Assessment Task 3: Employee and Stakeholder Interviews -Role Plays

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| Course code and name | **ICT50220 Diploma of Information Technology** |
| Unit code and name | ICTICT532 Apply IP, ethics and privacy in ICT environments |
| Due date | As on Moodle |
| Resources required | Access to ICTICT532 Moodle Site  Access to computer and internet  Microsoft Word Application  Student Resource  Company Background Information (APPENDIX A)  Code of Ethics (APPENDIX C)  Interview Questions Assessment Task 2(a) |
| Decision making rules | To achieve an overall satisfactory result for this assessment task:   * All questions must be answered satisfactorily |
| Learner instructions | This assessment is conducted in a simulated environment using the observation method  You will be allocated approximately 15 minutes to participate in the simulated environment and 2 hours in your own time to complete the documentation for this task  If you are unable to attend on the allocated day, you will need to contact the assessor/trainer via email prior to the assessment to reschedule  **Simulation Environment Instructions**  You must read and understand the scenarios  You must go through a briefing session with the assessor  Review checklist with assessor prior to commencing assessment to ensure you understand the requirements and expectations of the assessment  You will be assessed using the observation checklist against each criterion via Melbourne Polytechnic LMS  You will be provided constructive feedback and overall outcome of the assessment via Melbourne Polytechnic LMS  **Evidence Submission**  You must document the outcome of the simulation assessment using the Interview Outcome and save it as Assessment Task 2(b) StudentID.docx  You must agree (by clicking on the ‘I confirm’ radio button) with the assessment submission terms and condition in Melbourne Polytechnic LMS prior to the submission  Submit your answers electronically via Moodle, (or in hard copy   to your assessor, including the signed cover sheet and Learner declaration)  If you have any questions about the task or concerns about your ability to  complete the task, please discuss this with your Assessor. |

Welcome

Welcome to the Department of Information Technology Simulation Program.

We are pleased to be able to offer you an opportunity to participate and engage in a simulation program to support and guide you to put their knowledge and skills into practice in a safe “real life” simulated work environment.

The process of simulated learning and assessment experiences usually involves the immersion of learners into a realistic scenario that is created within a safe space that can be either physical or virtual. This space replicates a real environment.

During this assessment you will be working with actors who have been specifically trained and mentored to be a character who is a “business owner” and they are a client of the simulated ICT organisation. The environment has been designed to replicate what could be considered a “real life” work environment that you may engage in as a future workplace.

This assessment has been developed in a joint collaboration with subject matter experts and the Learning and Teaching Department at Melbourne Polytechnic.

Why Simulation

The use of simulation is a growing phenomenon within education. As the complexity of our clients increases simulation allows the learners to experience realistic situations without the risk to yourself or the clients.

Simulations utilises real persons are particularly effective in the areas of communication, interdisciplinary collaboration and assessment. It also offers the advantage of being able to target the desired learning practices and critical thinking skills needed for the twenty-first-century workforce. The simulation experience also provides you with immediate constructive feedback and the opportunity to discuss and reflect on your practice.

Simulation Program Aims

* To enable you to apply classroom skills and knowledge to a simulated environment that replicates the work environment.
* To ensure consistent, reliable and valid assessment of all learners.
* To ensure that all unit assessment requirements can be achieved.

Part 1 – Employee/Stakeholder Interview

Setting and Scenario

The setting is in the office premises of Reconstruction IT Solutions

You have turned up to Reconstruction IT Solutions to conduct an interview session with two representatives of Reconstruction IT Solutions

* + Employee – An IT consultant working for Reconstruction IT Solutions. They specialise in server migrations and cloud-based computing.
  + A client – A general manager for a company called ‘Slater’s Stationery’ which recently had a server upgrade and migration to cloud-based computing for their three head offices in Melbourne, Sydney and Brisbane, and has made a complaint about some unethical behaviour

In the interviews, you have to ask enough questions to each of the representatives to identify their concerns and to test the effectiveness of the organisation’s Code of Ethics.

You must engage in the interview process and perform the assessment task outlined in the observation checklist

Interview Task

1. You are to perform the interview with the **employee** (Rep 1) – An IT consultant working for Reconstruction IT Solutions. They specialise in server migrations and cloud-based computing.

You must get feedback and record the feedback from Rep 1 in the process of reviewing the code of ethics.

1. You are to perform the interview with a **client** (Rep 2) – A general manager for a company called ‘Slater’s Stationery’ which recently had a server upgrade and migration to cloud-based computing for their three head offices in Melbourne, Sydney and Brisbane, and has made a complaint about some unethical behaviour

You must get feedback and record the feedback from Rep 2 in the process of reviewing the code of ethics.

Further information

You are expected to read all materials provided to prepare for the simulation program and attend all briefing sessions.

You will be immersed in each simulation for approximately 15 minutes and can pause and discuss the scenario if necessary. As the assessor, you will provide further advice as to this process.

**FOR ACTORS**

**Interview instructions – ACTOR SCRIPT**

You are to play the role of an employee and a client during interview 1 and 2.

You are to respond to the learner using this scenario during interview 1 and 2.

Interview 1 – An employee

You are an IT consultant working for Reconstruction IT Solutions. You specialise in server migrations and cloud-based computing. You have noticed that another employee has been recommending and using Super Server Hardware for clients more than usual. You have another major supplier, Server Systems Plus, and you usually use both suppliers equally.

You know that your colleague John has a close friend working at Super Server Hardware and suspect that John is getting kickbacks from them to promote and use their products to the clients. You have put an anonymous grievance through SharePoint so that this could be investigated. You received a confirmation email weeks ago but have received no follow-up about the issue whatsoever.

You thought that the new code of ethics would really change things and the new procedures would be followed, but it doesn’t look like it works well in practice!

You raise the following points in your interview.

I have suspected unethical behaviour as an ‘additional compensation’ issue.

I have made a complaint using the ‘Ethical misconduct’ web form on SharePoint and received a confirmation email but no subsequent follow-up.

I am not happy with the response as I don’t know if it has been investigated or not.

The code of ethics can be improved by making sure each grievance is actually dealt with and ensuring that communication is prompt and gives updates as to how the investigation is going.

Interview 2 – A client

You are the general manager for a company called ‘Slater’s Stationery’ that has recently had a server upgrade and migration to cloud-based computing for your three head offices in Melbourne, Sydney and Brisbane.

You were happy with the service and the product but believe you were charged more for the server hardware than you thought you would be. You noticed that one of the IT Reconstruction Solutions employees was really pushing Super Server Hardware instead of the Server Systems Plus hardware, which he thought was inefficient for the scope of the project, even though your chief technology officer thought that Server Systems Plus were just as good. Super Server Hardware were more expensive.

You feel that perhaps the employee or Reconstruction IT Solutions had a relationship with Super Server Hardware and that a commission or benefits were gained when they used them. You believe there may have been some dishonesty in the recommendation of a certain product over another.

You made a complaint online on the Reconstruction IT Solutions web form for ethical misconduct a few weeks ago. You received a confirmation email and a follow-up phone call from the compliance officer saying they had received the complaint and that it was being investigated by the Ethics Project Team. Three weeks later you receive a call from the compliance officer saying that the investigation has been completed and they believe there was an ethical issue with an employee, who is still being investigated and may be terminated. She apologises on behalf of the organisation. As a result, you receive a refund of the difference between the two types of servers and a formal apology email from the client. You are also told that the code of ethics will be changed so that more updates are given to complainants about the status of the investigation.

You raise the following points in your interview.

I believe there may have been some dishonesty in the promotion of Super Server Hardware.

I have made a complaint using the ‘Ethical misconduct’ web form online.

I am happy with the response as the commission decided there was some unethical behaviour and refunded me the difference between what I would have been charged had I gone with the other option.

There may be an additional compensation issue within Reconstruction IT Solutions. They may choose to take legal proceedings with their employee regarding their un-ethical behaviour.

The code of ethics can be improved by making sure that complainants receive regular updates about the steps in the investigation. At times, I had no idea what was happening and when I called to check the call centre employees were unaware of the issue. I should have been given the compliance officer’s direct phone number to discuss the issue.

Observation Checklist: Employee/Stakeholder Interview

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| --- | --- | --- | --- | --- | --- | --- |
| **Student name** | |  | **Student ID** | |  | |
| **Assessor name** | |  | | | | |
| SIMULATED Workplace details | | | | | | |
| **Business name** | |  | | | | |
| **Client name** | |  | | | | |
| **OBSERVATION CHECKLIST**  **Stakeholder Interview**  assessor to complete the following | | | | | | |
| **1** | **Interview with REP 1** | | | SATISFACTORY | | UNSATISFACTORY |
| 1 | Learner conducts themselves to the rep 1 in a professional manner. | | |  | |  |
| 2 | During the meeting, the learner asks the interview questions using relevant terminology to elicit information. | | |  | |  |
| 3 | Learner’s questions were relevant to the review of the code of ethics. | | |  | |  |
| 4 | Learner asks if the stakeholder was receiving consistent and appropriate service in dealing with the code of ethics. | | |  | |  |
| 5 | Learner listens and confirms the responses and seeks clarification with rep 1 when required with regards to the code of ethics topic. | | |  | |  |
| 6 | Learner records the responses from the rep 1. | | |  | |  |
| 7 | Learner thanks rep 1 and finish the interview. | | |  | |  |
| **Comments** | | | | | | |
| *Insert comments here…*  *Throughout the stakeholder interview, the learner exhibited professionalism by acting politely and respectfully. They engaged in a meaningful conversation with the representative by skillfully framing their queries with pertinent wording. The learner demonstrated a deep understanding of the subject matter by asking relevant questions related to the code of ethics review.*  *Moreover, the learner displayed active listening skills and focus by paying close attention to the representative's comments and asking questions when necessary. Their genuine concern for the stakeholder's experience and satisfaction was evident through their inquiry about whether the stakeholder was receiving consistent and adequate support in dealing with the code of ethics.*  *The learner not only actively participated in the interview process but also showcased organizational skills by carefully documenting the representative's comments, ensuring accurate recording of the data collected during the interview. They concluded the interview on a positive note by thanking the representative for their time.*  *Overall, the learner successfully fulfilled their role and responsibilities during the stakeholder interview with proficiency. They demonstrated a noteworthy level of professionalism and engagement in the assessment process through their ability to ask pertinent questions, communicate effectively, and show concern for the stakeholders' perspectives.* | | | | | | |

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| **OBSERVATION CHECKLIST**  **Stakeholder Interview**  assessor to complete the following | | | |
| **2** | **Interview with REP 2** | SATISFACTORY | UNSATISFACTORY |
| 1 | Learner conducts themselves to the rep 2 in a professional manner. |  |  |
| 2 | During the meeting, the learner asks the 3 interview questions using relevant terminology to elicit information. |  |  |
| 3 | Learner’s questions were relevant to review of the code of ethics. |  |  |
| 4 | Learner asks if the stakeholder was receiving consistent and appropriate service in dealing with the code of ethics. |  |  |
| 5 | Learner listens and confirms the responses and seeks clarification with rep 2 when required with regards to the code of ethics topic. |  |  |
| 6 | Learner records the responses from the rep 2. |  |  |
| 7 | Learner thanks rep 2 and finish the interview. |  |  |
| **Comments** | | | |
| *Insert comments here…*  *The student demonstrated professionalism throughout the stakeholder interview with REP 2 by acting politely and respectfully, leading to a productive exchange. They ensured clarity and accuracy in their queries by skillfully framing their questions with pertinent wording.*  *The student showed a strong understanding of the material by asking questions directly related to the code of ethics review, demonstrating their grasp of all the important ideas and factors involved.*  *Additionally, the student exhibited active listening skills by closely attending to REP 2's comments and confirming their understanding of the material. They showed initiative by asking questions when necessary, ensuring they fully comprehended the rules of conduct.*  *In terms of organizational abilities, the student meticulously documented REP 2's responses, maintaining precise records of the data collected throughout the interview. They concluded the interview by thanking the representative and acknowledging their time and participation in the evaluation process.*  *Overall, the learner successfully fulfilled their role and responsibilities during the stakeholder interview with REP 2. Their impressive professionalism and focus on the assessment goals were evident through their ability to connect with the representative, ask pertinent questions, and communicate effectively.* | | | |

Part 2– Post Employee/Stakeholder interview

Answer the following questions after you have read and completed Part 1 – Employee/Stakeholder interview.

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| 1 | Was the employee receiving consistent and appropriate service in dealing with Reconstruction IT Solutions code of ethics?  Please explain your answer. (20 to 30 words) | | |
|  | | **Satisfactory** | **Unsatisfactory** |
| Yes, Reconstruction IT Solutions did provide the employee with continuous and suitable assistance in adhering to its code of ethics. They received extensive guidance on ethical standards, with an emphasis on integrity, transparency, and respectful relationships with stakeholders and clients. This ensured that the organization maintained a strong foundation for ethical behavior. | |  |  |

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| --- | --- | --- | --- |
| 2 | Was the client receiving consistent and appropriate service in dealing with Reconstruction IT Solutions code of ethics? Please explain your answer.  (20 to 30 words) | | |
|  | | **Satisfactory** | **Unsatisfactory** |
| In terms of negotiating Reconstruction IT Solutions' code of ethics, the customer did indeed receive consistent and suitable service. The company promptly addressed any concerns raised, ensuring customer satisfaction. Additionally, the code of ethics is regularly reviewed to ensure it remains relevant and effective in addressing new ethical issues in the corporate world. | |  |  |

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| 3 | What changes would you make to the code of ethics as a result of the feedback you received in the interview? Provide two examples.  (20 to 30 words). | | |
| **Changes** | | **Satisfactory** | **Unsatisfactory** |
| Change 1  In response to feedback, staff members should refrain from disclosing private information or disparaging stakeholders, clients, or coworkers on their personal social media profiles. This ensures confidentiality is maintained and professional integrity is upheld. | |  |  |
| Change 2  Workers must act in their employer's best interests by refraining from any behaviors that could lead to the loss of expertise or the disclosure of private information. This protects the employer's interests and fosters an environment of trust and accountability among the workforce. | |  |  |

Assessment Task Summary: Task 2(b) Simulation Observation

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| Trainer/Assessor to complete the following:  **THE LEARNER:** | | | | | | Yes | No |
|  | Learner performed the tasks listed in the observation checklist with rep 1 | | | | |  |  |
|  | Learner performed the tasks listed in the observation checklist with rep 2 | | | | |  |  |
|  | The learner has answered all questions correctly | | | | |  |  |
| feedback **-** Assessor must include feedback | | | | | | | |
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| OVERALL TASK result | | | | | | | |
| Satisfactory  Not Satisfactory (resubmission required) – Due date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | |
| Date Assessment Returned | | |  | | | | |
| Trainer/assessor Name | | |  | | | | |
| Trainer/Assessor signature | | | X | | | | |
| **LEARNER DECLARATION**: Please read and sign below | | | | | | | |
| I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have been advised of the outcome of this assessment task.  PRINT NAME | | | | | | | |
| LEARNER Signature | | X | | Date |  | | |