

WORK ETHICS AND PRACTICES

UNIT CODE: 0417 441 09A

TVET CDACC UNIT CODE: SLT/CU/SL/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 work practices and values	4
3.	Promote team work	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
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	<ul style="list-style-type: none"> ● Observation ● Portfolio of evidence ● Project ● Practical ● Written assessment ● Oral assessment
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"> ● Portfolio of evidence ● Project ● Practical ● Observation ● Written assessment ● 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 3.7.1 Leading a team	<ul style="list-style-type: none"> ● Observation ● Written assessment ● Oral assessment ● Portfolio of evidence ● Project ● Practical

Learning Outcome	Content	Suggested Assessment Methods
	3.7.2 Team performance and evaluation 3.7.3 Conflicts and conflict resolution 3.7.4 Gender and diversity mainstreaming 3.7.5 Developing Healthy workplace relationships 3.7.6 Adaptability and flexibility 3.7.7 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 ● Observation ● Written assessment ● Oral assessment ● Portfolio of evidence
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	<ul style="list-style-type: none"> ● Observation ● Project ● Portfolio of evidence ● Practical ● Written assessment ● Oral assessment

Learning Outcome	Content	Suggested Assessment Methods
	of innovative and practical solutions	
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	<ul style="list-style-type: none"> ● Observation ● Project ● Practical ● Portfolio of evidence ● Written assessment ● Oral assessment

Suggested Methods of Instruction

- Practical
- Projects
- Demonstrations
- Group discussions
- Direct instruction

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Recommended Resources for 25 Trainees

S/No.	Category/Item	Description/Specifications	Quantity	Recommended Ratio (Item: Trainee)
A Learning Materials				
1)	Power point presentations	For trainer's use	1	1:25
2)	Charts	For trainees and Trainer's use	6-10	1:5 pr 1:10
3)	Video clips	For trainees and Trainer's use	Varies	Varies
4)	Audio tapes	For trainees and Trainer's use	Varies	Varies
B Learning Facilities & infrastructure				
5)	Lecture/theory room	For Trainer/trainee's use	1	1:25
6)	Computers	For trainee's use	25	1:1
7)	Radio sets	For trainee's use	3-5	1:5 or 1:10

8)	TV sets	For trainee's use	3-5	1:5 or 1:10
C	Consumable materials			
9)	Stationery	For trainees and trainer's use	Varies	Varies
D	Tools and Equipment			
10)	LCD projectors	For trainer's use	1	1:25