



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICAICT610A Manage copyright, ethics and privacy in an IT environment**

**Release: 1**

## ICAICT610A Manage copyright, ethics and privacy in an IT environment

### Modification History

Release	Comments
Release 1	This Unit first released with <i>ICAll Information and Communications Technology Training Package version 1.0</i>

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to manage the issues of copyright, professional and ethical conduct in team, as well as to ensure that personal information of stakeholders is handled in a confidential and professional manner when dealing with stakeholders.

### Application of the Unit

This unit applies to IT personnel who are required to gather information to determine the organisation's code of ethics, and protect and maintain privacy policies and system security.

### Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

### Pre-Requisites

Not applicable.

### Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>

## Elements and Performance Criteria

1. Manage adherence to copyright regulations	<p>1.1 Review current Australian copyright law, in particular its relationship to information technology (IT)</p> <p>1.2 Ensure that team members are aware of Australian copyright law and how it affects their work</p> <p>1.3 Institute measures to ensure that copyright is not breached</p> <p>1.4 Institute regular reviews to ensure organisational copyright requirements are up-to-date and team members are adhering to these requirements</p> <p>1.5 Distribute updated versions if required</p>
2. Manage ethical behaviour	<p>2.1 Review appropriate <i>code of ethics</i>, both organisational and IT-specific</p> <p>2.2 Acquaint team members with ethical requirements</p> <p>2.3 Institute regular reviews of team member's ethical work practices and feedback to ensure correct application of the code</p> <p>2.4 Ensure that <i>stakeholders</i> are aware of ethics code, and adjust appropriately following stakeholder feedback</p> <p>2.5 Institute regular reviews of stakeholder understanding and application of code of ethics</p> <p>2.6 Establish a review and grievance procedure to enable confidential reporting of ethical issues</p> <p>2.7 Institute regular reviews of code of ethics, updating and distributing as required</p>
3. Manage privacy	<p>3.1 Institute a regular review of the relevance of <i>legislation and standards</i> to organisational outcomes, the organisation's <i>privacy policy</i> and procedures, and the work practices of team members with regard to these requirements</p> <p>3.2 Determine and ensure the integrity, confidentiality, security and availability of information as required by the organisational policy</p> <p>3.3 Ensure continued confidentiality and proprietary rights of stakeholders' interests</p> <p>3.4 Contribute to the creation or updating of the organisation's privacy policy and procedures to align with privacy legislation</p> <p>3.5 Distribute new or revised policy and procedures to stakeholders</p> <p>3.6 Implement new work procedures and collect feedback from stakeholders</p>

## Required Skills and Knowledge

*This section describes the skills and knowledge required for this unit.*

### Required skills

- communication skills to liaise with internal and external personnel on ethical and privacy, operational and business-related matters
- learning skills to update personal ethical and privacy knowledge through professional development
- literacy skills to apply standards and legislation to policy and procedure development and monitoring
- planning and organisational skills to plan, prioritise and monitor own work
- research skills to gain and maintain relevant and current industry privacy and ethical information
- technical skills to perform application and system security and storage management.

### Required knowledge

- Australian Computer Society Code of Ethics
- federal and state or territory legislation and policy relevant to an IT environment relating to:
  - access and equity
  - copyright and intellectual property
  - OHS
  - privacy
- organisational communication processes and procedures
- organisational requirements for customer service
- system security procedures.

## Evidence Guide

*The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.*

<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>analyse legislation and standards related to copyright, professional conduct and privacy in the IT industry</li> <li>contribute to the development of a code of ethics and monitor the workplace to ensure code of ethics is being applied and is appropriate</li> <li>contribute to the development of a privacy policy and monitor the workplace to ensure the policy is being applied and is appropriate</li> <li>ensure the adherence to copyright, ethics and privacy in a team.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>relevant organisational policies</li> <li>legislation and standards documentation</li> <li>industry codes of practice</li> <li>appropriate learning and assessment support when required</li> <li>modified equipment for people with special needs.</li> </ul>
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>direct observation of candidate: <ul style="list-style-type: none"> <li>ensuring continuity of IT services and information flow to ensure protection of stakeholders' interests</li> <li>instructing and directing the adherence of a team to these professional practices</li> </ul> </li> <li>review of candidate's documented code of ethics and privacy policy</li> <li>verbal or written questioning to assess candidate's: <ul style="list-style-type: none"> <li>provision of leadership and guidance to others in the implementation of ethical conduct in business relationships</li> <li>provision of guidance to others in the operation and management of privacy policies in business relationships</li> <li>provision of guidance to others in the copyright area.</li> </ul> </li> </ul>

<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.</p> <p>Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed.</p> <p>Indigenous people and other people from a non-English speaking background may need additional support.</p> <p>In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.</p>
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## Range Statement

*The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.*

<b><i>Code of ethics</i></b> may include:	<ul style="list-style-type: none"> <li>• Australian Computer Society Code of Ethics</li> <li>• organisational code of ethics.</li> </ul>
<b><i>Stakeholders</i></b> may include:	<ul style="list-style-type: none"> <li>• authorised business representatives</li> <li>• clients</li> <li>• colleagues</li> <li>• external organisations</li> <li>• individuals</li> <li>• internal departments</li> <li>• internal employees</li> <li>• project manager</li> <li>• supervisor</li> <li>• users.</li> </ul>
<b><i>Legislation and standards</i></b> may include:	<ul style="list-style-type: none"> <li>• access and equity</li> <li>• confidentiality requirements</li> <li>• copyright laws</li> <li>• defamation laws</li> <li>• industry codes of practice</li> <li>• industry standards</li> <li>• intellectual property</li> <li>• international standards</li> <li>• International Organization for Standardization (ISO), International Electrotechnical Commission (IEC) and Australian Standards (AS) standards</li> <li>• legal and regulatory policies affecting ebusiness</li> <li>• OECD Guidelines for Consumer Protection in the context of electronic commerce</li> <li>• OHS</li> <li>• organisational standards</li> <li>• privacy legislation</li> <li>• project standards.</li> </ul>
<b><i>Privacy policy</i></b> may include:	<ul style="list-style-type: none"> <li>• access to personal information</li> <li>• disclosure of personal information</li> <li>• gathering of personal information</li> <li>• organisational standards and practices</li> </ul>



	<ul style="list-style-type: none"><li>• quality of personal information</li><li>• security of personal information</li><li>• sensitivity of personal information</li><li>• storage of personal information</li><li>• use of personal information.</li></ul>
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## Unit Sector(s)

General ICT