



Australian Government

SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to source information on, and work according to, a range of ethical and professional standards when using social media and online platforms for business purposes.

This key skill underpins effective performance when utilising social media and online platforms for diverse purposes. It applies to individuals working at all levels from operational personnel through to managers.

This unit applies to self-employed individuals, and owners and employees of any type of micro, small, medium or large organisation that utilises social media and online tools for customer engagement including commercial, not-for-profit and government organisations.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Online and Social Media

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Source information on the general impacts of social media.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Access and interpret information about the positive and negative impacts of social media.
- 1.2. Identify and evaluate the terms of service associated with social media platforms to identify requirements.
- 1.3. Determine how online harassment can occur via

- organisational sites and who may be targeted.
- 1.4. Determine how social media platforms share user information and identify impacts on users.
- 1.5. Evaluate ways to avoid negative impacts on users of organisational social media sites.
- 2. Comply with industry and organisational ethical and professional codes of conduct for online activities.
 - 2.1. Identify industry codes of conduct, objectives and scope, and seek advice from relevant personnel on applicability to organisation.
 - 2.2. Identify organisational online code of conduct, objectives and scope, and determine applicability to own job role.
 - 2.3. Evaluate contents of codes of conduct and significance to own personal and work based online behaviours and communications.
 - 2.4. Clarify content and compliance requirements of codes with relevant personnel.
 - 2.5. Act according to professional values and principles outlined in codes, seeking advice when difficulties arise.
- 3. Maintain personal online presence consistent with organisational standards.
 - 3.1. Determine differences between organisational and personal online presence.
 - 3.2. Clearly differentiate between representing self and organisation during online activities.
 - 3.3. Review and ensure personal online posts and activities do not damage reputation of organisation and those associated with it.
- 4. Protect customer privacy and maintain confidentiality of organisational information.
 - 4.1. Access and interpret information on privacy regulations and scope of requirements.
 - 4.2. Identify and interpret organisational privacy policies and procedures and determine applicability to own job role.
 - 4.3. Collect, use, maintain and protect information provided by customers and others, according to privacy regulations and organisational policies and procedures.
 - 4.4. Obtain and comply with permissions to publish images and text representing others.
 - 4.5. Maintain confidentiality of sensitive organisational information and confirm information that can be released before publishing.
- 5. Source information on copyright.
 - 5.1. Access and interpret information on copyright to determine what is and what is not protected by copyright.
 - 5.2. Identify copyright owner's exclusive rights to materials.
 - 5.3. Determine permissions required to use copyright materials and how to obtain these.

6. Engage professionally with customers online.

6.1. Communicate with customers in a timely, professional and positive manner to enhance organisational reputation.

6.2. Respond to negative and potentially defamatory comments, complaints and conflicts sensitively, courteously and respectfully.

6.3. Minimise risk to self and organisational reputation by escalating conflict to relevant personnel.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	interpret unfamiliar and complex information to determine regulatory requirements and organisational standards.
Writing skills to:	produce notes and summarise and record information in basic documents produce customer responses of varying complexity, using language suitable for purpose and audience.
Learning skills to:	proactively use opportunities to obtain and update knowledge of social media impacts and ethical and professional standards.
Technology skills to:	- use computers or mobile devices and the Internet to search for and download information - use software applications to create, update and store basic documents.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- source and interpret information on:
 - terms of service for three different brands of social media, including information how those brands share user information
 - general impacts of social media on organisations and users, both positive and negative, from three different sources
 - cyberbullying and its impacts from three different sources
 - a suitable code of conduct for online activities relevant to the individual's current or prospective industry
 - employment
 - an organisational code of conduct for online activities relevant to the individual's current or prospective job
 - role, and obtain any required permissions for release
 - the overarching requirements of commonwealth privacy regulations and any applicable local state or territory privacy regulations relevant to the individual's current or prospective industry employment
 - copyright in Australia; what it protects and does not protect, exclusive rights of owners and requirements for permissions
 - defamation via social media from three different sources
 - organisational criticism via social media; either customer or employee based
- from information collected, provide an overview evaluation of each of the above topics
- evaluate three situations involving personal online posts that present a risk to an organisation's reputation and identify guidelines that could be used to avoid risk
- respond professionally to customer communications covering:
 - a general product or service need, on two occasions
 - negative comment or complaint about organisational issues, products or services, on two occasions.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- at a fundamental level of understanding:
 - terms of service for common brands of social media; how they share user information and how this may impact on users
 - the general impacts of social media, both positive and negative:
 - impacts on organisation reputation
 - social impacts on users
 - meaning of harassment and cyberbullying and how this occurs and can escalate through use of social media
 - how bullying of employees and contractors can occur because of organisational connections and via organisational social media sites
 - organisational duty of care to protect individuals from cyberbullying and processes that can be taken to avoid and respond to incidents
- the content of industry and organisational codes of conduct or policies for online activities, applicable to the individual's context and the importance in guiding ethical and professional behaviours
- boundaries of personal and professional online activities how personal posts and online presence can adversely affect organisational reputation and others associated with the organisation including: customers, suppliers, sponsors, donors etc.
- methods that can be used to ensure personal posts are not assumed to be representing the organisation
- a fundamental understanding of the key contents of:
 - commonwealth privacy law inclusive of the Australian Privacy Principles and how these regulate the collection, use, maintenance and secure storage of private customer information collected by private and government organisations
 - any state or territory privacy regulations relevant to the individual's industry and work context
- the content of organisational privacy policies and procedures, applicable to the individual's industry context, and the importance in guiding ethical and professional behaviours
- types of:
 - customer information generally considered to be sensitive and relevant to the individual's work context
 - consents used when publishing information about others and their images
 - organisational information generally considered to be sensitive and deemed not for public release
- at a fundamental level of understanding:
 - what copyright protects and does not protect
 - who can own copyright, and procedures used by owners to identify copyright

- exclusive rights that owners have over their material and how this affects use of materials by others
- permissions that are required to use materials and how to obtain
- meaning of defamation, slander and libel and how this occurs and can escalate through use of social media
- potential personal and organisational consequences of both receiving and making defamatory comments
- differences between personal and professional online communication styles and choice of language
- principles of positive and professional online communications that enhance customer engagement and organisational reputation
- types of positive language and approaches that can be used when dealing with negativity, complaints and conflicts.

Assessment Conditions

This unit has been written to allow for application to any type of industry. Assessment must be customised according to the industry context of learners while ensuring that all skill and knowledge content is assessed, and all performance evidence is collected.

This unit and Assessment Requirements references customers as a generic term throughout. However, because different industries and organisations use different terms to describe their stakeholders, learners should use terms appropriate for their industry during assessment.

Assessment must ensure use of:

- real workplace situations, or simulated activities, or case study scenarios that test aspects of this unit that involve customer communication
- computers or mobile devices and the Internet to source information
- terms of service published by social media brands
- Australian Privacy Principles (or their successor) fact sheets
- sample organisational privacy policies
- sample industry and organisational documents relating to online and social media activities; including codes of conduct, policy statements or guidelines.

Assessors must satisfy the assessor requirements nominated in the Standards for Registered Training Organisations, or their successor, and must have workplace experience where they have applied the skills and knowledge covered in this unit of competency.

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>