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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 Name | Create a Grievance Policy | Assessment Task No. | | 2 of 2 |
| Assessment Due Date |  | Date submitted | | / / |
| 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 |  | | Date | / / |

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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