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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 Name | Create a Grievance Policy | Assessment Task No. | | 2 of 2 |
| Assessment Due Date | 20/09/2024 | Date submitted | | 09/09/2024 |
| 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 | James Eastman | | Date | 09/09/2024 |

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| **Instructions to Student** | **General Instructions:**  This written assessment contains one (1) part:  Part 1 - Develop a grievance procedure  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.  **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  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. |
| **Submission details** (if relevant) | **Due:** Week 16  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 two (2) files:   1. ICTICT532\_AT2\_Part1\_yourName.docx 2. ICTICT532\_AT2\_Part1Video\_yourName.mp4, or 3. ICTICT532\_AT2\_Part1\_O1\_yourName.docx   TAFE Queensland Learning Management System:  Connect url: <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> |

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| **Instructions to 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 2

## PART 1

**Develop a grievance procedure**

For this assessment, students will need to break into groups and participate in exchange of ideas and opinions to create a new grievance policy and procedures document. It is recommended that the group will consist of a minimum of three (3) students and the discussion will need to be recorded so as to capture the student participation, which will be achieved by either video or assessor observation.

**For video evidence**

At the start of the discussion each student will need to identify themselves by name and student ID number. To minimise the video file size, please set the recording at a low resolution. Also note that you may need to do the video in sessions as you go away and research any requirements.

**For assessor observed evidence**

Your teacher / assessor will use an observation checklist to record your participation in your group discussion and is there as an observer, not a source of information.

From the information contained in the following two (2) documents:

* LMM Code of Conduct
* LMM - working groups feedback on the grievance procedures

**You are to:**

1. By video or teacher observation, review the current policy and staff feedback and identify the concerns raised by the staff. Document this in your new policy and procedure you will create in Item 2.
2. Create a policy and procedure document for how the organisation should handle employee grievances as per your discussion group. Use the document style as is used in the “Uptown IT Client Privacy IP Copyright Ethics Policies.docx” template, which complies to the organisations style guide.
3. You will need to discuss by video or teacher observation, the outline of what is categorised as a grievance, and document this in your new policy and procedure.
4. By video or teacher observation, develop as a group a step-by-step procedure for handling the grievance, and document this in your new policy and procedure.

Note: You may need to research the internet for examples of the grievance procedure to finesse your final product.

**Save the document as:**

**“ICTICT532\_AT2\_Part1\_yourName.docx”**

and the participation evidence as

**“ICTICT532\_AT2\_Part1Video\_yourName.mp4”, or**

**“ICTICT532\_AT2\_Part1\_O1\_yourName.docx”**

## Submission checklist:

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

1. ICTICT532\_AT2\_Part2\_yourName.docx
2. ICTICT532\_AT2\_Part2Video\_yourName.mp4, or
3. ICTICT532\_AT2\_Part2\_O1\_yourName.docx

**LMM Grievance Procedure Policy**

**Policy Document Number**: GP-001  
**Current Until**: 31 December 2025

**Background**

At LMM, we recognize the importance of maintaining a harmonious and professional work environment. To ensure that our workplace remains fair and respectful for all employees, we have established this Grievance Procedure Policy. This policy provides clear guidelines on how employees can raise workplace concerns or grievances and outlines the process for resolving them in a fair and timely manner. The grievance procedure is essential in promoting transparency and accountability within LMM and ensuring that every employee’s voice is heard.

This policy is necessary to address issues that may arise in the workplace, such as conflicts, unfair treatment, harassment, or discrimination, and to provide a structured process for their resolution. It aligns with LMM’s commitment to upholding ethical standards and ensuring compliance with relevant employment laws.

**Purpose**

The purpose of this policy is to inform LMM staff of the formal process for reporting, investigating, and resolving grievances. It is crucial that all staff are aware of how to submit grievances, what to expect during the resolution process, and the steps involved in handling their concerns effectively. This policy ensures that grievances are addressed in a manner that is fair, consistent, and respectful to all parties involved.

**Grievance Procedure Statement**

All staff must adhere to the following grievance procedure when they encounter workplace issues. This procedure aims to ensure that grievances are handled professionally, with sensitivity, confidentiality, and in accordance with LMM’s values and legal obligations.

**Procedure**

**1. Types of Grievances**

The following categories represent the most common types of grievances that may be raised by employees:

* **Workplace Bullying and Harassment**: Unwanted or inappropriate behavior that demeans, humiliates, or threatens an employee.
* **Discrimination**: Any unfair treatment based on race, gender, age, disability, religion, sexual orientation, or other protected characteristics.
* **Pay or Benefits Disputes**: Concerns about discrepancies in pay, benefits, or entitlements.
* **Workplace Health and Safety**: Issues related to the safety and well-being of staff members.
* **Workplace Relationships**: Conflicts or breakdowns in communication between colleagues or supervisors.

**2. Step-by-Step Grievance Procedure**

**Step 1: Informal Resolution**

* Employees are encouraged to address grievances informally by discussing the issue directly with the individual(s) involved, where appropriate.
* If the matter cannot be resolved informally, the employee may proceed to submit a formal grievance.

**Step 2: Submitting a Formal Grievance**

* The employee must submit a formal grievance in writing to their direct supervisor or HR, outlining the nature of the grievance, relevant details, and any evidence that supports their claim.
* The grievance should be submitted within 14 days of the incident or issue occurring.

**Step 3: Initial Review**

* Upon receiving the formal grievance, the supervisor or HR will acknowledge receipt within 24 hours and initiate an initial review within 48 hours.
* During the review, the facts will be gathered, and the appropriate parties will be interviewed to understand the grievance fully.

**Step 4: Investigation**

* If the grievance requires further investigation, HR will conduct a formal investigation within 7 days. This may involve gathering documents, interviewing witnesses, and assessing evidence.
* The employee will be kept informed of the progress during this period.

**Step 5: Resolution**

* Once the investigation is complete, a resolution will be proposed. This may include mediation, corrective action, or further steps as appropriate. The outcome will be communicated to the employee within 30 days of the grievance submission.
* If the employee is satisfied with the resolution, the case will be closed.

**Step 6: Appeals**

* If the employee is not satisfied with the proposed resolution, they may submit an appeal within 14 days to a senior manager or HR director.
* The appeal will be reviewed by an impartial third party within LMM, and a final decision will be made within 14 days of the appeal submission.

**Privacy and Confidentiality**

LMM is committed to ensuring that all grievances are handled with the utmost confidentiality. All documentation and information related to the grievance will be stored securely and will only be accessible to those involved in the investigation or resolution. Any breach of confidentiality may result in disciplinary action.

**Distribution**

The Grievance Procedure Policy will be distributed to all employees via email and made available on the company intranet. Hard copies will be provided upon request, and the policy will be included in the employee handbook. Regular updates will be distributed through the same channels to ensure that all staff are aware of any changes to the procedure.

This policy applies to all employees, regardless of their position or role within LMM. All staff members are expected to familiarize themselves with this procedure and adhere to it accordingly.

**Effective Date**: 1 October 2024  
**Review Date**: 1 October 2025