



LEARNER GUIDE

ICTICT532
Apply IP, ethics and privacy in ICT environments

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Introduction

When interacting with stakeholders in an Information and Communications Technology (ICT) setting, this unit outlines the abilities and information that are necessary to maintain a professional and ethical conduct, as well as to ensure that the personal information of stakeholders is handled in a manner that is both confidential and professional.

It is applicable to ICT professionals who are tasked with gathering information to develop the organization's code of ethics, upholding privacy policies, and maintaining system security.

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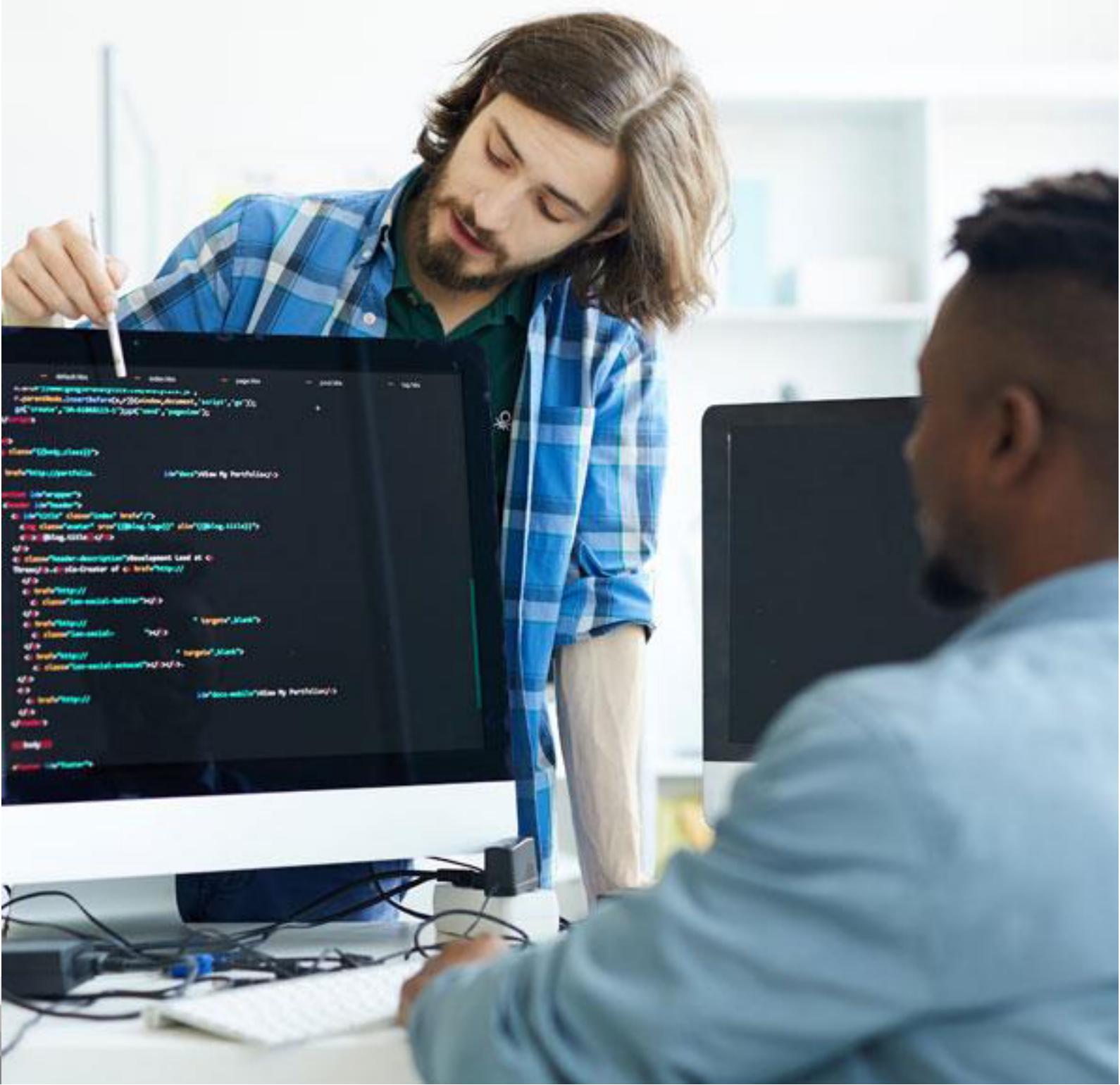
What will I learn?

This learning guide will provide you the skills and knowledge required to:

1. Establish organisational IP requirements
2. Review and determine organisational IP, ethics and privacy policies
3. Contribute to privacy policy
4. Maintain ethics code



CHAPTER 1: ESTABLISH ORGANISATIONAL IP REQUIREMENTS





What will I learn?

In this chapter, you will learn about the following:

1. Identify industry standard intellectual property (IP) and copyright legislation, policies and procedures.
2. Identify and document organisational policy and industry standard legislation against organisational work practices.
3. Distribute new or revised policy and procedures to stakeholders according to organisational procedures.

1.1 Identify industry standard intellectual property (IP) and copyright legislation, policies and procedures.



INTELLECTUAL PROPERTY LEGISLATION

Protecting Intellectual Property

In the legal context, intellectual property refers to ideas, inventions, literary and artistic works, designs and symbols, names and images used in commerce.

In Australia, intellectual property is protected by a number of laws, including the Copyright Act 1968 (Cth), the Patents Act 1990 (Cth) and the Trade Marks Act 1995 (Cth). These laws give creators certain exclusive rights in their creations, which can be commercially exploited.

By giving creators protection for their work, intellectual property legislation encourages creativity and innovation. This protection gives creators an incentive to create new works, as they can be confident that they will be able to reap the financial benefits of their creation.

Innovation (creation of new ICT products and services) is a significant driver of business and economic development and one of the integral components of the ICT industry's success. The security of intellectual property (IP), therefore, is an imperative necessity for the organisations to continue to be able to secure and sustain their tremendous investments in new research and development (R&D) projects and activities.

In terms of IP privileges, Australia has one of the most powerful security schemes in the world. It is ranked fifteenth in the world for its compliance and second in the region (The 2013-14 Global Competitiveness Survey, World Economic Forum).

To help you secure your intellectual property (IP) and get your IP strategy correct, here are a few essential strategies.

1. Identify the IP and copyright legislation

Your organisation must comply with a number of intellectual property (IP) and copyright legislation to demonstrate compliance with the regulatory and legislative bodies. You must also identify the legislative instruments to protect your IP capital. There will be items that separate you from your rivals based on your intellectual property. If the organisation expands, so too will the value of these intangible resources.

2. Understand the different types of IP protection and how they work in Australia

Understand the various intellectual property (IP) forms and the benefits your organisation may have from each of them. Patents protect inventions, and the registration of designs secures their appearance. A licenced trademark covers brand names, labels, original sounds and arts, and even elements of packaging.

For instance, on his superlite bikes, young Australian motocross bike innovator Brad Smith decided not to apply for Design IP. This may have seemed like a risky idea for anyone new to the IP strategy.

Brad kept to his decision, however. He felt it made more business sense to develop the prestige of his company and then to apply for a trademark over his Braaap logo than to pay extra cash for a design IP, which he claimed would face persistent and costly IP trolling challenges.

It ultimately did for him in his favour. Braaap bikes have been now doing business overseas from a single outlet in Tasmania where it all started.

3. Keep your idea confidential

Until it is protected, keep the concept confidential. Use a confidentiality clause if you're talking about your idea to someone to keep them from sharing your idea without permission. A confidentiality agreement can be written for you by an IP professional.

You need to safeguard and protect confidentiality before you have filed your application if you are interested in acquiring a patent or design. You will conclude that it is easier to keep your invention a secret than to apply for a patent and to have to disclose the details of the invention. Protection is referred to as a trade secret in this context.

For instance, for decades, the drinking formula for Coca-Cola has remained a trade secret. There are no patent rights and, thus, no requirement for the company to reveal the recipe publicly. Nor is there a limit to its protection of 20 years. Trade secrets operate well where the product is difficult to reverse engineer or duplicate, and with confidentiality agreements, the information and ultimately the products or services can be protected.

4. Protect your idea or brand by registering it

Using the IP system to file a patent, trademark, design or plant breeder's right (PBR) to protect the concept is an important step when you want to protect the intellectual property of your organisation. You must make sure, however, that you understand the threats and advantages of registered and unregistered intellectual property (IP) rights and privileges.

For example, in early 1991, two doctors from the University of Queensland, Ian Frazer and Jian Zhou, who had worked for years on Gardasil (a human papillomavirus strain vaccine), received a provisional patent for their study. Three days later, they talked at a conference in the United States about their findings. Not long after, a patent for very similar research was filed in America. The Australians emerged triumphant over the IP after a series of court cases, owing to the intensity and accuracy of their provisional patent.

5. Get expert advice early on in the process

Getting expert advice early on in the process is essential if you are considering commercialising your products or services. In this way, you will be able to secure your intellectual property (IP) and develop an effective IP strategy. In Australia, the Australian Competition and Consumer Commission (ACCC) and the Intellectual Property Office of Australia (IP Australia) can provide advice and support to businesses. A lawyer who specializes in IP law may also be able to assist you. You can get specific advice from them about how to protect your intellectual property rights and avoid infringement.

6. Be aware of the risks of joint ventures and collaborative research agreements

In a project in which two or more companies work together, it's imperative to know who owns the intellectual property (IP). If there is a dispute down the road about who has the right to use the IP, it could delay or stop the project from moving forward. IP comes in three forms: patents, copyrights, and trademarks. Protecting original works of authorship is the function of copyrights, whereas protecting brands and logos is the task of trademarks. When two different businesses work together on a project, one of the challenges they will face is determining who will be the owner of the intellectual property (IP) that is developed.

7. Make sure you have the right people working on your project

This includes making sure that they have the appropriate expertise and experience to get the job done well. But it also means ensuring that they respect your intellectual property (IP). Your IP is what makes your project unique. It could be the code you've written, the design of your product, or your company's confidential information. Whatever it is, you need to make sure that it's protected. Otherwise, someone could steal it and use it for their own purposes.

8. Stay abreast of developments in IP law and policy

Intellectual property (IP) law is a constantly evolving area of the law, with new developments and changes happening all the time. Staying up-to-date on these developments is critical for anyone who works in or around IP, whether that be as an attorney, a business owner, or simply someone who wants to keep their knowledge of the law current.

9. Take action quickly if you think your IP has been infringed

If you think that your intellectual property has been infringed, it is important to take action quickly. Depending on the type of IP, there are different ways to address infringement. For example, if you believe that your copyright has been infringed, you can contact the infringing party and ask them to stop using your work. If they refuse, you can file a copyright infringement lawsuit. However, if you believe that your trademark has been infringed, you may need to file a trademark infringement lawsuit. If you are not sure how to proceed, you should contact a legal expert who specialises in intellectual property law.

10. Understand how the Australian Consumer Law protects intellectual property

The Australian Consumer Law (ACL) protects IP by giving consumers certain rights with respect to goods that infringe upon IP. When a person buys goods that infringe upon someone else's IP, they are not only breaking the law, but they are also risking serious financial penalties. The ACL provides for a range of remedies that can be ordered by a court, including damages, an injunction to stop selling the infringing goods, and/or destruction of the infringing goods. The ACL also prohibits companies from making false or misleading representations about their goods or services. This means that companies cannot claim that their goods or services are IP-protected when they are not.

IP Australia

The Commonwealth Body responsible for awarding rights in trademarks, trade names, designs and plant breeders' rights is IP Australia. This organisation also provides a wide variety of other resources, such as helping to recognise and use the applicable sections of the IP system for developers and users of such rights. Within the Department of Industry, Science, Energy and Resources, IP Australia is a prescribed entity, but functions independently and reports directly to the Minister.

Harmonisation of IP Laws and International Obligations

The demand for further harmonisation and mutual acceptance of IP laws and administrative procedures in IP systems is increasing. The IP laws in Australia comply with certain commitments under different international treaties and agreements that are typically meant to standardise IP laws and systems around the world.

Since 1972, Australia has been a member of the World Organisation for Intellectual Property (WIPO). The on-going international dialogue within the WIPO is substantial, intending to resolve concerns resulting from the internationalisation of the IP system. WIPO manages a number of agreements and one such agreement is the Patent Cooperation Treaty (PCT), which enables patent rights in a number of countries to be pursued by filing a single foreign patent application. In 1980, Australia acceded to the PCT.

In general, IP laws and systems are nation or area-specific. Enterprises that want worldwide registered IP protection must apply to each national or regional IP office for protection. The PCT application process that can be accessed from IP Australia enables this.

Trade-Related Aspects of Intellectual Property Rights (TRIPS)

In order to standardise IP laws and structures, the TRIPS Agreement is part of international moves. It sets minimum standards for the security of IP and includes the compliance of members of the World Trade Organization (WTO) with the specifications of aspects of relevant WIPO Conventions. Australia, as a member of the WTO, is expected to ensure that its IP regime complies with the requirements of the TRIPS Agreement. The laws in Australia are in accordance with this structure, and the pharmaceutical patent IP policy is in accordance with those implemented in other developed markets. For more TRIPS information or a copy of the agreement, please visit the WTO website.

Australian IP laws today include:

- Copyright Act 1968 (Cth)
- Copyright Regulations 1969 (Cth)
- Copyright (International Protection) Regulations 1969 (Cth);
- Designs Act 2003 (Cth) and Designs Regulations 2004 (Cth);
- Patents Act 1990 (Cth) and Patents Regulations 1991 (Cth);
- Trade Marks Act 1995 (Cth) and Trade Marks Regulations 1995 (Cth);
- Competition and Consumer Act 2010 (Cth), Sch 2 (the 'Australian Consumer Law');
- Resale Royal Right for Visual Artists Act 2009 (Cth);
- Circuit Layouts Act 1989 (Cth);
- Plant Breeder's Rights Act 1994 (Cth);
- Australian Grape and Wine Authority Act 2013 (Cth);
- The common law tort of passing off;

- The equitable action to prevent the breach of confidence (used to regulate trade secrets); and
- Cultural protocols for the protection of Indigenous cultural and intellectual property.

A broad survey approach to the main categories of law allows students to grasp the nature and scope of the relevant legislation and administration applicable in each area.

Copyright

Copyright is a type of intellectual property (IP) that prevents ideas from being originally expressed. This allows creators to control how their material, product or content is being used.

The system of copyright creates an atmosphere that enables new content to be generated for the benefit of society as a whole by:

Providing people with an opportunity to create and invest in new content by allowing them to set the terms on which the content will be used by others; these may (but may not) include payment

Providing individuals who have produced material that others find useful and lack the expertise or ability to generate for themselves with a financial incentive.

Under Australian laws, there is no registration scheme for copyright. Copyright under the Copyright Act is immediately protected by such means of speech, such as text, photographs and music.

The copyright structure handles multiple uses of content in different ways in order to achieve its aims. Some uses require an authorisation, allowing the owner of the copyright to set the terms of use. Certain uses do not require authorisation or payment. These include individual study or analysis (subject to conditions), critique, review, parody, satire, news reporting and private time-shifting, format-shifting and space-shifting.

Other uses do not require an authorisation, but fair payment is required. These include uses protected by a statutory education licence and by a statutory government licence controlled by the Copyright Agency.

INTERNATIONAL COPYRIGHT

Like most other countries, Australian work is protected by copyright. Reciprocal agreements have been established between the Copyright Agency and Viscopy with similar organisations in other countries which allow foreign content to be licenced in Australia and Australian content in other countries.

The copyright law of Australia

Australia's copyright law determines the legally enforceable rights under Australian law of producers of creative and artistic works. Australia's scope of copyright is specified in the Australian Copyright Act 1968 (as amended), which applies to all over Australia. The Copyright Act (as sculptures or drawings) and also the Design Act may cover designs. In the recordings of their work, performers have had moral rights since 2007.

Until 2004, Australia's copyright was based on the "plus 50" law that restricts works until 50 years after the death of the author. This was changed to a "plus 70" statute in line with the US and European Union in 2004, although this reform was not made retroactive (unlike the 1995 reform in the European Union that bought back into copyright some British authors,

for example). This move was not made retroactive. The effect is that in Australia, the work of an author who died before 1955 is usually in the public domain. However, for those who died in 1955 or later, the copyright of writers was extended to 70 years after death, meaning that no more Australian writers could fall out of copyright until 1st of January 2026 (i.e. those who died in 1955).

The Australian law is based on the authority of the Australian Constitution under section 51(xviii). In Australia, copyright law is federal law and was developed by the Australian Parliament. Australian copyright law has traditionally followed British copyright law, but now also represents international principles found in the Berne Convention for the security of Literary and Creative Works, other international agreements on copyright and multilateral treaties, and, more recently, the US-Australia Free Trade Agreement.

Copyright Act of 1968

Until the Australian Copyright Act, 1968 came into effect on the 1st of May 1969, the British Copyright Act 1911 continued to operate in Australia. Following the breakdown of the imperial regime after the implementation of the British Copyright Act 1956, and following the recommendations of the Spicer Committee, which was formed by the Australian Attorney-General in 1958 to review the 1912 Act, the 1968 Act was enacted to see what adjustments were required for Australia to ratify the Berne Convention's Brussels Act.

The Act of 1968 remains in effect today, but on a number of occasions, it has been amended. The first major review occurred in 1974 when, headed by Justice Franki, the Whitlam Government formed the Copyright Law Committee to investigate the effect of reprographic reproduction on Australia's copyright law. "The committee was also asked to investigate the effect of photocopying and to" recommend any changes to the Australian copyright law to ensure a fair balance of interest in reprographic reproduction between copyright owners and copyright material consumers.

The Franki Committee stated during its deliberations that it should be cautious not to pursue too drastic solutions because Australia was a net importer of copyrighted works. Among others, the Franki Committee suggested the introduction of a legislative licencing scheme. The Committee claimed when starting its review that the primary objective of copyright law was:

"... to give the author of a creative work his just reward for the value he has provided to the society and also to promote the production of more creative works. On the other hand, the legislation should ensure, as far as practicable, that the rights granted are not exploited as the copyright in the form of a monopoly, and that study, research and education are not unduly hindered."

Copyright Policy

Copyright is a broad term which covers the exclusive economic rights of an original work's creator or author to regulate its use, reproduction and communication. To be protected by copyright, a job must be in a content form.

Third-party copyright content means works produced by someone other than yourself under copyright act and legislation.

Moral rights mean an author's or creator's automatic personal rights to protect the dignity of their work.

Takedown notice means a notice of suspected illegal activity on a network or online environment provided by a copyright owner, or a nominated agent working on their behalf.

What copyright applies to

Copyright is a type of intellectual property expressed by the provisions of the Copyright Act 1968 (Cth) in Australian law.

For such products, the Act applies, including:

- Literary themes, content, works
- Dramatic plays, events and content
- Musical themes, content, works
- Artistic themes, content, works

And other aspects, such as:

- Movies
- Sound recordings
- Broadcasts
- Published versions

Copyright has an independent existence in each type of work or other subject matter.

For example:

In a work of literature, a film based on the work and a broadcast of the film, copyright may subsist independently. And three distinct kinds of copyright can be held by three separate copyright owners. Similarly, the lyrics, the composition and arrangement of the music and the sound recording of the work which include a separate copyright for a compact disc. All related layers of copyright must be acknowledged by all dealings in such material. It is advisable to seek legal advice while in doubt. It is important to note that copyright protects in a physical medium the talent and labour involved in specific expression of ideas, not the knowledge or ideas as such. It is distinct in this regard from the law relating to classified information.

In order for copyright to subsist in work, no specific degree of literary or artistic merit is necessary. However, for works to be covered, single phrases, slogans or names are not adequately substantive. Other legal means, such as a trademark or under the Trade Practices Act 1974 (Cth), can protect them.

Rights of copyright ownership

A combination of exclusive rights in relation to the work or content in question is the copyright conferred by the Copyright Act. They include the rights:

- copying or reproducing the work;

To make an adaptation thereof;

- to publish or release them;
- to carry it out in public; and

- Transmitting, transferring or broadcasting it to the public

In certain cases, the owner of the copyright also enjoys the exclusive right to transmit the work through the cable to subscribers or to rent copies of the content on a commercial basis. Notice this, for the purposes of the Act, delivery of a training course can constitute a performance. Copyright is a form of ownership. Nevertheless, the work or substance in question relates to an abstraction which should be distinguished from the ownership of the physical medium through the content is presented. It is a violation of copyright to conduct any of the actions mentioned above without the copyright owner's consent. The whole work in question does not need to be involved in an infringement; it is an infringement to take up a large part of the copyrighted material or content.

Who owns copyright?

In principle and theory, the publisher / developer / producer of the work in question is the copyright owner. A work, an art or the material are part of employment is, however, owned by the employer. The contractor owns a work produced by a contractor. However, it is possible by consensus to vary these clauses.

In order to gain rights in Australia or any other country which is also a party to an international copyright treaty, the Act does not require the completion of formalities (such as release, registration or the payment of fees). From the moment an original work is made, copyright protection is granted automatically. Copyright may be transferred to a new owner, as other types of property, or the use of copyright material may be permitted, either exclusively or non-exclusively, or may be transferred to a new owner. For example, using a Creative Commons licence, rights can be allocated. References to time, territory and other factors can qualify for assignments and licences.

Exceptions + Additional rights

Certain defence mechanisms and exceptions to copyright infringement are provided by the legislation. This include a number of so-called statutory licences in which acts of copyright that otherwise would be infringing are allowed, typically subject to payment or other remuneration. Under the legislation, performers have the right to prohibit their performances from being unauthorised for recording, broadcasting or transmission by cable. They still share copyright control of the sound recording of a live performance as of the 1st of January 2005.

In the case of illegal recordings of their performances, performers can also prohibit such transactions, such as broadcasting, cable transmission, copying, selling, hiring, delivery, importation, possession and use of an authorised sound recording on a film's sound track (right of synchronisation). These rights are unassignable; they do not constitute a form of copyright at present.

The Copyright Act includes , in addition to the exclusive rights referred to above (sometimes referred to as economic rights), some non-economic rights (moral rights). The author/producer of a work is entitled to be known as such and to object to the portrayal of the work as being negative. Provisions relating to incorrect attribution of authorship also exist.

Organisational policy and procedures

An organisation's intellectual property policy and procedures sets out the rules and guidelines that employees must follow when handling the intellectual property. The policy covers a range of topics, including but not limited to:

- Identifying what is considered to be intellectual property
- Who owns the intellectual property
- How to use and protect the intellectual property
- What to do if you create or come across new intellectual property
- The types of intellectual property that the company owns
- How the company protects its intellectual property and
- What employees can do to help protect the company's intellectual property.

If you have any questions about the company's intellectual property policy or procedures, please do not hesitate to ask your supervisor or the HR department.

It is important for all employees to be aware of and understand the organisation's intellectual property policy and procedures, as failure to comply with them could result in legal action being taken against the organisation or individuals.

The advantages of having workplace policies

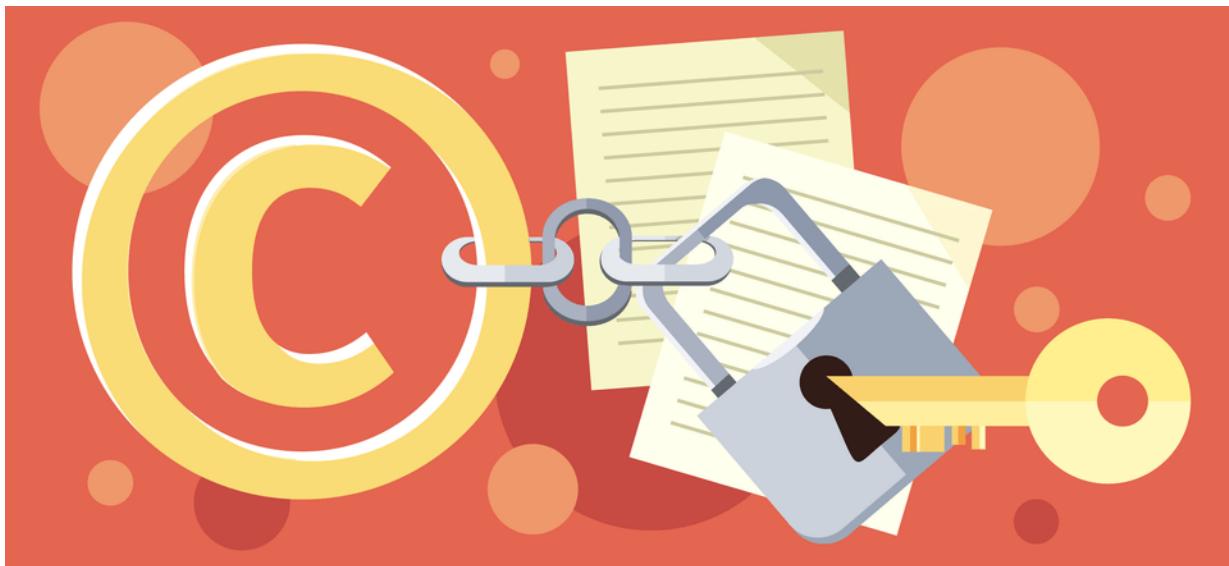
Any organisation in Australia should have well-documented and detailed workplace policies and procedures, no matter which industry it continues to function in.

A workplace or organisational policy is a set of guidelines and standards aimed at directing managers and staff about how to act in the workplace, and you can develop them to address a number of different challenges, including bullying, abuse, internet use, health and safety, and social media.

Having well-developed policies and procedures in place related to intellectual property will provide the workplace with the following benefits:

- IP policy and procedures can help to protect your company's confidential information and trade secrets.
- Having an IP policy in place can help to ensure that your company's intellectual property is properly used and accounted for.
- An IP policy can also help to deter employees from engaging in unauthorised use of your company's intellectual property.
- Having an IP policy can also help to foster a culture of creativity and innovation within an organisation.
- An IP policy can also help to ensure that an organisation's intellectual property rights are properly respected by others.
- An IP policy can also help to ensure that an organisation complies with applicable laws and regulations related to intellectual property.
- An IP policy can also help to promote the efficient and effective use of an organisation's intellectual property.
- An IP policy can also help to encourage employees to properly respect the intellectual property rights of others.
- An IP policy can also help to ensure that an organisation's intellectual property is used in a manner that is consistent with organisation's business objectives.
- An IP policy can also help to foster a culture of compliance with applicable laws and regulations related to intellectual property within an organisation.
- An IP policy can also help to ensure that an organisation's intellectual property is properly safeguarded against unauthorized use or disclosure.

1.2 Identify and document organisational policy and industry standard legislation against organisational work practices



Most people think of intellectual property (IP) as patents and copyrights. However, IP also includes trademarks, trade secrets, and other proprietary information. Organisations need to identify and document their organisational policy and industry standard legislation related to IP in order to protect their work practices from infringement. By understanding the different types of IP and how they can be used, organisations can make informed decisions about how to best protect their work products.

You must identify and document organisational policy and industry-standard legislative instruments and guidelines against the organisational work practices. The organisational work practices may vary from an organisation to another.

Organisations should develop policies and procedures related to intellectual property (IP), in order to ensure that their creations are protected against potential infringement. These policies and procedures should be designed to minimise the risk of infringement, and to maximise the chances of successful enforcement action if infringement does occur. When developing policies and procedures related to IP, organisations should consider the following:

- The types of intellectual property that need to be protected;
- The countries in which protection is required;
- The best way to protect each type of intellectual property;
- How to monitor for infringement; and
- What actions should be taken in the event of infringement.

Organisations should also ensure that their employees are aware of these policies and procedures, and that they understand the importance of compliance. Non-compliance with IP policies and procedures can have serious consequences, both for the organisation and for the individual concerned. Organisations should also be aware of the laws relating to intellectual property, and ensure that their policies and procedures comply with these laws. Failure to do so could result in costly legal action. The above is just a general guide – organisations should seek specific legal advice in relation to their own situation.

When identifying and documenting the policies and procedures

As a business owner or working in the industry you will need to ensure that you use copyrighted materials appropriately and suitably. For example, if an organisation uses someone else's copyrighted material without permission, they could be liable for damages. Therefore, it is important for organisations to have a clear understanding of the law before using any protected material.

You will need to copyright written, audio or video materials that you use in your business internally or externally. If you copyright the works that your company makes, without your permission or approval, you protect these works from going into use by third parties. Your ownership rights to the works are protected by copyright these products. You will want to write a structured copyright policy to enforce and retain a copyright policy for your business, so your staff know how to manage and use copyrighted materials.

You will have to determine whether or not to use published and copyrighted resources such as audio and video in your organisation when you work in business. Depending on your decision, you will need to set clear guidelines. Only with written permission from the copyright owners and in accordance with compliance requirements, standards, and guidelines may external copyrighted works be used. Even if you are employing your own company's work, you must document minimum guidelines and directives. By allowing your organisation permission to use the works it creates under a copyright licence, you prevent other parties from using these works without your permission or consent.

The copyright for these products ensures that your ownership rights to the works are safeguarded. For the purpose of enforcing and maintaining a copyright policy for your organisation, you may wish to develop a structured copyright policy. This will ensure that your staff are aware of how to manage and use copyrighted material.

1. Bringing together all stakeholders who are responsible for creating a copyright strategy. It is important to plan and organise a meeting in which the owner(s) of the company, the company lawyers, and possibly the marketing manager of the company all participates. This team needs to decide whether or not the policy is necessary, what should be included in the policy, and which member of the team will be responsible for creating, maintaining, and enforcing the policy.
2. Determine the types of content that are required to have copyright protection in accordance with the regulation. The group will determine which of the company's products are under the protection of a copyright policy. These items may contain the rights to use multimedia content, photographs, audiobooks, electronic books, printed books, and both online and offline communications and material.
3. Provide an overview of the most important aspects of the approach. To get started, draft an overview for each of the important components that are going to be included in the policy declaration. A policy summary will typically include the policy intent, a policy description, the use of copyrighted material for the organisation, as well as the instructions that workers need to comply with when working with copyrighted materials. However, these components can vary depending on the company and the type of products that are being copyrighted.
4. Jot down the information about the schematic. Following the framework, the person whose responsibility it is to design the policy should compose a draft of the policy in which he fills in the specifics that are listed under each component of the plan. You might have in mind, for instance, that the marketing manager will be the one to draft the relevant guidelines.
5. Alter the course of the draft by using the method of analysis. After you have completed the initial draft of the policy, you should ask the other members of the team to go over it, make some modifications, and offer some recommendations and deletions.

6. Draft an alternative version of the completed policy and procedures. After receiving input from all members of the team, the individual tasked with creating the policy can make any necessary adjustments and compose the final version of the copyright policy statement.
7. Provide employees with training on the new plan, policy and procedures. It is important that the final copyright policy be disseminated to all of the employees who work with the items that are covered by the policy. You might also want to consider holding a meeting or training session in order to go over the policy, address any concerns that may arise, and make sure that everyone on staff understands it.

1.3 Distribute new or revised policy and procedures to stakeholders according to organisational procedures



DISTRIBUTING POLICY AND PROCEDURES TO STAKEHOLDERS

Organisations need to have procedures in place for distributing new or revised policy and procedures related to intellectual property (IP). This is important to ensure that all stakeholders are aware of any changes that may affect them. There are a few different ways that organisations can distribute new or revised policy and procedures related to IP.

- One way is to send out an email notification to all relevant stakeholders.
 - Another way is to post the information on the organisation's website.
 - Or, the policy and procedure changes could be announced at a meeting or event.

It is important to make sure that all stakeholders have received the new or revised policy and procedure information.

- One way to do this is to have a confirmation system in place, such as requiring recipients to confirm receipt of the information.

This helps to ensure that everyone has received the updated information and can take appropriate action.

When engaging with stakeholders efficiently

Establish clear ownership early on: who will own the IP created during the project? This should be established in writing (e.g. via a contract) as early as possible to avoid any issues later on.

Keep good records: keep track of all your work related to the project, including ideas, concepts, prototypes, etc. This will be important if you need to prove ownership of the IP later on.

Protect your work: consider filing for patents or trademarks if appropriate. This can give you exclusive rights to use your IP and can also prevent others from using it without your permission.

Be aware of third-party rights: make sure you do not infringe on any existing IP rights held by others. This can include patents, trademarks, copyrights, or trade secrets.

Know when to share: you may need to share your IP with other parties in order to collaborate on the project or commercialise the results. Make sure you understand the implications of sharing before doing so.

Negotiate fair terms: when sharing IP, make sure you negotiate terms that are fair to both parties. This includes specifying how the IP will be used, who will have rights to it, and what happens if one party wants to end the agreement.

Be cautious with open source: while open source software can be a great resource, it comes with its own set of rules and regulations. Make sure you understand the licenses and restrictions before using any open source code.

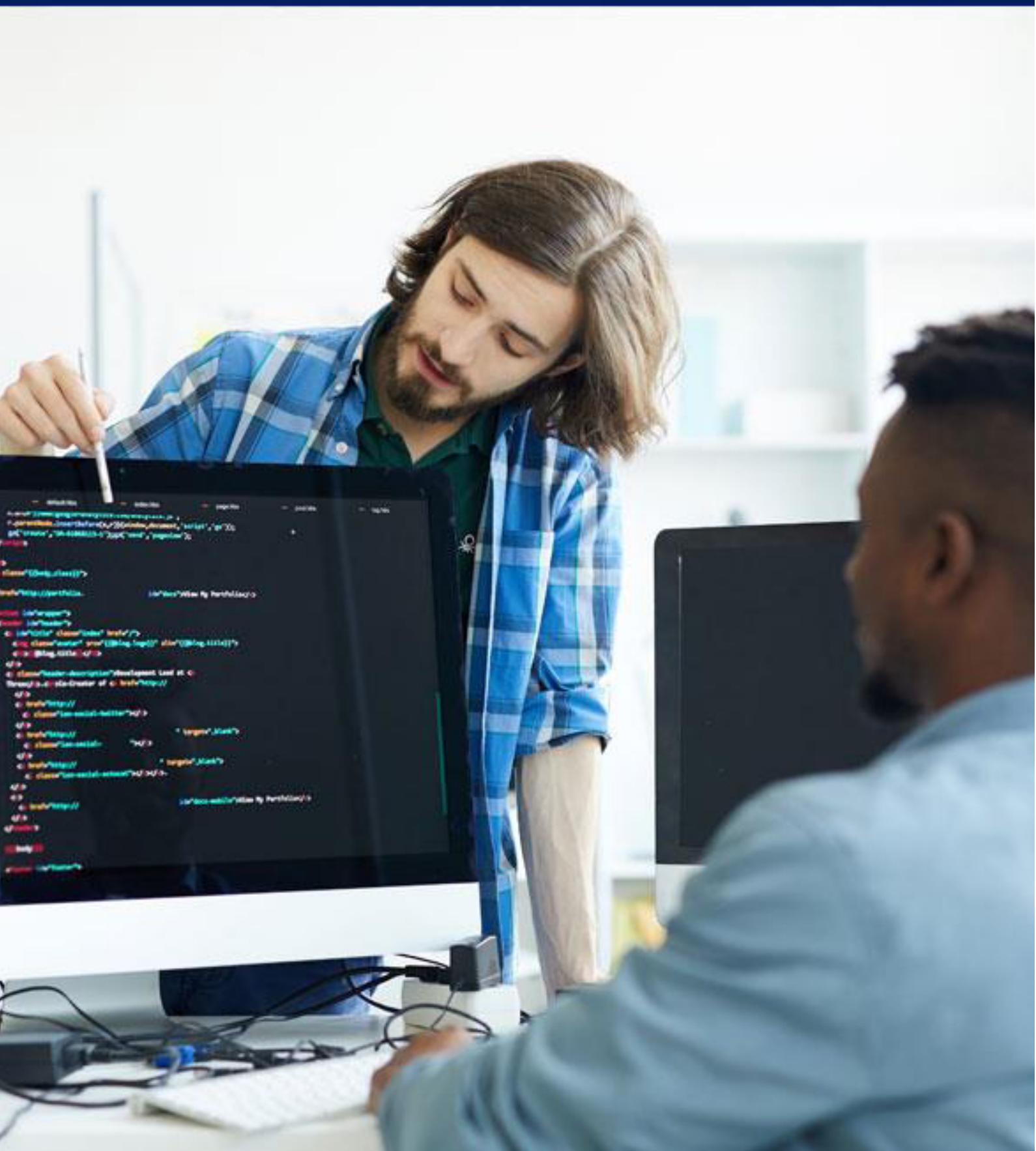
Protect your trade secrets: if you have information that gives you a competitive advantage, make sure it is kept confidential. This can include customer lists, formulas, recipes, manufacturing processes, etc.

Respect others' IP rights: make sure you do not violate anyone's IP rights, whether they are patents, trademarks, copyrights, or trade secrets.

Get professional help: if you are unsure about any aspect of IP law, it is best to seek out professional help from a lawyer or patent agent.



CHAPTER 2: REVIEW AND DETERMINE ORGANISATIONAL IP, ETHICS AND PRIVACY POLICIES





What will I learn?

In this chapter, you will learn about the following:

1. Review organisational privacy policy and procedures and determine compliance with industry standard requirements
2. Review organisational code of ethics and determine compliance with industry standard requirements
3. Review ethical work practices and feedback and determine application of code according to organisational requirements.

2.1 Review organisational privacy policy and procedures and determine compliance with industry standard requirements



Organisations have a responsibility to ensure that their privacy policy and procedures comply with industry standard requirements. One such requirement is the protection of intellectual property (IP). Organisations need to take measures to protect their IP, including trademarks, patents and copyright. These measures may include registering the IP, keeping it confidential and ensuring that only authorised personnel have access to it. Organisations should also be aware of the risks associated with IP infringement, such as damages, loss of business or reputational damage.

THE IMPORTANCE OF LEGISLATIVE COMPLIANCE

It is important for an organisation to ensure that their privacy policy and procedures comply with any relevant legislation. This is because if an organisation does not comply with the law, they may be subject to legal action. Organisations should also ensure that their privacy policy and procedures comply with industry standards. This is because complying with industry standards helps to build trust with customers and other stakeholders. It also demonstrates that an organisation is committed to protecting the personal information of its customers and employees. Organisations should review their privacy policy and procedures regularly to ensure that they remain compliant with both legislative and industry requirements.

Reviewing privacy policy and procedures also helps to ensure that they remain up-to-date and effective. Organisations should have a clear and concise privacy policy that sets out their commitment to protecting the personal information of their customers and employees. The privacy policy should detail the types of personal information that will be collected, how it will be used, and who will have access to it. The privacy policy should also explain the rights of individuals with respect to their personal information. Organisations should have procedures in place for handling personal information.

These procedures should detail how personal information will be collected, used, and disclosed. They should also explain how individuals can access their personal information and make corrections to it if necessary. Organisations should train their employees on their privacy policy and procedures. Employees should be made aware of the importance of protecting personal information and of the consequences of failing to do so. They should also be given the opportunity to ask questions about the policy and procedures. Organisations should have a process for dealing with complaints about their privacy policy and procedures. This process should be fair, transparent, and easily accessible to individuals. Organisations should take steps to protect the personal information they collect from unauthorised access, use, or disclosure. These steps may include physical security measures, such as locked filing cabinets and restricted access to premises; technological security measures, such as password protection and data encryption; and organisational security measures, such as employee background checks and training. Organisations should destroy or de-identify personal information when it is no longer needed. This will help to protect the privacy of individuals and prevent the misuse of their personal information.

All organisations have legal obligations

Organisations have a legal obligation to protect their customers', employees', and shareholders' intellectual property (IP). IP is a type of intangible asset that can include things like trademarks, copyrights, and patents. It's important for organisations to have procedures in place to safeguard their IP, as it can be very valuable. There are a number of ways to do this, such as having employees sign non-disclosure agreements, registering trademarks and copyrights, and keeping trade secrets confidential.

Organisations should also be aware of the risks associated with IP, such as infringement and theft. Infringement occurs when someone uses another organisation's IP without permission, while theft is when someone steals an organisation's IP. These risks can be mitigated by taking steps to protect the IP, such as having strong security measures in place and ensuring that only authorised personnel have access to it.

Reviewing organisational Policy and procedures

It is critical that all your policies and procedures are examined and monitored periodically by your organisation. This lets you learn from experience, and as your service expands and develops, the needs of your client will change, so your policies and procedures should change. You need to regularly check them as systems and procedures are used each and every day.

Items that could cause you to change your procedures and policies are:

- Changes in the system for laws and regulations
- Keeping up with escalating threats and risks
- The policy structure does not reflect how the organisation actually does business.
- Changes in accountable individual and/or agency terms

Why review policies and procedures?

A review of policies and procedures is essentially directed at:

- Ensure that they are developed and adopted as anticipated.
- Assess how much they are used and collect responses on how accessible / practical they are.
- To decide whether changed requirements (legislation etc.) make them less appropriate.

On-going review of policies and procedures

Continuous evaluation of policies and procedures

Make sure that, by recording an on-going assessment process, the policies of your organisation remain up to date and relevant.

Based on the business, the study period can vary, but it should be performed every 1 to 3 years. More often, procedures may need to be checked. In order to allow time for the revision and approval processes, review dates should be scheduled.

You could find it easiest to build a management strategy on how this process can be handled! This would seem to incorporate:

- Who is accountable for performing evaluations
- How much should the policy be reviewed
- The method that you will be following
- How to record improvements that have been made,
- Who can accept changes to the policy and procedure

In summary, the main thing to consider are:

- Is the policy framework still valid and accurate?
- Will the policy framework still follow the criteria for professional standards?

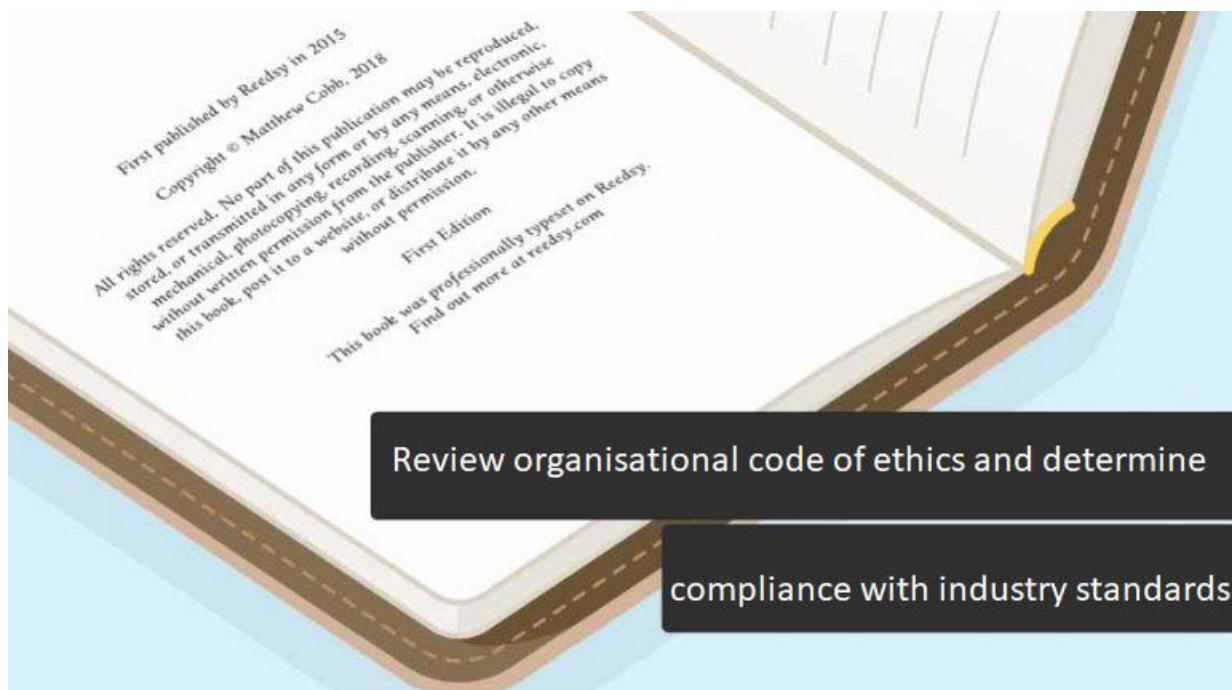
Since the policy was established, have any laws or regulations changed? What are the consequences, if so?

- Have technological developments changed the policy's impact?
- Are there new threats to be resolved by the policy?
- Is it simple to understand the policies and practices?
- Does this framework still articulate the strategic objectives and priorities correctly?
- What is the result of the policy change?

You should ask while examining the procedures:

- Do you still have enough personnel and workers to conduct the operation, or do you need to reassess how it is done?
- How do your volunteers and other stakeholders feel about the process? They may have interesting ideas on how to streamline or upgrade it. This could feed into a cycle of continuous improvement.

2.2 Review organisational code of ethics and determine compliance with industry standard requirements



Organisational Code of ethics

The ethics practised by an organisation is known as organisational ethics, and it is how an organisation responds to an internal or external stimulus. Organisational ethics and organisational culture are two different concepts.

Although it is similar to both organisational behaviour (OB) and industrial and organisational psychology, also as micro and macro-level business ethics, organisational ethics is neither OB or I / O psychology nor is it business ethics alone (which includes corporate governance and corporate ethics).

Organisational ethics expresses to its employees and/or other entities, the values of an organisation has regardless of governmental and/or regulatory legislation.

Ethics are the principles and values that a person uses to govern his or her actions and choices. When people with diverse interests and different backgrounds unite on a common platform and work together towards predefined goals and objectives, an organisation forms. A code of ethics within an organisation is a set of principles used in its decisions, programmes, and policies to guide the organisation. An organisational ethical culture consists of leaders and staff adhering to a code of ethics.

Overview

The ethical philosophy of an organisation can impact the organisation in many respects, including its reputation, productivity, and bottom line. Ethics can offer many advantages to an organisation. A healthy corporate ethical culture increases the morale of employees, which is likely to increase productivity and retention of employees.

Increased productivity improves the organisation's effectiveness, and increased retention of employees reduces the cost of recruitment and training.

Organisations' fair corporate practises have contributed to strong financial bottom-lines. This has been seen by higher sales and higher revenue and by attracting new talent from them as they are seen as employers of choice. More significantly, an ethical organisation will be able to retain experienced and knowledgeable (generally referred to as human capital) employees. This human capital results in less turnover of employees, less time for new employees to train, and greater output in services (or goods production).

Basic Ethical Elements

There are at least four components in an organisation that seeks to establish an ethical culture and employee behaviour. Such components are:

1. A written code (ethical code) of values and ethics
2. Training in ethics for administrators, executives, and workers
3. The provision (i.e. advice lines or offices) of ethical situational advice
4. Systems of confidential reporting

Within the industry environment and society, companies continuously aspire for a better ethical atmosphere. In order to establish an ethical organisation, businesses must build an ethical business climate. Service providers must concentrate on improving their employees' ethics in order to build an ethical firm. The distinction between what in the workplace is acceptable and unacceptable must be understood by staff. Typically, these guidelines are found in a formal ethics code or an employee handbook. The standards are a written form that clarifies requirements with respect to the behaviour and performance of employees.

Employee handbooks typically explicitly state an organisation's policies, guidelines , and practises as well, and can also contain the policies, regulations , and laws that the corporation is bound by. Laws about sexual assault, alcohol abuse, and drug / substance abuse will be included in many employee handbooks. Employee handbooks also provide an explanation of the effects of wrongdoing that may follow.

Intrinsic and Extrinsic Organisational Rewards

An ethical organisation's intrinsic and extrinsic incentives are bound to its ethos and ethics. Professional behavior can be apparent in the organisation , based on the reliability and support system of each of the four areas required for ethical actions.

Intrinsic rewards are non-physical rewards, such as a sense of pride, a manager's words of encouragement, acknowledgement, freedom of employment or autonomy.

Extrinsic incentives are the physical rewards that come only as salary , bonus or commission, fringe benefits, better working conditions, promotions and profit sharing from an external source.

Ethical Theory and Leadership Empowerment

There are many theories and organisational studies associated with "organisational ethics," but in implementation and scope, "organisations" and "ethics" are broad and varied. These theories and studies can vary from individual(s), team(s), stakeholder, management , leadership, human resources, interaction(s) with the group(s), as well as the psychological context behind each field to include the distribution of work tasks within different types of organisations.

The impact of leadership of any organisation should not go unchecked, since a clear view of the vision, priorities (including immediate and long-term strategic plans) and principles of the organisation can decide the performance of an organisation.

The tone for organisational management is set by leadership (strategic steps taken by an organisation to create a positive picture for both internal and external audiences). Leadership, in turn, directly affects the symbolism of the organisation (which represents the community, the language of the members, any significant artefacts, representations, and/or how anyone inside an organisation may behave or think). In an organisation, principles and beliefs typically concentrate on "company values" as the theoretical approach most leaders use to communicate to their "co-members" (which in fact could be subordinates).

The leader can infuse the team members with empowerment and inspiration by explaining the organisation's vision, principles and objectives. In order to inspire their subordinates, leaders use the principle of empowerment to base their management style on the principle that: "Achieving corporate control of company principles is an on-going process of collaboration, dialogue, and debate throughout all areas of the organisation."

Stakeholder Theory

The theory of stakeholders implies that a company's aim is to generate as much value for stakeholders as possible. Managers must keep the needs of consumers, vendors, staff, communities and shareholders aligned and go in the same direction in order to thrive and be successful over time.

The capacity of any organisation to reason, behave rationally, and react ethically is paramount, whether it is a team, small group, or a broad international corporation. Leaders should be able to understand the needs and desires of members (in certain ideas or models, called "stakeholders"), and how they correspond to the organisation. It is the philosophy of stakeholders that means that all stakeholders (or individuals) must be treated equally, irrespective of the fact that some people will contribute to the organisation more than others.

Leaders who inspire others must present the objectives of an organisation to the stakeholders with regard to the concrete benefits that the stakeholders would have for achieving the objectives. In order to present these objectives properly, leaders must set aside individual (or personal) goals (along with any prejudice). In addition, it is leadership that impacts stakeholders on the organisation's ethical actions. Importantly, the leader must possess the expertise and rank needed to ensure that the voice of each stakeholder within the company is valued and heard.

Ethical System Implementation

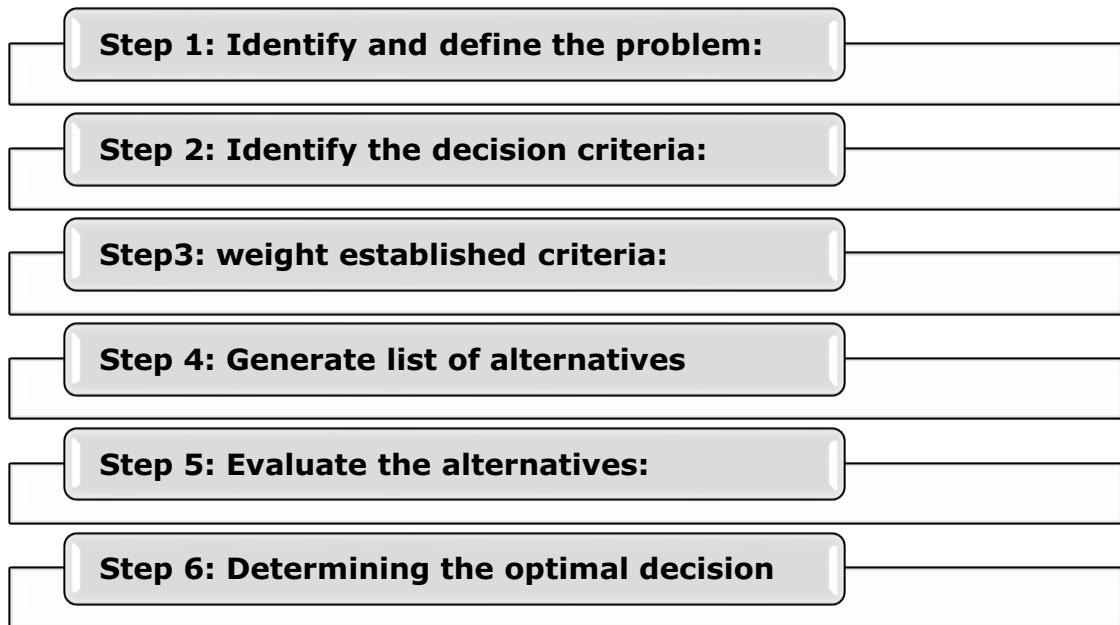
The task of designing and enforcing business ethics in a company is difficult. Since the culture and environment of each organisation is different, there is no simple or precise way to enforce a code of ethics in an established corporation.

Implementation should be carried out in the organisation to include all areas of service. If it is not applied pragmatically and with care for the stakeholders, the community, and the staff's needs, interests, and personalities (consider the Big Five personality traits), then problems can arise. While a great deal of time might be needed, the Reasonable Decision-Making Model for implementation should be considered by stakeholder management. If implementation has been successfully carried out, then the newly developed ethics framework for the organisation will be approved by all stakeholders.

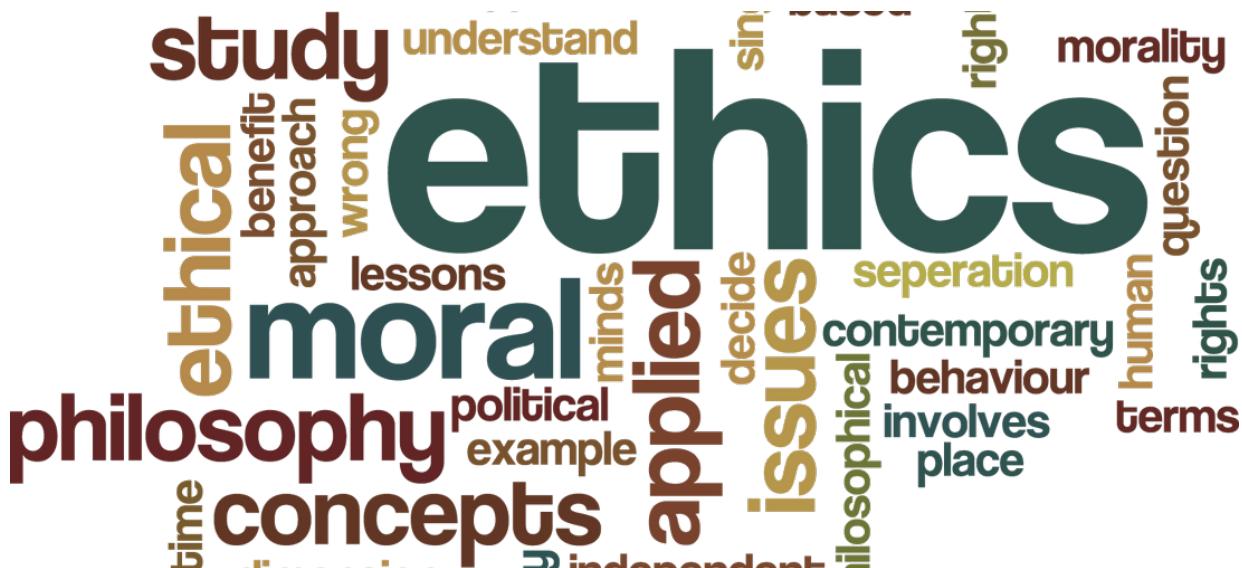
Rational decision making

A process focused on justification and evidence for systematically choosing between possible choices. A business manager will also employ a set of logical steps in a logical decision-making process to evaluate relevant data, findings and potential results before determining a clear course of action.

Steps for rational decision-making model



2.3 Review ethical work practices and feedback and determine application of code according to organisational requirements



It is important to review ethical work practices and feedback provided in order to determine the application of a code of conduct. A code of conduct helps ensure that employees are behaving ethically and in accordance with company policy. It also provides a mechanism for addressing any concerns that may arise. When reviewing ethical work practices and feedback, it is important to consider the following:-

- The nature of the work being done
- The potential for conflict of interest
- The appropriateness of the behavior in question
- The impact of the behavior on others
- The intent of the code of conduct

If it is determined that a code of conduct has been violated, it is important to take appropriate action. This may include disciplinary action, up to and including termination of employment.

Reviewing ethical work practices

You must review the ethical work practises and feedback to ensure:

- Act in accordance with the privacy and confidentiality guidelines, both by statute and under the ethical code of ethics.
- Ensure that all information is stored, used and published in accordance with the standards of information privacy.
- Ensure that privileges are understood and protected at all test / procedure phases.
- Ensure compliance with the applicable code of professional conduct of the industry that specifies the minimum standard of professional conduct
- In compliance with corporate policies and procedures, refer ethical problems or violations of ethical conduct to management or ethics committees.
- Exercising the duty of care in all facets of the job to guarantee consumer protection

- Manage consumer grievances sensitively and in compliance with corporate policies and procedures.
- Perform all activities within the limits of duty and refer issues to managers and/or other suitable health professionals.
- Tracking work practises to ensure that they represent ethical practise standards
- When the referral or request is issued, ensure that the referral and/or request existence and specifications are properly defined.
- Clear documentation of the medical records of clients of line with state / territory laws and organisational policies and procedures
- Ensure that reports and documents discuss state / territory law specifications and organisational policies and procedures.
- Enforce policies and procedures to protect client data from unauthorised access or disclosure.

Ethical practices should be complied in the Workplace

Code of ethics cover a complex range of activities, some with legal repercussions, all of which must be acknowledged and established by workplace supervisors. The policies and mission of the organisation, employer demeanour and actions provide workers with a functioning template to use when they conduct their daily operations.

Justice Practices

The Golden Rule is to include a concise guide to workplace justice activities. In determining what constitutes justice, managers should work with workers to extend the meaning to any sector to circumstance in a business operation. According to Charles D. Kerns in Developing and Maintaining an Ethical Workplace Culture, the requirements for justice extend to all individuals in all circumstances. Workers put into practise ethical standards for justice on the job by treating each other and all consumers and clients reasonably and equally. Examples of basic work procedures are anti-discrimination rules.

Integrity Practices

In spite of public belief, courage needs the bravery to do what is right. Workers who practise workplace ethics embrace what is socially acceptable and what the company represents to its workers and its customer base. For instance, members of a sales team truthfully reflect a product line or services. To their customers, they hold their word because it is the best thing to do and because their word is the word of the company. Integrity includes practise that is consistent.

Confidentiality and Privacy Practices

In every business, confidentiality and privacy laws and practises play a role. A safe work culture shows respect for the privacy of employees. Employees practise confidentiality by refraining from rumours about the private concerns of colleagues.

Self-Control Practices

Employees who can control their feelings and behaviour exhibit ethical behaviour in the workplace when difficult circumstances occur. Self-control avoids the deterioration of challenging circumstances into disputes that interrupt the process and harm the morale of employees. Self-controlled and disciplined workers can aim to remain on top of their workload. They prevent backlogs, assist their colleagues to maintain a smooth pace of work and contribute to the company's overall productivity.

Code of Ethics with IT

The following IT industry organisations have codes of conduct

- Information Technology Professional Association (ITPA)
- Australian Computer Society (ACS)

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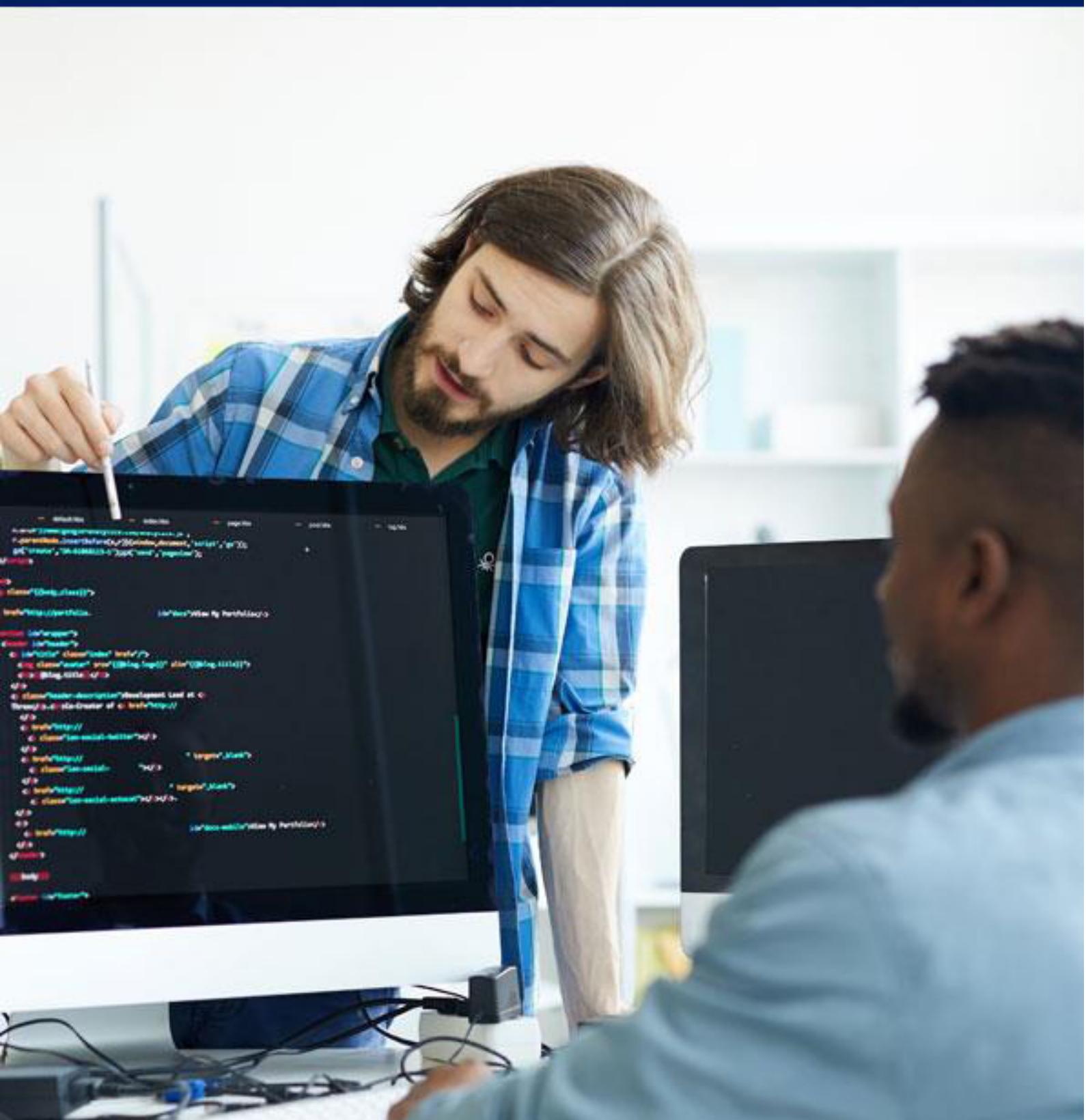
- Professional association for Australia's technology sector.
- Representing technology professionals across industry, government, and education.
- Their aim is to grow the nation's digital skills and capacity.
- Has a professional code of conduct
- Information

Information Technology Professional Association (ITPA)

- Not-for-profit organisation established to advance the understanding of ICT matters within the community, corporate and government sectors in Australia
- Aim to advance the practice of Information Technology as a profession.
- Vision to deliver outcomes which enhance and enrich society through the understanding and application of technology in an increasingly online world



CHAPTER 3: CONTRIBUTE TO PRIVACY POLICY





What will I learn?

In this chapter, you will learn about the following:

1. Update privacy policy and procedures and code of ethics to align with required privacy legislation
2. Distribute revised policy, procedures and ethics to required personnel
3. Implement new work procedures and ethics according to organisational requirements
4. Test level of integrity, confidentiality, security and availability of information according to industry standards and organisational policies and procedures.

3.1 Update privacy policy and procedures and code of ethics to align with required privacy legislation



It is important to update privacy policy and procedures and code of ethics to align with required privacy legislation in your organisation for several reasons. First, it ensures that your organisation is compliant with the law. Second, it helps protect the privacy of your employees, customers, and other stakeholders. Third, it shows that you are committed to protecting the personal information of those who do business with you. Finally, it can help build trust and confidence in your organisation.

Organisational privacy Policy

A privacy policy is a declaration or a legal document (in privacy law) that reveals some or all of the ways in which a party collects, uses, discloses, and handles the information of an individual. It fulfils a constitutional obligation to protect the privacy of the individual. Details can be something that can be used to identify a person, not limited to the name, address details, date of birth, marital status, contact details, issue of identity and date of expiry, financial records, credit information, medical history, where one travels, and intentions to purchase goods and services. It is also a declaration in the case of a company that announces the policy of a party about how it gathers, stores, and publishes the personal information it collects. It tells the individual what specific data is collected and whether it is kept secret, shared with partners, or sold to other organisations or businesses.

The precise content of a specific privacy policy may depend on the legislation in effect and provisions will need to be addressed across territorial boundaries and legal jurisdictions. Many nations have their own rules and guidelines on who is protected, what data can be collected, and what it can be used for. Generally, Australia's data security regulations include both the private sector and the public sector. Privacy rules apply to government activities and to business transactions and private companies.

How to Review and Update Privacy Policy

The review or updating the privacy policy for your organisation is significant. This may include the following steps:

1. In order to comply with new privacy legislation, organisations must first review their existing privacy policy and procedures.
2. The process of updating the policy should involve a review of the current policy and an assessment of what needs to be changed in order to comply with the new legislation.
3. Once the changes have been made, the policy should be updated and published on the organisation's website.
4. Employees should be made aware of the updated policy and given training on how to comply with it.
5. Customers or clients should also be made aware of the updated policy and given instructions on how they can access it.
6. Organisations should also review their code of ethics to ensure that it aligns with the new privacy legislation.
7. The code of ethics should be updated and published on the organisation's website.
8. Employees should be made aware of the updated code of ethics and given training on how to comply with it.
9. Customers or clients should also be made aware of the updated code of ethics and given instructions on how they can access it.
10. Organisations should review their procedures for handling personal data on a regular basis to ensure that they remain compliant with the law.

3.2 Distribute revised policy, procedures and ethics to required personnel

Distribute revised policy, procedures and ethics to required personnel



Communicating the new or revised policy and procedures to stakeholders

For how to communicate policies and procedures to stakeholders, keep the following recommendations in mind:

1. Notify the stakeholders

Let stakeholders (including employees) know at the start of the project of reviewing the policy framework that the organisation is going to focus on creating, reviewing (or updating) policies and procedures.

Explain why the information is significant and important and what effect it would have on them.

2. Ask for reviews

Ask stakeholders (including employees) about their suggestions about what they think should be included in the code of ethics or policy manual to promote employee engagement and policy manual.

Incorporate as much input from employees as possible.

If it makes sense, include stakeholders (including employees) in writing relevant parts of the policy text.

3. Introduce the definitive product

Hold a meeting to discuss the completed handbook or manual and discuss its intent with all stakeholders (including employees).

Strengthen its meaning and how it can be used.

4. Ask stakeholders to review the manual on policy

Providing an opportunity for stakeholders to clear their doubts by asking questions and queries.

Distribute the completed manual or manual in a hard copy to stakeholders or inform them on how to access the guide electronically.

Ask stakeholders to provide input on the document being enhanced.

5. Providing training where possible

To ensure that stakeholders (including employees) understand how the policy relates to them, some policies and procedures can require more comprehensive and rigorous training, so provide stakeholders (including employees) training as needed.

Education does not have to be delivered all at once. On an on-going basis or as-needed basis, you can arrange training sessions.

6. Request a sign-off by stakeholder

To become acquainted with the policies of the organisation , it is necessary for stakeholders to read and understand the policy text.

Request sign-off from each stakeholder after the document is read.

In the stakeholder's personnel file, a copy of the sign-off should be stored.

3.3 Implement new work procedures and ethics according to organisational requirements



When implementing the revised work procedures and code of ethics

There are certain work procedures and ethics that need to be adhered to in order to maintain a healthy and productive workplace. Sometimes, these procedures and ethics may change according to the specific needs of the organisation. As an employee, it is your responsibility to familiarise yourself with these changes and implement them accordingly. Here are some strategies on how you can successfully implement new work procedures and ethics:

Be aware of the changes. The first step is to be aware of the changes that have been made to the work procedures and ethics. Make sure you understand what these changes are and why they have been made.

Communicate with your team. Once you are aware of the changes, it is important to communicate these changes to your team. This will ensure that everyone is on the same page and knows what is expected of them.

Be a role model. As an employee, you are expected to lead by example. This means that you should be following the new work procedures and ethics yourself. This will show your team that you are committed to the changes and that they should be too.

Be patient. Implementing new work procedures and ethics can be a challenge for both you and your team. It is important to be patient during this process and to give your team time to adjust to the changes.

Seek help if needed. If you or your team are having difficulty implementing the new work procedures and ethics, don't hesitate to seek help from your manager or HR department.

They will be able to provide you with the resources and support you need to successfully make the transition.

Feedback from stakeholders

The importance of Post-Implementation Reviews (PIRs)

The end of the process is not "Completing, publishing and enforcing a policy or practise." Simply completing a written checklist does not make sure that a new policy or practise would benefit the organisation.

You should make sure that what you set out to do is actually done after completing a project that includes drafting, communicating and publishing a new policy or procedure. You must implement the new work procedures and ethical practices according to organisational requirements. You will find out the organisational requirements from the stakeholder consultation.

Post-implementation reviews (PIRs) are a critical part of any successful project. By assessing what was delivered against what was originally promised, PIRs help ensure that projects are successful and that the benefits promised are actually realized. There are many different ways to conduct a PIR, but there are some common elements that should be included in any review.

First, it is important to clearly define the objectives of the review. What exactly do you hope to accomplish?

Second, you will need to gather data from a variety of sources, including project documentation, interviews with project team members, and surveys of project stakeholders. This data will be used to assess whether the project met its objectives and to identify any areas where improvements could be made.

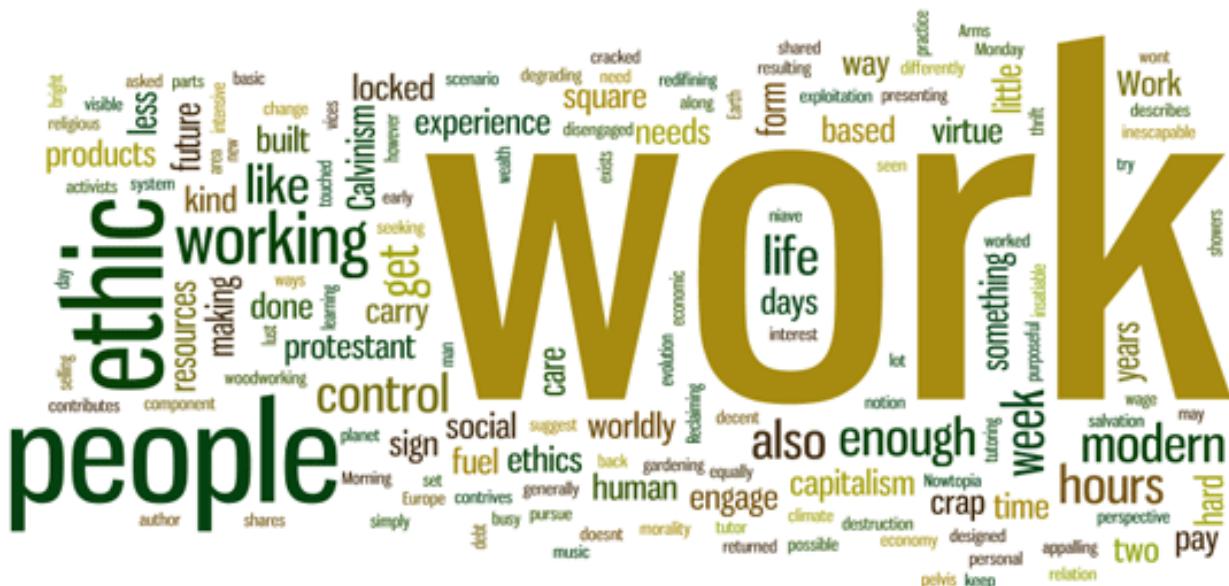
Finally, you will need to communicate the findings of the review to the appropriate stakeholders. This communication should be clear and concise, and it should identify both the successes of the project as well as any areas where improvements are needed.

Your aim should not be simply to deliver a process, but rather to deliver a process that meets the particular business needs it was meant to meet. It's the true indicator of progress. Now, if more changes are needed, if the policy or protocol is followed and if it needs to be changed to provide further benefits, we need to review.

So, how do you assess the progress of a project effectively and work on quality improvement? This is where the Post-Implementation Analysis (PIR) method is useful. It helps you answer the main questions that follow:

- Has the project fully solved the issue it was planned to tackle?
- Could we take it further and offer even greater advantages?
- What lessons have we learned that we should relate to future initiatives?

3.4 Test level of integrity, confidentiality, security and availability of information according to industry standards and organisational policies and procedures



To ensure that information is kept secure, organisations need to put in place measures to test the level of integrity, confidentiality and availability of their systems and data. Industry standards, such as the ISO 27001 standard for Information Security Management Systems, outline how these tests should be carried out. Organisations should also have their own policies and procedures in place for testing information security. When carrying out tests, organisations should consider the following

- The type of data or system being tested
- The sensitivity of the data or system
- The potential impact of a breach
- The likelihood of a breach occurring

Organisations should carry out regular tests on their systems and data to ensure that they are keeping information secure. Tests can be carried out manually or using automated tools. Manual testing is often used to test for vulnerabilities that cannot be detected by automated tools. Automated tools can be used to carry out regular scans of systems and data to identify potential vulnerabilities.

When carrying out tests, organisations should take care to not compromise the security of their systems and data. Tests should only be carried out by authorised personnel with the appropriate skills and knowledge. Organisations should keep records of all tests that are carried out, including the results of the tests. These records can be used to help improve the security of systems and data over time. To ensure that information is kept secure, organisations need to put in place measures to test the level of integrity, confidentiality and availability of their systems and data .

The Security Triad (Confidentiality, Integrity, and Availability)

The majority of IT security procedures are focused on protecting systems against confidentiality loss, reputation loss, and accessibility loss. If a practice experiences a lack of confidentiality, data breach to unauthorised access, this could be classified as high risk and reputational damage can occur with financial fines and other major threats.

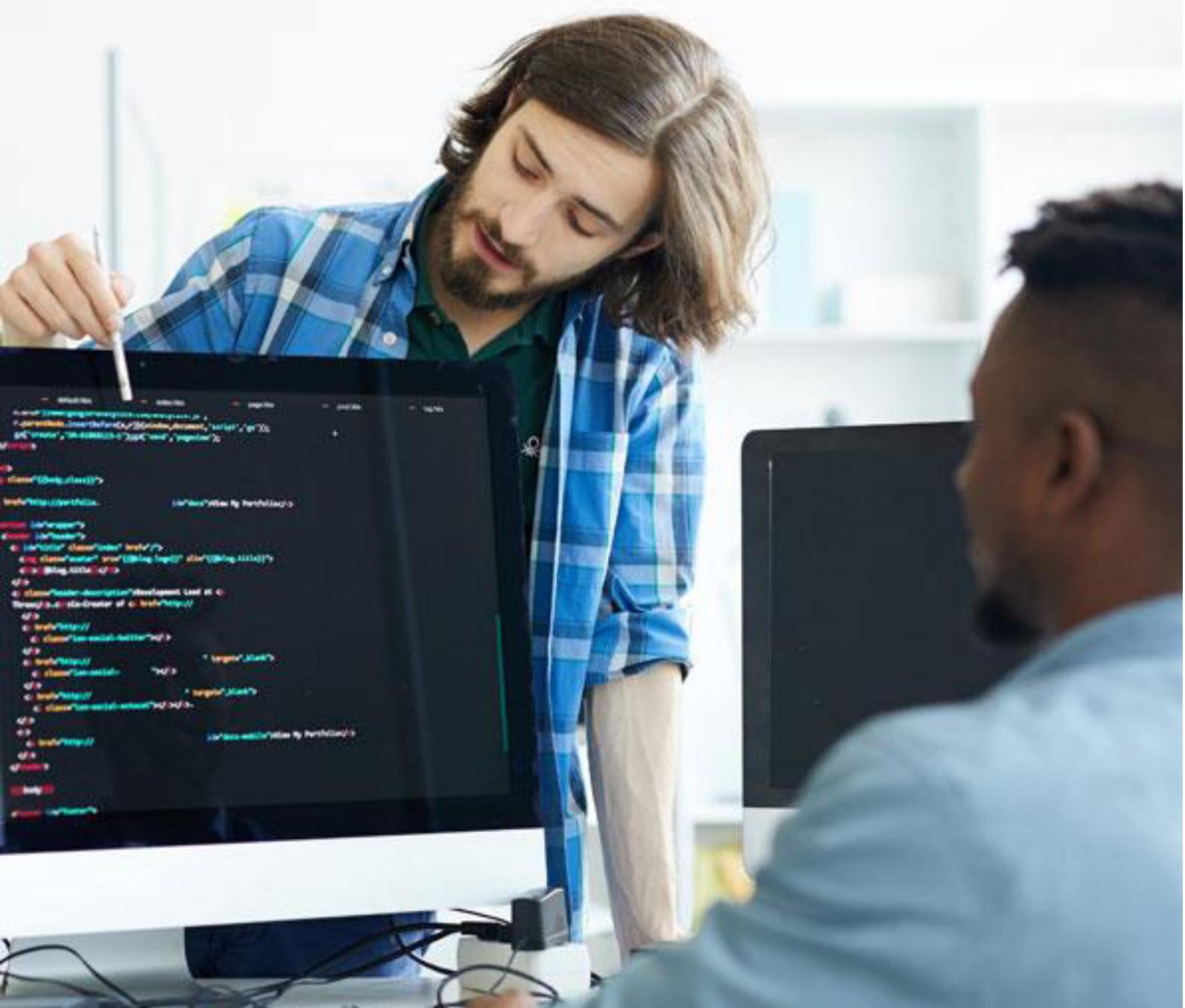
If an unauthorised employee is able to access payroll records, for example, this is a violation of confidentiality. Likewise, if an intruder is able to access a client database containing names and credit card numbers, this is often a lack of privacy.

Loss of integrity indicates that an unauthorised party has changed or damaged data or an IT device. This may be the modification of a file, or the modification of a device configuration. If a document is infected with a virus, for example, the file has lost credibility. Likewise, when a message is altered in transit within an email, the email has lost credibility.

Availability means that when they are required, data and systems are up and running. In other words, lack of availability means that either information or a device is not available when a user wants it. For example, the Web server has experienced a lack of usability if a Web server is not operational when a customer wishes to buy a product.



CHAPTER 4: MAINTAIN ETHICS CODE





What will I learn?

In this chapter, you will learn about the following:

1. Establish and document review and grievance procedures and submit to required personnel
2. Seek and respond to review and grievance procedure documents feedback from required personnel
3. Obtain final sign-off from required personnel.

4.1 Establish and document review and grievance procedures and submit to required personnel



Establish and document review and grievance procedures and submit to required personnel

Why organisations should establish and use Grievance Procedures

Disputes often arise in organisations, irrespective of the large or small organisations. Thankfully, most are consulted, managed and sorted out internally in an informal manner. In reality, conflict is natural and largely inevitable and can be used to support the organisation in order to promote innovation and encourage progress if properly harnessed.

It is crucial to be able to deal efficiently with conflicts and this means providing a platform that allows any concerns, problems or concerns that may arise to be shared by staff, clients and other stakeholders. This helps the company to address the problem in a proactive and productive way, while minimising the likelihood of any potential problems, including litigation. You need to have a grievance procedure to do this, and this will discuss the value of providing such a procedure and will provide advice on how to efficiently handle the grievance method.

In a variety of fronts, organisations which do not have an appropriate grievance process are exposed. When an employee argues that they had no choice but to leave their job as a result of the way they were handled, the lack of procedures will lead to argues of constructive dismissal. Tribunals would look at whether a grievance process was in effect and whether this process was used by the employee before resigning.

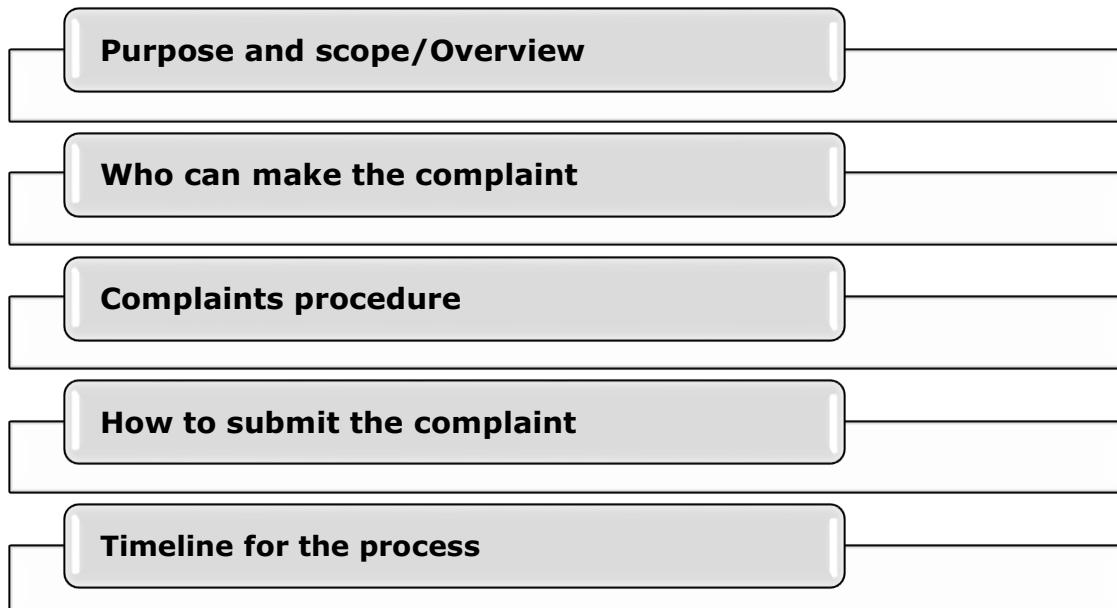
This can result in a severe and potentially expensive accusation of discrimination if an employee feels unfairly handled. Again, by using an internal dispute resolution system as a grievance process, this can also be avoided.

In addition, it is agreed that no grievance method can lead to low morale and resistance to workforce reform, which can result in poor results and decreased productivity in turn.

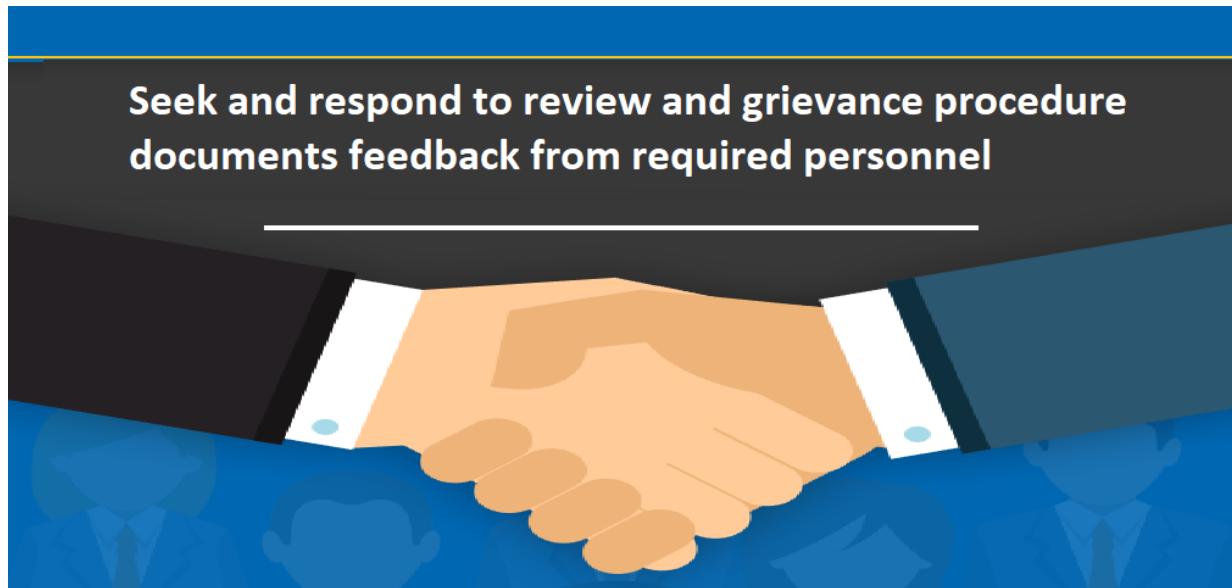
Advantages of having a Grievance Procedures

1. Management should consider the views and opinions of workers, customers and other stakeholders about the policies and practices of the organisation. The pulse of the workers can be identified by implementing these procedures.
2. The employee gets an opportunity to ventilate his emotions with the presence of a grievance management process. Via an official channel, he can let off steam. First-line supervisors can not solve many employee issues and, because of their technical knowledge and experience, these supervisors lack the competence that helps the top management.
3. It keeps a check on the attitude and actions of the boss towards their subordinates. They are compelled to patiently and sympathetically listen to subordinates.
4. In the presence of proper grievance management procedure, the morale of the employees would be high. Employees would have their complaints remedied in a reasonable way.

What should be included in a grievance procedure?



4.2 Seek and respond to review and grievance procedure documents feedback from required personnel



There are many ways to seek and respond to review and grievance procedure. Some common methods include:

- Asking for a supervisor's help or clarification
- Referring a formal complaint to supervisor or other appropriate personnel
- Attending a meeting with the involved parties

It is important to remember that each company or organisation will have their own specific procedures in place. Be sure to familiarise yourself with these procedures so that you know how to properly seek and respond to a grievance or review request.

Stakeholders consultation

Having comprehensive stakeholders consultation is an important step to understand their needs and requirements and how well those have been addressed by the updated policy and procedures.

It is important to consult with stakeholders when developing a review or grievance procedure. Stakeholders can provide valuable insights and perspectives that can help improve the effectiveness of the procedure.

Additionally, consultative decision-making can help build trust and legitimacy, as stakeholders feel like their voices are being heard. There may be times when a decision is made that is not favourable to some or all stakeholders. In these cases, it is important to have a review and grievance procedure in place so that those impacted can provide input and have their concerns addressed. Review and grievance procedures help to ensure that decisions are fair and just, and they give stakeholders a way to seek redress if they feel wronged.

It is important for employees to be familiar with review and grievance procedures so they can seek and respond to consultations as needed. Review procedures are usually handled by an organisation's supervisor or HR department.

If an employee has any questions about the organisation's review or grievance procedures, they should consult with their supervisor or HR department.

Overall, consultation with stakeholders and having a review and grievance procedure in place helps to create a more democratic and transparent decision-making process.



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