ICTICT451

Comply with IP, ethics and privacy policies in ICT environments

Assessment 2 of 4

Case Study & Role Play

Assessor Guide

SWINBURNE OPEN ED

Assessment Instructions

Task Overview

Read each question carefully before typing your response in the space provided.

Important: Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

Additional Resources and Supporting Documents

To complete this assessment, you will need:

- Learning Material
- ICTICT451_02_Intellectual Property, Ethics and Privacy Policies and Procedures
- ICTICT451_02_Style Guide
- ICTICT451_02_Job Description Network Operations Technician
- ICTICT451_02_Job Description Network Security Analyst
- ICTICT451_02_Job Description Systems Administrator
- ICTICT451_02_ICT Risk Assessment – January 20XX to March 20XX
- ICTICT451_02_Compliance Guide

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.
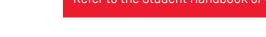
Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Please consider the environment before printing this assessment.

Bounce Fitness prides itself on upholding the highest standards of integrity and professionalism in its ICT environments. This includes strict adherence to intellectual property (IP), ethics and privacy policies to safeguard sensitive information and ensure the trust and confidentiality of all stakeholders.

For the purpose of this assessment, you will play the role of the Network Operations Technician at Bounce Fitness. More information about your role is provided in ICTICT451_02_Job Description Network Operations Technician.

For the purpose of this assessment, Bounce Fitness is located in your State/Territory.

Task 1

As a Network Operations Technician, you must establish the compliance requirements for intellectual property, ethics and privacy used in the organisation.

Preliminary Task

<table>
<tr><td rowspan="2"></td><td>i.</td></tr>
<tr><td>ii.</td></tr>
<tr><td rowspan="4">

Intellectual property present in the workplace

Access ICTICT451_02_Intellectual Property, Ethics and Privacy Policies and Procedures and find out all the IP present in Bounce Fitness and choose 3.

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iii.

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Students' responses can include any of the following:

- **Trademarks:** Bounce Fitness owns registered trademarks for its name and logo. These trademarks are distinctive symbols that represent the organisation. They are used to distinguish Bounce Fitness from other fitness providers.

- **Copyrighted Materials:** Bounce Fitness produces a wide range of copyrighted materials, including:
  - Marketing brochures
  - Training manuals
  - Website content.

  These materials are original creations protected by copyright law. They serve to inform and educate members and promote the organisation's services. These materials are used to ensure consistency in training programs and communication.

- **Trade Secrets:** Bounce Fitness trade secrets are confidential information. This includes but is not limited to its business processes and pricing strategies. These trade secrets give the organisation a competitive edge in the fitness industry.

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	Designs: Bounce Fitness has developed unique and original designs, including: - o The layout and aesthetics of fitness facilities - o The design of fitness equipment - o The visual elements of marketing materials. These designs are used for the organisation's identity and image. **Software:** Bounce Fitness use proprietary software applications, including: - o Scheduling systems - o Membership databases - o Fitness program management tools These software solutions are tailored to the specific needs of the organisation.

To complete this task, you must:

a. Access the identified level or type of protection needed for each identified intellectual property documented in the preliminary task.

b. Access and review the following organisational documents:

    i. **ICTICT451_02_Intellectual Property, Ethics and Privacy Policies and Procedures** that are relevant to the following topics:

- Intellectual property (IP) used in the organisation
- Ethical standards for handling IP
- Privacy considerations in handling IP

The document above includes all of the following:

- Five existing organisational policies (Sections 1,2,3 and 6)
- Two draft organisational policies (Sections 4 and 5)
- Applicable state/territory or commonwealth legislation
- Applicable code of practice or standards

    ii. **ICTICT451_02_Style Guide**

    iii. Organisational document on job descriptions containing the following information:

- Own role in protecting IP: **ICTICT451_02_Job Description Network Operations Technician**
- Role of at least two personnel in protecting IP:
  - o **ICTICT451_02_Job Description Network Security Analyst**
  - o **ICTICT451_02_Job Description Systems Administrator**

    iv. **ICTICT451_02_ICT Risk Assessment – January 20XX to March 20XX**

c. From the evaluation of IPs and the accessed documents, determine the relevant organisational policies and procedures for each IP.

d. Identify the following information for each accessed policy and procedure:

    i. Location of files on the organisation's database, e.g., link to a folder

    ii. Scope of protection of each policy and procedure

    iii. Corresponding legislative requirements

    iv. Your role in protecting IP

    v. Roles of at least two personnel in protecting IP

e. From the risk assessment document accessed and reviewed in this task, identify the following information for at least two risks:

    In doing this, identify the following information for at least two risks:

    i. Name of risk

    ii. Likelihood

    iii. Consequence of risk

    iv. Risk rating

    v. At least one possible corrective action

f. Develop an implementation plan for the identified policies and procedures

    In doing this, outline the following information:

    i. Task overview for at least two tasks carried out in policy and procedure implementation

    ii. Expected outcomes for each identified task

    iii. At least one resource is required for each identified task

    iv. At least one task owner for each identified task

    v. Timeline for each identified task

g. Develop a monitoring plan for the identified policies and procedures that covers the following information:

    i. Effectiveness against IP infringement

    ii. Effectiveness against privacy infringement

    In doing this, identify the following information for each area of effectiveness:

    i. At least two areas for monitoring

    ii. At least one performance indicator for each area of monitoring

    iii. At least one method of monitoring for each area of monitoring

h. Use the **ICTICT451_02_Compliance Guide** template to record the information from steps e to g in their corresponding sections. Save and submit your guide using the following naming convention:

<Student Name>_Compliance Guide

Assessor instructions: Students must complete the ICTICT451_02_Compliance Guide template.

The acceptable responses must:
- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers, as well as instructions for the assessor, are provided in the ICTICT451_02_Compliance Guide template – Assessor Guide.

Task 2

To complete this task, you must:

a. Meet with the Network Security Analyst and the Systems Administrator to discuss the content of the Compliance Guide.

b. During the meeting:

- Provide support to the personnel by discussing the plans they will carry out
- Provide advice to the personnel through explaining and elaborating upon the content of the Compliance Guide

Assessor instructions: Students must participate in a role play discussing the Compliance Guide's content.

Role play instructions

The meeting must include at least two (2) participants, must not exceed 20 minutes in duration and must address all requirements listed under Key Observation Criteria.

Key Observation Criteria

During the role-play, you will need to:

1. Communicate ALL information from the Compliance Guide to the relevant personnel using appropriate language.
2. Communicate ALL information from the Compliance Guide to the relevant personnel using appropriate terminology
3. Gather the personnel's insights through listening.
4. Confirm understanding of the discussed information through questioning

Participant information

During the role-play, you will demonstrate your skills in interacting with at least one other person. Participants in your role play may be:

1. friends or family members; or
2. Fellow student/s who will play the role of a team member.

Option 1: Friend/s or family member/s

Should you complete this task with friends or family members, you must fully brief each participant, providing them with the context of the role play, a role outline to play and the 'Key Observation Criteria' so that they can prepare for the recording.

Each friend or family member participant will need to state their name and the role they are playing at the start of the recording to provide their consent.

Option 2: Fellow student/s participant

Please contact your fellow student/s via the Discussion Forum and coordinate your role play with them directly.

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Fellow student/s participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity with the 'Key Observation Criteria' so that they can prepare for the recording.

Student/s will need to state their name and the role they are playing at the meeting at the start of the recording to provide consent.

Participants' briefing instructions:

Initial Interaction

- As the student initiates the meeting, respond to the greeting and express your readiness to engage in the discussion.
- Acknowledge the student's introduction and convey your interest in participating in the discussion.

Discussion

- Listen attentively and provide your input as the student:
  - Discusses the plans you will carry out in Simulated Workplace Assessment Task 2.
  - Provides advice through explaining and elaborating upon the content of the Compliance Guide.
  - Relays information regarding the policies and procedures, including their details, such as names, status, coverage of intellectual property (IP), legislative requirements, references and relevant roles
  - Discusses the identified risks within the organisation, noting their nature and potential impact
  - Outlines the implementation plan developed for each identified policy and procedure, including key steps and timelines
  - Relays information on the monitoring plan devised for each policy and procedure, paying attention to methods for ongoing assessment and compliance

Feedback

- Provide your input, suggestions and feedback on the discussion points based on your expertise and perspectives.
- Provide valuable insights and feedback, sharing your thoughts and recommendations to enhance the effectiveness of the proposed plans.

Confirmation

- Summarise and seek clarification on any aspects of the discussion that are unclear, asking questions to ensure a thorough understanding.
- Respond to questions posed by the student, confirming understanding and alignment with the objectives of the evaluation.

Closing

- Express appreciation for the opportunity to contribute and collaborate in ensuring effective policy implementation and risk management.
- Confirm next steps and affirm your commitment to supporting the student.

Recording instructions

Your role play must be recorded with all participants captured in a virtual room using a system such as Zoom, Skype or Teams.

Consent to participate in the recording must be captured for all participants at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, with all participants replying with their name and job title to inform consent.

"This session/presentation is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participant/s in this session indicate their consent to be included in this recording by stating their name and job title."

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Include this recording as part of your assessment submission.

Assessor instructions:

Use the following Observation Checklist to record your observations. Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.

Observation Checklist	
[to be completed by the Assessor]	
Use this checklist while reviewing the recorded role play:	
Did the student:	**Satisfactory/Not Yet Satisfactory**
• Communicate ALL information from the Compliance Guide to the relevant personnel using appropriate language. **Assessor Instructions:** o The student relays all information using plain English. o The student explains complex terms the first time they are used during the meeting. o The student uses synonyms to simplify a discussion on a complex topic. o The student provides examples of complex terminology to help convey their idea. o The student uses appropriate non-verbal language as they discuss, including: Establishing and maintaining eye contact and using hand or arm gestures to emphasise discussion points or related ideas.	☐Satisfactory ☐ Not Yet Satisfactory
• Communicate ALL information from the Compliance Guide to the relevant personnel using appropriate terminology.	☐Satisfactory

Assessor Instructions:
    o   The student uses specific industry terms related to IP in their discussions, e.g. 'patent' or 'licensing agreement'.
    o   The student uses organisational terminology in their discussion, e.g. 'L&D', which stands for learning and development.
	☐ Not Yet Satisfactory

•   Gather the personnel's insights through listening.
 Assessor Instructions:
    o   The student allows the personnel to finish their statement before providing additional input.
    o   The student displays body language, such as nodding and smiling, to show that they are paying attention to the personnel as they speak.
    o   The student provides appropriate responses to the shared information to acknowledge it, e.g. 'I see' or 'Got it'.
	☐Satisfactory
	 ☐ Not Yet Satisfactory

•   Confirm understanding of the discussed information through questioning.
 Assessor Instructions:
    o   The student encourages the personnel to ask questions to allow them to make clarifications about the discussion points.
    o   The student asks questions to confirm their own understanding of the personnel's input.
    o   For example, the student asks 'Can I confirm if I understood this correctly?' and then reiterates the information provided.
	☐Satisfactory
	 ☐ Not Yet Satisfactory

Assessment submission checklist

Students must have completed all questions within this assessment before submitting. This includes:

1	Task 1 – <Student Name>_Compliance Guide	☐
2	Task 2 – Role Play	☐