

Assessment Task

Portfolio of Evidence

ICTICT532_AT2_PE_TQOL_v2



Student Name		Student Number	
Unit Code/s & Name/s	ICTICT532 Apply IP, ethics, and privacy in ICT environments		
Cluster Name <i>If applicable</i>	N/A		
Assessment Name	Create a Grievance Policy	Assessment Task No.	2 of 2
Assessment Due Date		Date submitted	
Assessor Name			
<p>Student Declaration: 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>			
Student Signature		Date	

Instructions to Student	<p>General Instructions:</p> <p>This assessment contains one requirement.</p> <p>Develop a grievance procedure</p> <p>Materials to be supplied:</p> <p>For the student to successfully complete this assessment they will need to acquire:</p> <ul style="list-style-type: none"> • 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. Do not submit a PDF. • Internet access • Uptown IT documentation, located in the assessment folder in Connect
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	<p>Work, Health and Safety:</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: http://tafeqld.edu.au/current-students/student-rules/</p> <p>Assessment Criteria:</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"> • Knowledge to identify industry standards and laws regarding privacy, copyright, intellectual property, and ethics • Ability to create and update organisational documentation in respect to industry standards and laws • Review and analyse information and data from organisation feedback • Ability to contribute and maintain organisation policies and procedures for privacy, copyright, intellectual property, and ethics • Ability to work as an individual and a team to develop policies and procedures.
<p>Submission details (if relevant)</p>	<p>Due: End week 8 (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 as per the instruction details for either online learning or classroom delivery.</p> <p>TAFE Queensland Learning Management System: Connect url: https://connect.tafeqld.edu.au/d2l/login</p> <ul style="list-style-type: none"> • Username; 9 digit student number • For Password: Reset password go to: https://passwordreset.tafeqld.edu.au/default.aspx

Instructions to Assessor	<p>Student will require:</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>Work, Health and Safety:</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: http://tafeqld.edu.au/current-students/student-rules/</p> <p>Level of Assistance:</p> <p>Teachers and tutors should be available in class, and accessible by email or 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>Assessment Criteria:</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>
Note to Student	<p>An overview of all Assessment Tasks relevant to this unit is located in the Unit Study Guide.</p>

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Assessment Task 2

New “Latency Matrix Managers” grievance policy and procedures document.

Scenario

Back in early 2002 when **Latency Matrix Managers, (LMM)** was first established, management produced the basic LMM Code of Conduct, (please review supplied document), this has been applied since. Over time it was realised that the document had shortcomings and unwritten procedures evolved in different forms depending on the supervisor and composition of the section of the workforce involved.

Management have now recognised that the organisations document in regard to the internal staff procedures is long overdue for updating. Management has taken the step of obtaining feedback from the organisations staff in regard to a grievances procedure and what they would like to see in place. You as Office manager have been asked to chair a staff meeting to discuss and document and make recommendations

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The General Process

You are to:

1. **Individually** – Using the “LMM IT Policies Template, develop the new policy document for grievances within LMM. This is a policy / procedure aimed to address grievances staff members may have within the company, such as working conditions.

Note: You may need to research the internet for examples of a grievance procedure to finesse your final product.
2. **Form your group** – Online students need to access the discussion thread “**Assessment Task 2 - Develop a grievance procedure**” and form their group within Connect using an agreed form of communication and recording method such as Zoom.
3. **Discuss the policy** – You are to discuss each section of the policy and brainstorm improvements, issues or concerns, using the policy you created as a foundation. Online students will record the discussion using the agreed method. The recorded discussion “**must**” be a minimum of 10 minutes duration. Each section of the policy “**must**” be discussed.
4. **Submission** – Online students will individually submit /upload a compressed video file (MP4) to Connect as well as submitting the new grievance policy.

The Meeting – Online students (Connect)

Purpose

You are required to form or join an action group and then discuss the creation of a new LMM grievance policy and procedures document. The policy is aimed to address grievances that staff may have in relation to their own experiences within the company. The interaction and exchange of ideas is to be recorded.

Video / Audio Requirements

1. Go to the discussion board in your Connect unit and open the student discussion “Assessment Task 2 – Develop a grievance”. Request to join a group or create a group here with a new thread. Once your group has been formed and research has been completed, access Zoom to conduct and record your meeting. You may access zoom using the following link <https://zoom.us/>

Note: Each student will have to play the role of Office manager so separate recordings will need to be submitted. You will also need to ensure all group members have conducted the appropriate research before conducting the meeting.

Or..

Alternatively, you may use staff members from your place of employment to make up your group while using a phone or other recording device to record the meeting. Once the meeting is completed then an MP4 needs to be correctly formatted and uploaded to Connect.

2. This video **“must”** be at least 10 minutes in length. If your meeting does not meet this critical aspect you will be required to resubmit this assessment.
3. This is not about your acting ability, rather, it is about your ability to communicate with other team members clearly, concisely, and professionally. All group members **“must”** engage in the process.
4. This assessment **“must”** be completed using two, (2) other people. Do not use AI scripts or play the parts of each group member yourself as this will result in an unsatisfactory result.

Conducting the meeting

1. Introduce yourself, such as *Jack Smith from LMM, Office manager*.
2. Ask each member of the group to introduce themselves in the same way. You can assign roles as you see fit. For example. accountant, bookkeeper, public relations consultants, graphics designers, web site developers, or receptionist.
3. Explain the *purpose* of the meeting.
4. You are then to introduce the LMM IT Policies template. This will form the basis of your research and discussion and each area should be discussed in the same manner that assessment task 1 was addressed.
5. Brainstorm each of the points in the template and ask group members for their feedback, such as what ideas and points do they think are relevant, valid, and/or meet current requirements?

6. Open the floor to a general discussion
7. Close the meeting and thank attendees.

Important - Check list.

You **“must”** ensure that all aspects of the new policy template have been addressed and as such you are required to complete **“this”** check list below. You **“must”** place an X in either the yes or no columns prior to submitting this document, failure to do so will result in a resubmit request.

During the demonstration of skills, did the student satisfactorily:	Y	N
I have conducted the meeting according to meeting guidelines	<input type="checkbox"/>	<input type="checkbox"/>
I have discussed the background of the policy	<input type="checkbox"/>	<input type="checkbox"/>
I have discussed the purpose of the policy	<input type="checkbox"/>	<input type="checkbox"/>
I have discussed the nature of the industry	<input type="checkbox"/>	<input type="checkbox"/>
I have discussed the size and structure of the industry	<input type="checkbox"/>	<input type="checkbox"/>
I have discussed the other industry circumstances such as the geographic spread and cohesiveness of the industry	<input type="checkbox"/>	<input type="checkbox"/>
I have discussed the history of the industry	<input type="checkbox"/>	<input type="checkbox"/>
I have conducted an assessment of objectives	<input type="checkbox"/>	<input type="checkbox"/>
I have conducted a review or potential regulatory models	<input type="checkbox"/>	<input type="checkbox"/>
If a “No” Is recorded for any of the points above, then an explanation as to why this was not conducted is required below.		
<i>Insert comments here if required.</i>		

You are to submit the following three (3) files:

1. ICTICT532_AT2_yourName.docx (This document with check list completed)
2. ICTICT532_AT2_Video_yourName.mp4
3. ICTICT532_AT2_Grievance policy document.

Submission checklist:

You are to submit the following two (2) files:

ICTICT532_AT2_yourName.docx

ICTICT532_AT2_O1_yourName.docx