

## WORK ETHICS AND PRACTICES

**ISCED UNIT CODE:** 0417 441 12A

**TVET CDACC UNIT CODE:** HO/CU/HP/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**

SNO	Learning Outcome	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
	<b>TOTAL</b>	<b>40</b>

### **Learning Outcomes, Content, and Suggested Assessment Methods**

Learning Outcome	Content	Suggested Assessment Methods

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
1. Apply Self-Management Skills	<p>1.1 Self-awareness</p> <p>1.2 Formulating personal vision, mission, and goals</p> <p>1.3 Healthy lifestyle practices</p> <p>1.4 Strategies for overcoming work challenges</p> <p>1.5 Emotional intelligence</p> <ul style="list-style-type: none"> <li>● Coping with Work Stress.</li> <li>● Assertiveness versus aggressiveness and passiveness</li> <li>● Developing and maintaining high self-esteem</li> <li>● Developing and maintaining positive self-image</li> </ul> <p>1.6 Time management</p> <p>1.7 Setting performance targets</p> <p>1.8 Monitoring and evaluating performance targets</p>	<ul style="list-style-type: none"> <li>● Practical</li> <li>● Portfolio of evidence</li> <li>● Third party report</li> <li>● Written tests</li> <li>● Oral tests</li> </ul>
2. Promote Ethical Work Practices And Values	<p>2.1 Integrity</p> <p>2.2 Core Values, ethics and beliefs</p> <p>2.3 Patriotism</p> <p>2.4 Professionalism</p> <p>2.5 Organizational codes of conduct</p>	<ul style="list-style-type: none"> <li>● Practical</li> <li>● Portfolio of evidence</li> <li>● Third party report</li> <li>● Written tests</li> <li>● Oral tests</li> </ul>

Learning Outcome	Content	Suggested Assessment Methods
	2.6 Industry policies and procedures	
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 3.11 Gender and diversity mainstreaming 3.12 Developing Healthy workplace relationships 3.13 Adaptability and flexibility 3.14 Coaching and mentoring skills	<ul style="list-style-type: none"> <li>● Practical</li> <li>● Portfolio of evidence</li> <li>● Third party report</li> <li>● Written tests</li> <li>● Oral tests</li> </ul>
4. Maintain Professional and Personal Development	4.1 Personal vs professional development and growth 4.2 Avenues for professional growth	<ul style="list-style-type: none"> <li>● Practical</li> <li>● Portfolio of evidence</li> <li>● Third party report</li> </ul>

Learning Outcome	Content	Suggested Assessment Methods
	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"> <li>● Written tests</li> <li>● Oral tests</li> </ul>
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"> <li>● Practical</li> <li>● Portfolio of evidence</li> <li>● Third party report</li> <li>● Written tests</li> <li>● Oral tests</li> </ul>
6. Promote Customer Care	6.1 Identifying customer needs 6.2 Qualities of good customer service 6.3 Customer feedback methods	<ul style="list-style-type: none"> <li>● Practical</li> <li>● Portfolio of evidence</li> <li>● Third party report</li> </ul>

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Methods</b>	<b>Assessment</b>
	6.4 Resolving customer concerns 6.5 Customer outreach programs 6.6 Customer retention	● Written tests ● Oral tests	

### **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**

<b>s/no</b>	<b>Category/item</b>	<b>Quantity</b>	<b>Recommendation ratio (item; Trainee)</b>
1.	Reference books	5	1:5
2.	Case studies	5	1:5
3.	Desktop computers/laptops	5	1:5
4.	Operating system	1	1:25
5.	Internet connection	1	1:25
6.	1 Projector	1	1:25
7.	Business plan templates	5	1:5
8.	1 Whiteboard	1	1:25

9.	Assorted color of whiteboard markers	Assorted	1:25
10.	Stationery	Assorted	1:5
11.	Online pattern libraries	Assorted	1:5
12.	Video clips	5	1:25
13.	Newspapers and Handouts	5	1:5
14.	5 Business Journals	5	1:5
15.	25 sets of Writing materials	25	1:1