WORK ETHICS AND PRACTICES

UNIT CODE: 0417441 03B

TVET CDACC UNIT CODE: ENG/CU/MDE/BC/03/5/MA

UNIT DURATION: 40 hours

Relationship to Occupational Standards

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

Unit Description

This unit covers competencies required to effectively apply work ethics and practices. 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

S/No.	Learning Outcome	Duration in hours.
1.	To apply self-management skills	10
2.	To promote ethical practices and values	4
3.	To promote teamwork	10
4.	To maintain professional and personal development	10
5.	To apply problem-solving skills	4
6.	To promote customer care.	2
	TOTAL	**40 Hours**

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,	• Observation • Written assessment

Learning Outcome	Content	Suggested Assessment Methods
	mission, and goals 1.3. Healthy lifestyle practices 1.4. Strategies for overcoming work challenges 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. Strengths and weaknesses 1.11. Motivation, initiative and proactivity 1.12. Time management 1.13. Setting performance targets 1.14. Monitoring and evaluating performance targets	• Oral assessment • Third party reports • Portfolio of Evidence • Project • Practical
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	• Practical Assessment • Project • Third Party Report • Portfolio of Evidence • Written Assessment • Oral Questioning
3. Promote Teamwork	3.1. Types of teams 3.2. Team building 3.3. Individual responsibilities in a	• Practical Assessment • Project • Third Party Report

Learning Outcome	Content	Suggested Assessment Methods
	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 3.11. Gender and diversity mainstreaming 3.12. Developing Healthy workplace relationships 3.13. Adaptability and flexibility 3.14. Coaching and mentoring skills	• Portfolio of Evidence • Written Assessment • Oral Questioning
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	• Practical Assessment • Project • Third Party Report • Portfolio of Evidence • Written Assessment • Oral Questioning

Learning Outcome	Content	Suggested Assessment Methods
	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	
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	• Practical Assessment • Project • Third Party Report • Portfolio of Evidence • Written Assessment • Oral Questioning
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 6.5. Customer outreach programs 6.6. Customer retention	• Practical Assessment • Project • Third Party Report • Portfolio of Evidence • Written Assessment • Oral Questioning

Suggested Methods of Instruction

- Instructor lead facilitation of theory using active learning strategies.
- Demonstrations

- Simulation Role play

- Group Discussion

- Presentations

- Projects

- Case studies

- Assignments

Recommended Resources for 25 Trainees

- Computers

- Stationery

- Charts

- Video clips

- Audio tapes

- Radio sets

- TV sets

- LCD projectors