Practical Assessment Week 6

RMIT University - PCP/APD 2019 Semester 2

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# ACTIVITY ONE

*Consider the first day of your job after getting out of university. You are excited, ambitious and anxious to please your supervisors. However, when you arrive at the office, you realise that the organisation has not planned the details of your work. It is not clear what you will be doing. On the first day, you are placed next to a printer, given a stack of manuals and told to read them. This keeps on going for two months.*

1. **What would you do?**

I would read the manuals specified to see if they indicate what tasks I am supposed to do. If my work is still unclear; I would then contact my supervisor about the details of my tasks.

1. **Whom would you speak to?**

I would speak to my direct supervisor, who delegated my tasks and is responsible for my work. If I am unable to get clarification I would then ask the person next in charge above my supervisor.

1. **What would you say?**

I would ask them to please clarify my work as it was not specified. I’d keep calm and professional and give them the benefit of the doubt of being otherwise occupied with their own tasks. As a new employee, to please my supervisors, I’d rather not attack them for “unprofessionalism” and “lack of organisation”. Simply clarifying my tasks would suffice.

1. **Does the ACS Code of Ethics and Code of Professional Conduct and Professional practice support your decisions? How?**

Yes.

The code of ethics dictates that I should work **competently** for my stakeholders, my supervisors. In order to work competently, I must actually know what I need to do. Hence it is appropriate to take the initiative to approach my relevant supervisor to clarify the actual nature of my tasks.

Furthermore, the ACS code asks me to enhance my own and my staff’s **professional development**. Bringing light to a possible gap of communication or documentation of my responsibilities could help to enhance my supervisors professionalism and organisation when it comes to relaying information.

# ACTIVITY TWO

*You are delegated to work as a maintenance programmer. Soon, you start feeling uncomfortable. Maintenance changes you have been asked to do are not documented. Every guideline you have read about maintenance is being violated; change requests are not documented; they are not evaluated etc.*

1. **What would you do?**

I would seek out my supervisor to gain a better understanding of the requested changes and begin documenting as I learn more. I would encourage the team to begin proper documentation which would assist programmers in the future, along with recommending general guidelines in relation to maintenance.

1. **Whom would you speak to?**

I would start by speaking to my direct supervisor to express my concerns and offer recommendations. If any further clarification is required I would go to the next in charge above my supervisor. I would also seek to work with the team working on the project, in order to gain a better understanding of the situation. More specifically, the project owner(s) and programmers who have recently worked on the project.

1. **What would you say?**

I would request clarification to start with and then suggest recommendations from there. I would express my concerns and be honest and clear, as when demonstrating my lack of understanding this can help improve the experience for future employees.

When speaking to my supervisor, I would include all my reasons for my suggestions to aid my supervisors' understanding of why this is important, but also to encourage them to work towards fixing this issue.

1. **Does the ACS Code of Ethics and Code of Professional Conduct and Professional practice support your decisions? How?**

Yes.

By following this process I will be enhancing the quality of life for future employees who are put in a similar position to myself, as well as the general team by suggesting improvements to processes that will maintain clarity of the project.

I will be honest, as I am expressing lack of knowledge and understanding of the project but more importantly the discomfort in the fact that the work being done is not following guidelines and rules.

I am working competently and diligently for the stakeholders as I am suggesting improvements to processes which will help smoothen the transition to this project as well as clarify any misunderstandings the team might have through proper documentation.

I will be helping progress the professional development of the team itself by suggesting procedures and expressing my reasoning, as well as helping my own professional development through clarifying any misunderstandings.

I will be acting with professionalism through suggesting improvements, being honest about my concerns and explaining my reasoning.

# ACTIVITY THREE

*You are a recent graduate of a well-respected university, but you are having trouble getting a job. You worked with a professional resume service to develop a well-written resume and placed it on several websites; you also sent it directly to contacts at a dozen companies. So far, you have not even had an invitation for an interview. You know that one of the shortcomings is that you have no real job experience to speak of.*

*One of your close friends, Chris, advises you to beef up your resume by exaggerating the extent of the class project that you worked on for a few weeks during the last semester. Chris further tells you to reword the resume to make it sound as if you were actually employed and that your responsibilities were greater than they actually were.*

1. **Is it ethical to exaggerate and pad up a resume? Do not just say yes or no - explain your choice.**

It is not ethical to follow Chris’ advice and make your resume sound as if you worked at a company you were never actually employed at. Slight exaggerations like the extent of the class project you completed may be classed as ethical, but a large scale resume falsification such as fabrication and distortion of where you were employed and the responsibilities you had is unethical.

1. **You take Chris’s advice and pad up your resume. You eventually find yourself a job. However, the manager finds out about you lying in your resume. He intends to fire you as you are under probation. What will you do? What will you say?**

If Chris’s advice to fabricate my past job roles by making it sound like I had worked somewhere I have not and the manager found out, I would explain to the manager that what I did was unethical and fully take responsibility for it, however if the managers decision to terminate employment is made up, I would be forced to accept getting fired as an appropriate consequence for fabricating my resume in order to sound like a more suitable candidate for a job, which is unethical and not something prospective employers would want.

# ACTIVITY FOUR

*You have been hired by a telecommunication firm for a graduate position. You have been delegated to develop a component of a system in a language that you have not previously studied; using a development environment that you have never seen before.*

*Your industry mentor is oblivious to this. She assumes you must have studied this: ‘after all, don’t they teach you all this stuff at university?’ She is obviously very busy, heavily committed to various meetings and you really do not like to bother her.*

1. **Who would you speak to and why?**

I would speak to another mentor in my industry or seek help from someone else in my team if possible. If there was no one else I could seek help from or if further clarification was required, I would speak directly to my industry mentor. Although she is busy and heavily committed it would be important to be upfront and honest with her about my knowledge and skills to prevent being delegated tasks I cannot complete. Informing her would also ensure that she does not have expectations that cannot be met and she can delegate the task to someone else, or give me extra time to learn the required knowledge and complete then complete the task. It is much better to communicate these things earlier rather than later as the earlier it is brought up the easier it is to find a solution.

1. **What will you say?**

I would be honest and say that I have not studied the language and have not used the development environment before. I would ask if there were resources available for me to use so that I could learn the language and familiarize myself with the development environment.

1. **Does the ACS Code of Ethics and Code of Professional Conduct and Professional Practice support your decisions? How?**

Yes, the code supports my decision through conforming to the ACS values of honesty, competence and professional development. I will be honest in my representation of skills by expressing my limited knowledge in the language and development environment. I am acting competently through obtaining additional expertise and accepting my limitations. I am enhancing my professional development by seeking to upgrade my skills and knowledge.