Specification of Competency Standards for ICT Operation and Support
Unit of Competency

Functional Area: Core Skills

Title	Understand professional ethics and conducts
Code	107865L1
Range	This unit of competency applies to IT support personnel. IT professionals of all levels must appreciate the importance of professional ethics and to comply with professional code of conducts at workplace.
Level	1
Credit	3

Competency	Performance Requirements
	1. Knowledge for understanding professional ethics and conducts:
	    • Possess good literacy skill that can understand technical and non-technical documents
	    • Possess good knowledge of the organisation's culture and ethics
	    • Possess good knowledge of the organisation's code of conducts
	    • Understand the importance of compliance of professional ethics and code of conducts

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Competency	2. Understand professional ethics and conducts - Observe code of conducts related to professional interests, included but not limited to the following: - Follow the 10 commandments of computer ethics, such as: - Not use computer to steal - Not use computer to harm people - Not interfere with other people's computer work - Etc. - Perform duties with integrity, trustworthy and honesty, due care and diligence. Avoid any situations which could lead to conflict of interest - Have knowledge of professional standards, ethics and relevant legislations related to professional activities - Honour and not knowingly infringe property and copy rights - Respect confidentiality and not disclose or use for personal gains - Report or seek advice from supervisor when observed a breached of organisation's code of conducts or irregularities - Observe code of conducts related to public interests, included but not limited to the following: - Conduct professional activities: - with due regards for public health, privacy, security and wellbeing - without discrimination on sex, sexual orientation, marital status, nationality, colour, race, ethnic origin, religion, age or disability - With due regards to personal data privacy, - Carryout adequate protection of personal data in terms of collection, retention, security and use - Observe code of conducts related to legal interests, included but not limited to the following - Be familiar and abide laws of relevant professions, including but not limited to the following: - Personal Data (Privacy) Ordinance - The Unsolicited Electronic Message Ordinance - Prevention of Bribery Ordinance - Computer Crime Ordinance - Intellectual Property Related Legislation (Trademarks laws, Patents Laws, Registered Design Laws, Copyright Related Legislation) 3. Exhibit professionalism - Adhere to the organisation's professional conducts and followed all work procedures and standards
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Observe and follow the organisation's code of conductions when performing professional duties - Be knowledgeable of public interest related codes of conducts and ethics - Be knowledgeable of legal interest codes of practice
Remark	