



COURSE OUTLINE

Section 1:

Course Title: Ethics and Professional Practices

Course Code: PROF-2000

Course Description: The study of ethical issues, environmental sustainability issues, legal and professional accountabilities relevant to IT professionals. Developing customer relationships and creating electronic portfolios are also explored.

Grade Scheme: ☐ Pass/Fail ☒ Percentage Minimum Pass Mark: 60%

Course Value: Outcome hours OR 1 Credit(s) 15 Class Hours

Pre-requisites: NONE

Co-requisites: NONE

Section 2:

Learning Outcomes and Competencies

1. Apply professional code of ethics.

- 1.1 Describe the importance of acting ethically as a computer technologist.
- 1.2 Describe the professional code of ethics of the provincial technology association.
- 1.3 Demonstrate the ability to apply ethical reasoning to resolve contractual, environmental, and customer related issues.
- 1.4 Follow legal requirements for software licensing.

2. Apply customer service skills to maintain and enhance relationships with customers.

- 2.1 Compare and contrast methods of good customer service versus poor customer service.
- 2.2 Describe the negative effects of poor customer service.
- 2.3 Describe how to deal with various types of customers.
- 2.4 Demonstrate good customer service methods.
- 2.5 Describe the benefits of help desk services in medium to large organizations.

2.6 Describe the operation of help desk services in a typical organization.

2.7 Use common tools and methods to solve computer related problems.

2.8 Manage common problems encountered by end users.

3. Develop professional practices appropriate for the computer industry.

3.1 Present a professional image through proper attire and hygiene.

3.2 Create an electronic portfolio highlighting career accomplishments and goals.

3.3 Display a positive attitude toward change, learning, professional and personal growth.

3.4 Assume professional responsibility and accountability in the workplace.

3.5 Maintain professional competence in the profession.

3.6 Describe the importance of equality and diversity in the workplace.

3.7 Support equality and diversity in the workplace.

4. Promote the potential of technology for the betterment of society.

4.1 Assess the potential impact of computer and information technology (ICT) on society.

4.2 Assess the impact of ICT on the environment.

4.3 Describe how ICT can enable a low carbon economy by lowering greenhouse gas emissions in other.

4.4 Apply principles of sustainable development to ICT projects.

4.5 Minimize the impact of ICT on the environment by using energy efficient products.

4.6 Determine optimize configuration of existing ICT products to minimize energy usage.

4.7 Calculate the financial benefits of using energy efficient ICT products.

4.8 Describe provincial regulations for the disposal of electronic waste.

Section 3:

Assessment Categories:	Assignments	70%
	Ethics Exam	30%

Research Component? ☐ Yes ☒ No

Section 4:

(For administrative use only)

Is this course new? ☐ Yes ☒ No

Is this course replacing an existing course(s)? ☐ Yes ☒ No

If this course is replacing another, please record the name and code of the old course:

Course equivalents: NONE

Note: See Quality Procedure [A01](#) for more details.

Catalog Year of Original Course Implementation: 2011

Catalog Year of Current Version Implementation: 2015

Revision level: 3 **Version:** 3 **Date:** June/2016 **Authorized by:** MLGJ

Accreditation and or Supporting Documents:	National Technology Benchmarks: Canadian Council of Technicians & Technologists; Discipline: Information Technology; Level: Technologist
Additional Information:	None
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Approved by: (Program Manager)

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Date Approved: 2016-06-30

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Date Approved: 2016-06-30