

Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: Core Skills

Title	Provide support for handling professional ethics and conducts issues
Code	107870L3
Range	This unit of competency applies to supervisors of IT support personnel. Code of ethics are broad guidelines that restricted to certain situation at workplace and cannot be applied to all situation. Hence, when cases are reported it needs to be investigated and handle correctly to ensure that the action is complied with the code of ethics itself.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge for providing support for handling professional ethics and conducts issues: <ul style="list-style-type: none"> • Possess good listen and communication skills to understand reported ethical issues and gather related facts • Possess people management skills deal with people of different level and different departments • Possess detailed knowledge of the organisation's code of ethics • Possess detail knowledge of the organisation's guide on professional conducts • Understand the importance of professional ethics compliance and effects it has on the organisation 2. Provide support for handling professional ethics and conducts issues <ul style="list-style-type: none"> • Patiently listen to reported professional ethics issue and obtain all relevant facts without drawing any conclusion or judgements • Identify the ethical issues from facts by referring to the organisation's code of conduct guidelines and ethics standards, if any • Investigate and verify the reported ethical issues • Determine the impacts and gravity the issue has on the organisation (reputation, operation, customer and staff) and the offender. Also determine social and legal impacts • Identify and weight out all alternatives persons/parties who can resolve the dilemma, including: <ul style="list-style-type: none"> • Human Resource • Next higher level of authority • Law enforcement • Identify the consequences of each alternative • Recommend appropriate action in accordance with the organisation guidelines for handling ethical and code of conduct issues, including completing documents 3. Exhibit professionalism <ul style="list-style-type: none"> • Committed to adhere to the industry and organisation's professional ethics and be fair and unbiased when handling ethical and code of conduct issues
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Understand, collect and investigate the reported ethical or code of conduct issue in accordance with the organisation's guidelines • Identify the true impact the ethical issue or code of conduct had, in respect to the organisation, operation, customer, staff including the offender • Recommend corrective action in accordance with the organisation guidelines after taken into account all relevant facts, weighted the effects and consequences, after a breach of ethics or code of conducts
Remark	