Ethics_yourName.docx.</li> <li>• ICTICT532_AT1_Part2_yourName.docx</li> </ul> <p>TAFE Queensland Learning Management System: Connect url:  <a href="https://connect.tafeqld.edu.au/d2l/login">https://connect.tafeqld.edu.au/d2l/login</a></p> <ul style="list-style-type: none"> <li>• Username; 9 digit student number</li> <li>• For Password: Reset password go to  <a href="https://passwordreset.tafeqld.edu.au/default.aspx">https://passwordreset.tafeqld.edu.au/default.aspx</a></li> </ul>

<b>Instructions for the Assessor</b>	<p><b>Student will require:</b></p> <p>Computer applications currently used in industry</p> <p>Support resources, including online, manuals and training booklets</p> <p>A computer system with a suitable current OS and access to the internet</p> <p><b>Work, Health and Safety:</b></p> <p>TAFE Queensland student rules are designed to ensure that learners are aware of their rights as well as their responsibilities. All learners are encouraged to familiarise themselves with the TAFE Queensland student rules, specifically as they relate to progress of study and assessment guidelines.</p> <p>Student rules: <a href="http://tafeqld.edu.au/current-students/student-rules/">http://tafeqld.edu.au/current-students/student-rules/</a></p> <p><b>Level of Assistance:</b></p> <p>Teachers and tutors should be available in class, and accessible by email and phone for students working from home, (online). Staff cannot directly show students answers but guide them to where to go to complete tasks individually. The teacher will make reasonable adjustment for students, as and when appropriate, after consultation with the Disability and Counselling team.</p> <p><b>Assessment Criteria:</b></p> <p>See Marking Criteria on Connect</p> <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>
<b>Note to Student</b>	<p>An overview of all Assessment Tasks relevant to this unit is located in the Unit Study Guide.</p>

## Assessment Task 1

### Case Study

A client has requested assistance with their policy and procedure documents. The original **Latency Matrix Managers, (LMM)** Code of Conduct document was created a few years ago and has had updates applied to it over the course of years. The client now requires this document to be made into three (3) separate documents, being:

1. Privacy
2. Copyright and Intellectual Property
3. Ethics

The creation of three (3) policy documents that will ensure staff:

- Handle personal information in a confidential and professional manner.
- Understand the copyright and IP requirements in the workplace.
- Maintain professional and ethical conduct in the workplace.

Part 1 of the client's requirement is to research and review current legislation in Australia and relevant Australian IT professional organisations. You are to apply the knowledge you have gained to:

1. Identify any flaws or issues in the current Code of Conduct
2. Analyse two (2) employee scenarios for possible issues
3. Outline adjustments to the Code of Conduct to avoid these issues occurring again
4. Deconstruct the current Code of Conduct document into three (3) separate policies with adjustments and updates applied.

Part 2 of the client's requirement is to develop a procedural document for:

1. distributing policies and procedures
2. How to implement the procedures
3. How to test the level of data privacy

### Your Role

Senior IT Professional

## Your Organisation

Latency Matrix Managers, (LMM)

Unit 3, 13 Upmost Street

Shelley Shores QLD 4651

Phone: 07 4123 8910

Facsimile: 07 4123 6789

Email: support@uptownit.com.au

## The Client

LMM Office Support

Shop 4, 24 Fortune Street

Newtown, QLD, 4688

Contact: Jenny Howe (Office manager)

The organisation supplies the local industries with design and support services in word processing, spread sheet, bookkeeping, desktop publishing, basic IT training, and web design work. Some of the main industries that they service are medical practices, and local jewellery and fashion houses.

## PART 1

### Policy development

1. Identify flaws. (Consider legislation or acts, content, and validity)

Review the client's document "LMM Code of Conduct.docx" and identify the flaws or issues associated with each of the following policies stated in the document.

- a. Harassment
- b. Copy right and IP
- c. Privacy.
- d. Health and safety.
- e. Grievance.

You **"must"** provide a minimum of 100 words total in your completed response.

2. Employee incident No. 1.

An employee from the administration department has a friend who has investment business and is always looking for new clients. The employee, being a good friend, has supplied details of clients who they judge as being financial well off due to the amount of work they put through the business.

Your task is to:

- a) Identify a possible issue with the employee actions
- b) Stipulate if there needs to be changes to the current policy to avoid any issues occurring again

You **“must”** provide a minimum of 100 words total in your completed response.

3. Employee incident No. 2.

An employee from the web design department has been doing work at home on the weekends for small business clients doing exactly the same work as he is doing at LMM Support. These clients normally pay less for the work he performs at home than what they would be invoiced through LMM Support.

Your task is to:

- a) Identify a possible issue with the employee actions
- b) Stipulate if there needs to be changes to the current policy to avoid any issues occurring again

You **“must”** provide a minimum of 100 words total in your completed response.

4. Create new policy documents.

As you have reviewed the current Code of Conduct document and identified the flaws, issues and missing information you now need to create three (3) separate documents, these being:

- a) Privacy
- b) Copyright and Intellectual Property
- c) Ethics

Using the “LMM IT Policies Template, develop the new policy documents for the client.

Please note that the **red text** and text in the **<angle brackets>** in the template are instructions and should be removed/formatted before submission.

**You “Must” ensure you cover each of the 6 points below for each policy:**

1. Identify the Act, Legislation or industry code that governs the policy.
2. Detail the conduct of staff in relation to each policy:
3. State what is acceptable and/or lawful.
4. State what is unacceptable and/or unlawful.
5. Describe any procedures or processes that must be completed.
6. Use easy to understand English to describe how each aspect of the policy relates to the work your staff will be undertaking with, where appropriate, an example.

## PART 2

### Distributing, implementing and testing policies

For this part of the assessment, you are to develop a procedural document for the LMM Office Support manager. The procedural document “**must**” include the processes and requirements for each of the following 4 points;

1. **Distribution** - How, when, where, and why are the new policy and procedure documents distributed to all staff and stakeholders
2. **Implementation** - How, when, where, and why are the new policy and procedure documents going to be implemented.
3. **Testing** - How to test the level of confidentiality, security, and integrity of the information within the organisation according to industry standards and the organisation's own policies and procedures. You will need to refer to the learner guide, “Undertaking a Privacy Impact Assessment, (PIA)” You “**must**” give a general over-view of the PIA and explain each of the 9 points detailed.
4. **Sign-off** - Obtain final sign-off by the office manager for all documentation. You “**must**” detail the information required on a final sign-off.

### “LMM Document Process and Practise”

*Complete document here*

Save this document as “ICTICT532\_AT1\_Part2\_yourName.docx”.