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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 | / / | |
| 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 | / / | |
| **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

**Case Study**

**Part 2**

**Procedural Document for Distribution, Implementation, and Testing of Policies**

**Title:** Procedures for Distributing, Implementing, and Testing Policies  
**Version:** 1.0  
**Date:** August 2024

**1. Distribution of New Policy and Procedure Documents**

**Objective:** Ensure all staff and stakeholders receive and acknowledge the new and updated policies.

**Steps:**

1. **Prepare Documents:**
   * Ensure that the final versions of the Privacy Policy, Copyright and IP Policy, and Ethics Policy are complete and formatted correctly.
   * Save and label documents clearly (e.g., “LMM Privacy Policy V1.0”).
2. **Email Distribution:**
   * Attach the policy documents to an email.
   * Craft a message outlining the importance of the policies, key changes, and a request for acknowledgment of receipt.
   * Send the email to all staff and relevant stakeholders.
3. **Intranet Posting:**
   * Upload the policy documents to the company intranet.
   * Create a dedicated section for policy documents where staff can easily access them.
   * Post an announcement on the intranet highlighting the availability of the new policies and any relevant updates.
4. **Acknowledgment Receipt:**
   * Request staff to acknowledge receipt of the policies via email or through an acknowledgment form on the intranet.
   * Monitor and follow up with any staff who have not responded within one week.

**2. Implementation of New and Updated Procedures**

**Objective:** Ensure the new policies and procedures are effectively integrated into daily operations.

**Steps:**

1. **Training Sessions:**
   * Organize training sessions for all staff to explain the new policies and procedures.
   * Provide practical examples and case studies to illustrate policy application.
2. **Integration into Daily Operations:**
   * Update company processes and systems to reflect the new policies.
   * Ensure that all relevant forms, templates, and checklists are updated to align with the new procedures.
3. **Policy Manual Update:**
   * Include the new policies in the employee handbook or policy manual.
   * Ensure all staff have access to the updated manual.
4. **Feedback Mechanism:**
   * Set up a feedback mechanism to address any issues or concerns staff may have regarding the new policies.

**3. Testing Confidentiality, Security, and Integrity of Information**

**Objective:** Assess and ensure the effectiveness of the policies in protecting information.

**Steps:**

1. **Conduct Audits:**
   * Perform regular audits to verify that personal and sensitive information is being handled according to policy.
   * Use external auditors if necessary to ensure objectivity.
2. **Simulated Testing:**
   * Conduct simulated tests for data breaches or security incidents to evaluate the effectiveness of security measures.
   * Test responses to ensure policies are followed correctly.
3. **Review Security Measures:**
   * Evaluate the implementation of security measures such as encryption, password protection, and secure disposal methods.
   * Update security protocols based on findings from reviews and tests.
4. **Employee Surveys:**
   * Distribute surveys to assess staff understanding and compliance with the new policies.
   * Use the survey results to identify areas needing improvement.
5. **Incident Reports:**
   * Review and analyze any incidents related to data breaches or policy violations.
   * Implement corrective actions as needed.

**4. Obtain Final Sign-Off by the Office Manager**

**Objective:** Ensure official approval of all documentation and procedures.

**Steps:**

1. **Prepare Documentation for Review:**
   * Compile all finalized policy documents and the procedural document for distribution, implementation, and testing.
   * Create a summary of changes and implementation strategies.
2. **Submit for Review:**
   * Present the compiled documentation and summary to the Office Manager.
   * Schedule a meeting if necessary to discuss the content and address any questions.
3. **Obtain Approval:**
   * Obtain the Office Manager’s signature on the final documentation.
   * Ensure that the signed documents are stored securely.
4. **Document Sign-Off:**
   * Update records to reflect that the policies and procedures have been approved.
   * Distribute a notification of final approval to all staff and stakeholders.

**Contact Information:**

For any queries regarding this procedure, please contact:

**Office Manager**  
Jenny Howe  
Email: jenny.howe@lmmofficesupport.com.au  
Phone: 07 4123 4567

**Final Sign-Off and Approval**

Upon successful distribution, implementation, and testing of the new policies and procedures, the Office Manager must provide their agreement by signing below. This will confirm that the policies are understood, implemented correctly, and are in line with organisational goals.

**Statement of Agreement**

I, the undersigned, confirm that the policies and procedures outlined in this document have been distributed, implemented, and tested according to the standards set forth. All stakeholders have acknowledged receipt, and any necessary adjustments have been made.

Office Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_