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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

## PART 1

**Policy development**

**1. Identify Flaws**

**Privacy Policy:**

**Flaw:** The current privacy policy lacks specific details about how long personal information is stored and the procedures for its disposal.

**Issue:** The absence of clear retention and disposal policies might lead to inconsistent practices regarding the handling of personal data, potentially resulting in data breaches or non-compliance with privacy laws.

**Copyright and Intellectual Property Policy:**

**Flaw:** The policy does not explicitly cover the treatment of intellectual property created by employees during their employment.

**Issue:** Without a clear policy on who owns intellectual property created by employees (e.g., software code, designs), there could be disputes or legal challenges regarding the ownership and use of such IP.

**Ethics Policy:**

**Flaw:** The policy does not provide detailed guidelines on how employees should handle situations where their personal interests conflict with their professional duties.

**Issue:** Lack of specific guidance on managing conflicts of interest can lead to unethical behavior and undermine the company's integrity and trust with clients.

**2. Employee Incident No. 1**

**a) Identify a possible issue with the employee's actions**

**Issue:** The employee's action of sharing client details with a friend for business purposes constitutes a breach of confidentiality and could be seen as a conflict of interest. This unauthorized sharing of information compromises client privacy and trust.

**b) Stipulate if there needs to be changes to the current policy to avoid any issues occurring again**

**Recommended Changes:**

* **Confidentiality and Data Protection Policy:** Clearly define the boundaries for sharing client information and enforce strict guidelines about not disclosing client details to third parties, even if they are friends or acquaintances.
* **Conflict of Interest Policy:** Include provisions for managing personal relationships that might influence professional decisions or lead to conflicts of interest.
* **Training:** Implement regular training on confidentiality and ethical handling of client information to reinforce the importance of protecting client data.

**3. Employee Incident No. 2**

**a) Identify a possible issue with the employee's actions**

**Issue:** The employee working for competitors or clients while employed with LMM Support constitutes a conflict of interest and could potentially breach the company's non-compete or conflict of interest policies. Additionally, this situation could lead to issues related to the quality of work and misuse of company resources.

**b) Stipulate if there needs to be changes to the current policy to avoid any issues occurring again**

**Recommended Changes:**

* **Conflict of Interest Policy:** Include specific clauses addressing moonlighting or working with competitors. The policy should explicitly prohibit employees from engaging in external work that competes with or undermines the company's business.
* **Intellectual Property Policy:** Clarify that any work done using company resources or in the same domain as the company’s business belongs to the company, and ensure employees are aware of these terms.
* **Disclosure Requirements:** Require employees to disclose any external business activities or clients they work with to ensure there is no conflict with their duties at LMM Support.