WORK ETHICS AND PRACTICES

UNIT CODE: 0417 441 03A

TVET CDACC UNIT CODE: AGR/CU/AP/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
3.	Promote Teamwork	10
4.	Maintain Professional and Personal Development	10
5.	Apply Problem-Solving Skills	4
6.	Promote Customer Care	2
	Total	**40**

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	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 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	• Written assessment • Practical • Projects • Third party report • Portfolio of evidence • Oral questions
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	• Written assessment • Practical • Projects • Third party report • Portfolio of evidence • Oral questions
3. Promote Teamwork	3.1. Types of teams 3.2. Team building	• Written assessment • Practical

Learning Outcome	Content	Suggested Assessment Methods
	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 3.11. Gender and diversity mainstreaming 3.12. Developing Healthy workplace relationships 3.13. Adaptability and flexibility 3.14. Coaching and mentoring skills	• Projects • Third party report • Portfolio of evidence • Oral questions
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	• Written assessment • Practical • Projects • Third party report • Portfolio of evidence • Oral questions

Learning Outcome	Content	Suggested Assessment Methods
	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	
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	• Written assessment • Practical • Projects • Third party report • Portfolio of evidence • Oral questions
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	• Written assessment • Practical • Projects • Third party report • Portfolio of evidence • Oral questions

Suggested Methods of Instruction
- Demonstrations
- Simulation/Role play

- Group Discussion
- Presentations
- Projects
- Case studies
- Assignments

Recommended Resources for 25 Trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:5
2.	Markers	whiteboard markers and permanent markers	5	1:5
3.	Video clips Audio tapes	MP4, MP3	5	1:5
B	**Learning Facilities & Infrastructure**			
4.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:25
5.	Internet Connection	WI-FI, Dial-Up, Cable, Fixed-wireless,	1	1:25
C	**Consumable Materials**			
6.	Flashcards	Alphabet, Numbers, Math	25	1:1
7.	Stationery	Printing Papers, and Exercise Books Sizes A4, A3, A2 etc	5 reams	1:5
D	**Tools And Equipment**			
8.	Computers/Laptops	Any model	1	1:25

9.	Projector	LED.LCD, Laser	1	1:25
10.	Whiteboard	Glass, melamine, porcelain	1	1:25
11.	Mobile Phones	Smartphones	5	1:5