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| Student Name | | James Eastman | Student Number | 467513560 | |
| 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 | | 20/09/2024 | Date Submitted | 02/09/2024 | |
| Assessor Name | | Frans De Jong | | | |
| **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 | James Eastman | | Date | 02/09/2024 | |
| **PRIVACY DISCLAIMER:** 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. | | | | | |

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| Instructions to Student | **General Instructions:**  This written assessment contains two (2) parts:   * Part 1 - Policy development * Part 2 - Distributing, implementing, and testing policies   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.  The answers required for this set of activities in this assessment require detailed replies. This means you need to explain your answer.  An example would be a question asking, “what is the best office environment operating system you would recommend”.  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”.  **Materials to be Supplied:**  For the student to successfully complete this assessment they will need to acquire:   * 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 * Internet access * Uptown IT documentation, located in the course hub in Connect     **Work, Health and Safety:**  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.  Student rules: <http://tafeqld.edu.au/current-students/student-rules/>  **Assessment Criteria:**  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:   * 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 * Understanding of organisation policies and procedures, and the distribution to stakeholders * Ability to contribute and maintain organisation policies and procedures for privacy, copyright, intellectual property, and ethics * Understand the implementation of organisation policies and procedures * Ability to work as an individual and a team to develop policies and procedures   **Number of Attempts:**  You will receive up to two (2) attempts at this assessment task. Should your 1st 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 2nd attempt. If your 2nd submission is unsatisfactory (U), or you fail to submit a 2nd attempt, you will receive an overall unsatisfactory result for this assessment task. Only one re-assessment attempt may be granted for each assessment task.  ***For more information, refer to the Student Rules.*** |
| Submission details | **Due:** Week 13  Insert your details on page 1 and sign the Student Declaration. Include this form with your submission.  Submit the listed files below as per the instructions in the Connect online learning system stated on the Assessment Task 1 page.  You are to submit five (5) files:   * ICTICT532\_AT1\_Part1\_yourName.docx (this document) * ICTICT532\_AT1\_Part1Privacy\_yourName.docx. * ICTICT532\_AT1\_Part1CopyrightIP\_yourName.docx. * ICTICT532\_AT1\_Part1Ethics\_yourName.docx. * ICTICT532\_AT1\_Part2\_yourName.docx   TAFE Queensland Learning Management System: Connect url: [*https://connect.tafeqld.edu.au/d2l/login*](https://connect.tafeqld.edu.au/d2l/login)   * Username; 9 digit student number * For Password: Reset password go to [*https://passwordreset.tafeqld.edu.au/default.aspx*](https://passwordreset.tafeqld.edu.au/default.aspx) |

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| Instructions for the Assessor | **Student will require:**  Computer applications currently used in industry  Support resources, including online, manuals and training booklets  A computer system with a suitable current OS and access to the internet  **Work, Health and Safety:**  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.  Student rules: <http://tafeqld.edu.au/current-students/student-rules/>  **Level of Assistance:**  Teachers and tutors should be available in class, and accessible by email for students working from home. 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.  **Assessment Criteria:**  See Marking Criteria on Connect  Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards. |
| Note to Student | An overview of all Assessment Tasks relevant to this unit is located in the Unit Study Guide. |

## Assessment Task 1

**Ethics Policy**

**Policy Document number:** LMM-EP-003  
**Current until:** August 2026

**Background**  
This policy is designed to uphold the standards of ethical behavior as outlined in the Australian Computer Society Code of Ethics [ACS Code of Ethics (uwa.edu.au)](https://teaching.csse.uwa.edu.au/units/CITS3200/ethics/acs-ethics.htm). It ensures that all employees at LMM Office Support adhere to high ethical standards in their professional conduct.

**Purpose**  
To set out the expected standards of behavior and professional conduct for staff, ensuring integrity and respect in all workplace interactions.

**Ethics Statement**  
All staff must adhere to the following ethical guidelines:

* **Dealing with Clients:** Maintain honesty, respect, and professionalism in all client interactions.
* **Professionalism:** Exhibit competence and diligence in all work-related tasks and interactions.
* **Integrity:** Act with integrity and transparency, avoiding conflicts of interest.
* **Respect:** Show respect for all colleagues, clients, and stakeholders.
* **Professional Development:** Engage in continuous learning and development to maintain and enhance professional skills.
* **Workplace Health and Safety (WHS):** Follow all WHS guidelines to ensure a safe working environment.

**Review and Grievance Procedure**

* **Step 1:** Report the issue to the immediate supervisor or manager.
* **Step 2:** If the issue is not resolved, escalate it to the HR department.
* **Step 3:** If necessary, file a formal grievance through the company’s grievance procedure, which will be reviewed by senior management and an independent panel if required.

**Distribution**  
This policy will be distributed to all staff via email and will be accessible on the company intranet. Policy updates will be communicated through company meetings and email notifications.