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| **Qualification Details** | | | |
| **Training Package Code & Title** | **ICT - Information and Communications Technology (Release 3.1)** | | |
| **Qualification National Code & Title** | | **State code:** | |
| **ICT40415 Certificate IV in Information Technology Networking** | | **AWG1** | |
| **ICT41015 Certificate Iv In Computer Systems Technology** | | **AVZ7** | |
| **ICT40115 Certificate Iv In Information Technology** | | **AWB5** | |
| **ICT40415 Certificate IV in Information Technology Networking** | | **AWG1** | |
| **ICT50715 Diploma of Software Development** | | **AWE6** | |
| **ICT40515 Certificate IV in Programming** | | **AWF2** | |
| **Cluster** | | | |
| **N/A** | | | |
| **Units of Competency (UoC) detailed in this cluster:** | | | |
| **Unit National Code and Title** | | | **State Code:** |
| **ICTICT418 Contribute to copyright, ethics and privacy in an IT environment** | | | **AUU49** |

*Students to sign this document when submitting an assessment*

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| **Assessment description** | AT 2.1 – Portfolio of Written work on Ethics | | |
| **Assessment date** |  | | |
| **Student Name** |  | | |
| **Student ID** |  | | |
| **Student Declaration** | I have read and understand the details of the assessment.  I have been informed of the conditions of the assessment and the appeals process.  I agree to participate in this assessment.  I certify that the attached is my own work. | | |
| **Assessors Name** |  | | |
| **Date Due:** | Session 10 | **Date Submitted:** |  |

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| **STUDENT FEEDBACK** | | | | | | |
| **Assessment Decision** | Attempt 1 | | ☐ Satisfactory | | ☐ Not Yet Satisfactory | |
| Attempt 2 | | ☐ Satisfactory | | ☐ Not Yet Satisfactory | |
| Attempt 3 | | ☐ Satisfactory | | ☐ Not Yet Satisfactory | |
| **Assessor Name** |  | | | | | |
| **Assessor Signature** |  | | | **Date:** | |  |
| **Feedback to student** | | | | | | |
| Feedback will be given to you in class or via Blackboard Learning Resource | | | | | | |
| **Feedback from student** | | | | | | |
|  | | | | | | |
| **Student signature** | |  | | **Date:** | |  |

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| **INSTRUCTIONS** | |
| **TO THE ASSESSOR** | | |
| Type of Assessment | Portfolio | |
| Submission of Assessment | Week 10 | |
| Location of Assessment | Classroom or at home | |
| Conditions | This is an individual activity. Students may complete the tasks in class or at home and submit electronically via Blackboard. Students must prepare and deliver a presentation face-to-face. | |
| Elements and Criteria | UoC elements:   * Protect intellectual property * Contribute to copyright policy * Protect rights of stakeholders * Contribute to privacy policy * Maintain privacy policy * Contribute to creation of ethics code * Maintain ethics code | |
| **TO THE STUDENT** | | |
| Purpose of Assessment | Demonstrate competency all of the elements being covered and questions being asked in the assessment, these must be addressed and answered to the satisfaction of the assessor.  Complete the following assessment in class or online, no plagiarism allowed and no copying from other students otherwise a resit will be required.   * Arrange with your Lecturer for the date and time of your Presentation. | |
| Allowable materials | Weekly Readings, Class notes, Weekly Activities | |
| Required resources | Computer with:   * Computer operating system; * Internet Access; * Word processing software; * Access to Blackboard; | |
| Assessment Presentation and Submission | Read through and answer the following questions in each of the three sections. The resources to assist you answer the questions are located within each of the course sections and associated resources.   * Please provide detailed answers for your response to each question. * Create a series of PowerPoint slides for your Presentation. * Questions can be answered into the Word template located on Blackboard.   All questions and activities should be attempted.  Use of research tools and peers in formulating answers are acceptable – but work submitted must be your own work.  For further details and links to the worksheets see the Blackboard course created for this unit.  Final session worksheets are to be uploaded to the appropriate area in the Blackboard course created for this unit.  If you are marked as NYS (Not Yet Satisfactory) on your first attempt you will be provided with another opportunity to re-attempt the assessment at the discretion of the lecturer. | |
| Portfolio contents | This portfolio consists of five (5) questions:  Q1 Workplace Ethics – Research  Q2 Conflict of Interest – Case Study  Q3 Comparing Code of Ethics – Evaluation  Q4 Protect the Rights of Stakeholders – Case Study  Q5 Create Code of Ethics – Research and Presentation (PPT) | |

Your assessor will use the following checklists to assess your understanding of the issues and participation and communications skills for this competency.

*Continue to the next page*

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| **Did the candidate satisfactorily answer the following questions:** | | **Satisfactory**  **Y/N** | **Assessor Comments** | |
| **Ethics – (E3, 6, 7)** | |  |  | |
| Q1 Workplace Ethics | |  |  | |
| Q2 Conflict of Interest | |  |  | |
| Q3 Comparing Code of Ethics | |  |  | |
| Q4 Protect the Rights of Stakeholders | |  |  | |
| Q5 Create Code of Ethics | |  |  | |
| **Did the candidate demonstrate the following skills** | | **Satisfactory**  **Y/N** | **Assessor Comments:**  *(This section must contain lecturer’s notes/comments)* | |
| Prepare and deliver a presentation about own Code of Ethics. | |  |  | |
| Prepare and deliver a presentation about own Privacy Policy. | |  |  | |
| Contents of the presentation are communicated clearly using non-technical language and appropriate tone. | |  |  | |
| Listens to questions and provides clear and relevant answers in regards to the following:   * How the Code of Ethics is introduced to the workers and other stakeholders. * What could be done to ensure compliance with the Code of Ethics?   What could be done to ensure the Code of Ethics are up to date and relevant. | |  |  | |
| Provided an example of the questions that could be used in an interview with the stakeholders to ensure the services they are receiving are consistent, appropriate and align with the organisation’s Code of Ethics. | |  |  | |
| **Student Name:** |  | | **Date Observed:** |  |

### **Q1 WORKPLACE ETHICS**

1. Research three (3) organisations that have recently received unfavourable publicity due to ethical issues (behaving unethically towards employees, customers or general public), discuss the negative impact of this on their organisation.

|  |  |  |
| --- | --- | --- |
| Organisation’s Name | What happened? | Negative impact on organisation |
| *Insert organisation’s name* | *What happened and when?*  *(Include reference to the website/source)* | *What negative impact did this event have on the organisation?* |
| 1. Facebook | What happened: Facebook allowed Cambridge Analytica to access the personal data of private citizens of America to be used for political purposes  Reference: <https://en.wikipedia.org/wiki/>  Facebook%E2%80%93  Cambridge\_Analytica\_data\_scandal | Facebooks share price plummeted and The CEO of Facebook (Mark Zuckerberg) had to testify in front of the Congress of the United States. |
| 1. Big Four Banks | What happened: Royal commission into the big four banks within Australia returned a laundry list of immoral and illegal activities.  Reference: <https://en.wikipedia.org/wiki/>  Royal\_Commission\_into\_Misconduct\_  in\_the\_Banking,\_Superannuation\_and\_  Financial\_Services\_Industry | The big four banks have received large amounts of public scrutiny, and have been losing customers to small more ethical banks and credit institutions |
| 1. Lehman Brothers | What happened: Engaged in risky lending practices such as subprime mortgages, which eventually led to the global financial crisis on 2007.  Reference: <https://en.wikipedia.org/>  wiki/Financial\_crisis\_of\_2007%E2%80%932008 | Lehman Brothers collapsed, and their dealings along with many others led to a global recession. |

1. List and explain three (3) organisations that are socially responsible (For example the Ronald McDonald House Charities)

|  |  |
| --- | --- |
| Organisation’s Name | Social responsibility |
| *Insert organisation’s name* | *What does the organisation do that is socially responsible?*  *(Include reference to the website/source)* |
| 1. Warby Parker | What does the company do: The company is an online retailer with a specialised program to help people choose a suitable pair of glasses frames. The company has a “buy a pair, give a pair” program that sends a pair of glasses to a developing nation for every pair of glasses sold.  Reference: https://www.warbyparker.com/buy-a-pair-give-a-pair |
| 1. Lego | What does the company do: Aside from causing unbearable pain to unprotected feet, Lego is a very socially responsible company, with a litany of programs dedicated to environmental conservation, and assisting the disadvantaged.  Reference: https://www.lego.com/en-us/aboutus/responsibility/ourstories |
| 1. Google. | What does the company do: Google achieved it 100% renewable energy target in 2017 and has become the largest corporate renewable energy purchaser on the planet. Google also donates grants to multiple social impact initiatives, and offers paid time off to employees that wish to do volunteer work.  Reference: https://sustainability.google/projects/announcement-100/ |

### **Q2 CONFLICT OF INTEREST**

Read the following scenario:

*Peter is working as an IT Officer at a City Council of Perth and he was recently assigned to participate in the office equipment upgrade which involves selection of an IT equipment supplier. During the weekends Peter helps his family member who owns a business that builds and sells computers. He does not get paid for this work but he gets remunerated if he brings in new customers. Since Peter knows and trusts the quality of their products and services he is confident that the service arrangements would be reliable and beneficial for both organisations. They proceed to be involved in the process of awarding the tender to the Peter’s family’s business without disclosing that they have a direct interest.*

1. What are the potential conflicts of interests in this scenario?

Peter will receive financial compensation for acquiring a large new client (city council of Perth). The contract will also be awarded to Peter’s family member’s business.

1. Explain why Peter needs to advise his place of work about this situation?

Because Peter has a direct interest in the company. If he does not disclose this, it could be construed as Peter using his power to select an equipment supplier for personal financial gain and nepotism

1. What would you do if you were in Peter’s situation?

I would disclose to the City Council of Perth that I have a relation to the business owner and that I have a vested interest in the company in the form of financial remuneration for the acquisition of clients

### **Q3 Comparing Code of Ethics**

Read the ACS and SAGE Code of Ethics (use the links below).

ACS : <https://www.acs.org.au/content/dam/acs/acs-documents/Code-of-Ethics.pdf>

SAGE : <https://www.itpa.org.au/media/files/page/336361e4/code_of_ethics.pdf>

1. List and explain some of the similarities you can find in both codes.

*e.g. Both ACS and SAGE promote ...*

1. Primacy of Public interest & Social responsibility:  
   *Both organisations hold social responsibility in high regard.*
2. Honesty:  
   *Both organisations value honesty and integrity within the workplace*
3. Professional Development & Education  
   *Both organisations believe that personal knowledge should be shared with colleagues and peers for the betterment of everyone.*
4. List and explain the difference you can find in both codes.

*e.g. The difference between ACS and SAGE code of ethics is...*

1. Sage pledges to not discriminate against anyone on any grounds. There is no such ethical pledge within the ACS Code of Ethics.
2. The ACS values the enhancement of the quality of life of any individual affected by a members work.
3. Sage pledges to communicate with users regarding computing matter that may affect them or their interests.

### **Q4 Protect the Rights of Stakeholders**

Read the scenario below and the answer following questions.

*Software Development Company has just produced a new software package that incorporates the new tax laws and figures taxes for both individuals and small businesses. The president of the company knows that the program has a number of bugs. He also believes the first firm to put this kind of software on the market is likely to capture the largest market share.*

*The company widely advertises the program. When the company actually ships a CD, it includes a disclaimer of responsibility for errors resulting from the use of the program. The company expects it will receive a number of complaints, queries, and suggestions for modification. The company plans to use these to make changes and eventually issue updated, improved, and debugged versions. The president argues that this is general industry policy and that anyone who buys version 1.0 of a program knows this and will take proper precautions. Because of bugs, a number of users may file incorrect tax returns and maybe penalized by the ATO.*

1. What are the potential ethical issues that this situation raises?

The company is shipping a product that it knows to be faulty or properly tested, and then absolves itself of responsibility for any collateral damage as a result of these errors by including a disclaimer with the physical copy of the program

1. What would you do if you were the President of this company?

I would wait and test the product properly to eliminate as many of the bugs as possible and ship a complete product that will claim responsibility for any issues that may arise due to errors.

1. How would you judge whether or not software produced by yourself was of good quality?

If the software runs as intended without any issues or bugs that affect the performance or function of the software.

### **Q5 Create Code of Ethics**

1. Write your OWN code of ethics for a software production company you own. Use the template provided below.

|  |
| --- |
| **CODE OF ETHICS**  **INTRODUCTION**  **Reverse-Dad Software holds it’s ethical commitments in high esteem, and expects employees to uphold and respect these commitments to the same degree.**  **Honesty and Integrity**  **I will continue to be transparent in my working practices. I will be fair in my dealings and avoid conflicts of interest. If conflicts of interest do arise, I will report them before proceeding.**  **Competency and Training**  **I will work to the full capacity of my abilities and share my knowledge with my peers.**  **Workplace Equality**  **I will treat my colleagues equally regardless of social position, race, religion, sexual orientation or disability.**  **Privacy**  **I will not access or divulge private information located within computer machines unless explicit authorisation has been given to do so. I will report any breaches of privacy in effort to maintain the confidentiality of information. I acknowledge and obey all statutory laws regarding data privacy in the Commonwealth.**  **Social Responsibility**  **The betterment of society is always at the forefront of my work. I will ensure that I will not cause malicious or incidental harm because of my work.**  **Professional Development**  **My personal actions and behaviour reflect on Reverse-Dad Software. I will maintain a professional attitude not only towards my work, but also within my social and private life.** |

1. Develop a simple procedure you could implement to enable confidential reporting of grievances, complains and conflicts in the workplace. Use the template provided below.

|  |
| --- |
| **EMPLOYEE GRIEVANCE PROCEDURE**  **INTRODUCTION**  The purpose of this procedure is to provide a structured format for employees to report and resolve problems that may arise within the workplace. This procedure has been designed with the intent of achieving fair and equitable outcomes for all parties involved within a dispute.  **GRIEVANCE REPORTING**  If an employee has a workplace issue that arises because of a dispute or unbecoming behaviour, the employee should first bring this issue to the attention of their direct manager and try to resolve the issue in a civil manner.  **INFORMAL REPORTING**  If the grievance is not resolved, it can be submitted in an employee grievance report to the relevant department head. This is considered an escalation and effort will be made to achieve a satisfactory outcome for all parties involved with the grievance.  **FORMAL REPORTING**  If the issue is not resolved beyond the point of escalation, the employee may write directly to the Department Head of Human Resources. Action appropriate to the situation will then be discussed with the appropriate department head in attempt to resolve the grievance.  **APPEALS**  If formal grievance reporting procedure produces an outcome that fails to satisfy the relevant parties, an appeal of the decision can be made with a grievance appeal report submitted within 14 days of the announced outcome.  **CONFIDENTIALITY**  The grievance report, and any information pertaining to the grievance report will remain confidential to the relevant parties, continuing beyond resolution unless explicitly agreed to by all affected parties. Breaking confidentiality, or discrimination upon or dismissal of any reported grievances may result in disciplinary action. |

1. Explain in a paragraph how you would introduce this code of ethics to your staff.

The code of ethics will be introduced during the beginning of the formal employment process. This is to ensure that prospective employees are made aware of their obligations and commitments before commencing work for the company.

1. List a minimum of three (3) ways on how would you ensure that workers within your organization obeyed the code of ethics?
2. Regular meetings to discuss the ethical outcomes of major projects and business dealings. Continued updates of the code of ethics will be implemented relevant to the changing dynamic of the industry.
3. Adequate signage will be posted regarding the code of ethics. It will be visible to employees in major areas throughout the business grounds and will be made available through personal e-mail accounts and the company intranet.
4. Disciplinary action will be outlined and enforced upon breaking the code of ethics.
5. A code of ethics policy should be reviewed regularly. Describe ways you can ensure that your code of ethics policy is relevant and up to date.

A major annual review of the code of ethics will be implemented based upon suggestions taken from ethical outcomes meetings. Any industry relevant changes will be updated into the code of ethics to reflect dynamic ethical commitments made by the company.

1. List 5 questions that you could ask in an interview or a questionnaire in order to capture feedback from employees or customers regarding whether or not they are receiving consistent and appropriate service in dealing with the code of ethics.

*(e.g. Professional Development: Do you believe you are provided with the opportunities to develop and grow professionally?)*

1. Honesty and Integrity: Was the information made available to you regarding workplace ethical principles relevant to your own personal commitments?
2. Privacy: Do you believe that the commitments to data privacy made by the company are adequate to ensure that no breaches occur?
3. Social Responsibility: Do you believe that the company upholds a high level of social responsibility regarding it’s business dealings?
4. Workplace Equality: Do you feel like you have been treated with fairness in respect to the performed hiring procedures?
5. Competency and Training: Do you feel that the company will provide adequate training and resources to advance your personal development when required?

1. Populate the Review Schedule provided below to ensure Code of Ethics is regularly updated (review dates and sections to be reviewed) and changes are properly recorded (Feedback and Comments given after the review sessions).

|  |  |  |  |
| --- | --- | --- | --- |
| Review Schedule | | | |
| Review Date | Feedback Type | Ethics Topic | Comments |
| March | Ethical outcomes meeting on the successful tender of a large new contract. Feedback was taken from relevant employees considered by management. | Social Responsibility and Privacy | To ensure that the new tender was in accordance with company values and commitments |
| May | Annual Ethics Meeting compiling a list of observations and suggestions made by staff during ethical outcomes meetings | Code of Ethics Document | Relevant information has been compiled and reviewed to update the Code of Ethics with modernised commitments reflecting modified company values |
| August | Ethical outcomes meeting regarding successful completion of tender. Feedback from staff has been received regarding the completion of tender and stored for later review. | Social Responsibility, Privacy and Professional Development | Feedback received on any issues that arose during the completion of the project. |
| October | Updated Code of Ethics document detailing reviewed code of Ethical Commitments presented and distributed to staff. | Code of Ethical Commitments | Updated code of Ethics documentation based upon staff suggestion presented. |

1. Create a series of PowerPoint slides and notes for a class presentation of your Code of Ethics. Your presentation must be a minimum of 5 minutes in duration.
   * Introduce yourself, your company and purpose of the presentation
   * Discuss all sections of your Code of Ethics
   * Include and explain your answers for questions B, C and D

NOTE: Contact your Lecturer for a date and time for the presentation.

End of Portfolio Assessment AT2.1