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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 | In the workplace  Simulated environment | | | | | | |
| Assessment Name | Create a Grievance Policy | | Assessment Task No. | | | | 2 of 2 |
| Date of Observation | / / | | | | | | |
| Student Declaration | I have been provided with instructions about the assessment task to be undertaken. | | | | | | |
| Student Signature |  | |  | Check box if this assessment is conducted online. | | | |
| **Assessor Feedback:** | | | | | | | |
| **Attempt 1** | Satisfactory | Unsatisfactory | | | Date | | / / |
| Assessor Name |  | | Assessor Signature | | | |  |
| **Student provided with feedback and reassessment arrangements** *(check box when completed)* | | | Date scheduled for reassessment | | | | / / |
| **Attempt 2** | Satisfactory | Unsatisfactory | | | Date | | / / |
| Assessor Name |  | | Assessor Signature | | | |  |
| Note to assessor: Please record any reasonable adjustment that has occurred to this assessment. | | | | | | | |
|  | | | | | | | |
| **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:**  For this assessment you will be completing the following tasks as listed below. Please make sure you read all the steps and complete them in order.  The teacher / supervisor will observe you progress and assess each item as either completed or not.  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  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. Obtain and review the current policy and staff feedback and identify the concerns raised by the staff. 2. Create a policy and procedure document for how the organisation should handle employee grievances. 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 and outline what is categorised as a grievance. 4. You will need to develop as a group a step-by-step procedure for handling the grievance.   Note: You may need to research the internet for examples of the grievance procedure to finesse your final product.  On completion of this assessment save this document as  **“ICTICT532\_AT1\_Part2\_O1\_yourName.docx”**  **Time Allowed:**  12 hours  **Materials and Equipment to be Supplied by the Student:**  USB memory stick to save relevant files to.  Pen and notepad  **Work, Health and Safety:**  A work health and safety check of the assessment environment is to be conducted prior to the assessment and any hazards addressed appropriately.  **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 will arrange a date for your 2nd attempt. If your 2nd attempt is unsatisfactory (U), or you fail to attend on the date scheduled for the 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.**  **Assessment Criteria:**  To achieve a satisfactory result, your assessor will be looking for your ability to demonstrate the key skills/tasks/knowledge detailed in the Observation Checklist to an acceptable industry standard. |
| Instructions to Assessor | The assessment will be conducted under the following conditions:  Demonstrated in a workplace, or simulated environment  Hardware and software to be current in what is used in industry  Student may interact team members and supervisor, but must be assessed as an individual    **Work Health and Safety:**  A work health and safety check of the assessment environment is to be conducted prior to the assessment and any hazards addressed appropriately.  **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.  **Interactions:**  Teamwork skills are essential in the IT industry therefore you should work in teams to consult and collaborate on the practical activities.  **Materials Required for Practical Observation:**  Computer system capable of running the current industry standard operating system and office suite capable of saving in .docx format  Internet access  Assessors must satisfy NVR/AQTF assessor requirements. |
| Note to Student | An overview of all Assessment Tasks relevant to this unit is located in the Unit Study Guide. |

**Observation Checklist (Single Observation)**

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| ***Instructions:***  Where there is multiple sub-points for an observation criteria and a student does not satisfactorily demonstrate all of the sub-points listed, please provide feedback to the student by identifying which of the sub-points were not demonstrated satisfactorily. | **Attempt 1** | **Attempt 2** |
| **Date**  **\_\_/\_\_/\_\_** | **Date**  **\_\_/\_\_/\_\_** |

| During the demonstration of skills, did the student satisfactorily: | Y | N | Y | N |
| --- | --- | --- | --- | --- |
| 1. Review of the current policy and feedback | | | | |
| 1. Student participated in the discussion of the relevant document |  |  |  |  |
| 1. Student shown analytical skills when discussing the staff feedback |  |  |  |  |
| 1. Create the policy and procedure | | | | |
| 1. Student participated in the discussion of the policy and procedure document |  |  |  |  |
| 1. Student shown involvement in the structure of the policy and procedure document in line with the organisation’s style guide |  |  |  |  |
| 1. Category of grievances | | | | |
| 1. Student participated in the discussion of the different types of grievance |  |  |  |  |
| 4. Step-by-step procedure | | | | |
| 1. Student participated in the development of a step-by-step procedure for handling grievances |  |  |  |  |
| **Based on the criteria demonstrated above, the student performance was:** | **S** | **U** | **S** | **U** |
|  |  |  |  |
| Feedback on Performance | | | | |