

WORK ETHICS AND PRACTICES

ISCED UNIT CODE: 0417 441 03A

TVET CDACC UNIT CODE: DA/CU/PM/BC/03/5/MA

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply work ethics and practices.

Duration of Unit: 40 hours

Unit Description

This unit covers competencies required to demonstrate employability skills. It involves the ability to: conduct self-management, promote ethical work practices and values, promote teamwork, manage workplace conflicts, maintain professional and personal development, apply problem-solving, and promote customer care.

Summary of Learning Outcomes

By the end of this unit, the learner should be able to:

S/No	Learning Outcomes	Duration (Hours)
1.	Apply Self-Management Skills	10
2.	Promote Ethical Practices and Values	4
	Promote Teamwork	10
3.	Maintain Professional and Personal Development	10
4.	Apply Problem-Solving Skills	4
2.	Promote Customer Care.	2
Total		40

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply Self-Management Skills	1.1 Self-awareness 1.2 Formulating personal vision, mission, and goals 1.3 Healthy lifestyle practices 1.4 Strategies for overcoming work challenges	<ul style="list-style-type: none">• Written assessment• Third party reports• Portfolio of evidence• Project• Practical• Oral assessment

Learning Outcome	Content	Suggested Assessment Methods
	1.5 Emotional intelligence 1.6 Coping with Work Stress. 1.7 Assertiveness versus aggressiveness and passiveness 1.8 Developing and maintaining high self-esteem 1.9 Developing and maintaining positive self-image 1.10 Time management 1.11 Setting performance targets 1.12 Monitoring and evaluating performance targets	
2. Promote Ethical Work Practices And Values	2.1 Integrity 2.2 Core Values, ethics and beliefs 2.3 Patriotism 2.4 Professionalism 2.5 Organizational codes of conduct 2.6 Industry policies and procedures	<ul style="list-style-type: none"> ● Written assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical ● Oral assessment
3. Promote Teamwork	3.1 Types of teams 3.2 Team building 3.3 Individual responsibilities in a team 3.4 Determination of team roles and objectives 3.5 Team parameters and relationships 3.6 Benefits of teamwork 3.7 Qualities of a team player 3.8 Leading a team 3.9 Team performance and evaluation 3.10 Conflicts and conflict resolution	<ul style="list-style-type: none"> ● Written assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical ● Oral assessment

Learning Outcome	Content	Suggested Assessment Methods
	3.11 Gender and diversity mainstreaming 3.12 Developing Healthy workplace relationships 3.13 Adaptability and flexibility 3.14 Coaching and mentoring skills	
4. Maintain Professional and Personal Development	4.1 Personal vs professional development and growth 4.2 Avenues for professional growth 4.3 Recognizing career advancement 4.4 Training and career opportunities 4.5 Assessing training needs 4.6 Mobilizing training resources 4.7 Licenses and certifications for professional growth and development 4.8 Pursuing personal and organizational goals 4.9 Managing work priorities and commitments 4.10 Dynamism and on-the-job learning	<ul style="list-style-type: none"> ● Project ● Practical ● Written assessment ● Third party reports ● Portfolio of evidence ● Oral assessment
5. Apply Problem-Solving Skills	5.1 Causes of problems 5.2 Methods of solving problems 5.3 Problem-solving process 5.4 Decision making 5.5 Creative thinking and critical thinking process in development of innovative and practical solutions	<ul style="list-style-type: none"> ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical
6. Promote Customer Care	6.1 Identifying customer needs 6.2 Qualities of good customer service 6.3 Customer feedback methods 6.4 Resolving customer concerns	<ul style="list-style-type: none"> ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project

Learning Outcome	Content	Suggested Assessment Methods
	6.5 Customer outreach programs 6.6 Customer retention	• Practical

Suggested Methods of Instruction

- Practical
- Demonstrations
- Project
- Group discussion
- Direct instruction

Recommended Resources for 25 Trainees

S/no.	Category/item	Description/specification	Quantity	Recommended ratio(item: trainee)
A. Learning materials				
1.	Video clips	Digital types	25	1:25
2.	Audio tapes and CDs	Digital types	25	1:25
3.	Flashcards	Educational flash cards	5	1:5
4.	Flip charts	Educational flip charts	5	1:5
B. Learning facilities and infrastructure				
1.	Lecture/theory room	72m ²	1	1:25
2.	Whiteboard	4 feet by 8 feet	1	1:25
3.	Projector	LCD High resolution	1	1:25
4.	Computers	RAM: 8GB	25	1:25
5.	Printers	Ink Jet	2	1:13
6.	Smart TV	LCD	1	1:25
C. Consumable materials				
1.	Stationary materials	Pens, pencils, papers	Enough for 25	1:25
2.	Assorted whiteboard markers	Non-permanent	Enough for 25	1:25