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| --- | --- | --- | --- | --- | --- |
| Student Name | |  | Student Number |  | |
| Unit Code/s & Name/s | | ICTICT532 Apply IP, ethics, and privacy in ICT environments | | | |
| Cluster Name  *If applicable* | | N/A | | | |
| Assessment Type | | Case Study  Assignment  Project  Other *(specify)* | | | |
| Assessment Name | | Developing Policies | Assessment Task No. | | 1 of 2 |
| Assessment Due Date | |  | Date Submitted |  | |
| Assessor Name | |  | | | |
| **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. | | | | | |
| Student Signature |  | | Date |  | |
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## 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.

1. Harassment

Missing gender, religion and age discrimination

Wording of reasonable is subjective

Discrimination laws need mentioning as its against the law

Confidentiality in reporting

1. Copy right and IP
2. Privacy.
3. Health and safety.
4. Grievance.

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

1. 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:

1. Identify a possible issue with the employee actions
2. 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.

1. 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:

1. Identify a possible issue with the employee actions
2. 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.

1. 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:

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