**COURSE OUTLINE FOR WORK ETHICS AND PRACTICES (15 HOURS)**  
**TVET CDACC UNIT CODE: MED**/CU/HSS/BC/03/5/B  
**Duration of Unit:** 15 hours (5 days, 3 hours/day)  
**Level:** 5  
**Prerequisite:** None  
**Mode of Delivery:** In-class instruction, practical assignments, group discussions, presentations, and case studies

**Unit Description**

This unit is designed to provide trainees with essential employability skills, focusing on self-management, ethical work practices, teamwork, conflict resolution, problem-solving, professional development, and customer care.

**Learning Outcomes**

By the end of this unit, trainees will be able to:

1. Apply self-management skills.
2. Promote ethical work practices and values.
3. Promote teamwork.
4. Maintain professional and personal development.
5. Apply problem-solving skills.
6. Promote customer care.

**Course Outline and Scheme of Work (15 Hours)**

| **Day** | **Learning Outcome** | **Content** | **Suggested Assessment Methods** | **Resources** | **Hours** |
| --- | --- | --- | --- | --- | --- |
| 1 | 1. Apply self-management skills | - Self-awareness - Personal vision, mission, and goals - Time management - Coping with stress | - Observation - Written Assessment - Oral Assessment | Charts, Video clips, Self-assessment tools | 3 |
| 2 | 2. Promote ethical practices and values | - Integrity - Professionalism - Organizational codes of conduct | - Observation - Written Assessment - Project | Organizational codes, Case studies | 2 |
|  | 3. Promote teamwork | - Team building - Conflict resolution - Qualities of a team player | - Observation - Group projects - Role-playing | Team evaluation forms, Role play materials | 1 |
| 3 | 4. Maintain professional & personal development | - Personal vs professional growth - Career advancement - Work priorities | - Observation - Written Assessment - Third-party reports | Career development guides, Training materials | 3 |
| 4 | 5. Apply problem-solving skills | - Problem-solving methods - Decision making - Creative and critical thinking | - Observation - Project - Practical | Problem-solving guides, Case studies | 2 |
|  | 6. Promote customer care | - Customer needs - Resolving concerns - Customer feedback methods | - Observation - Written Assessment - Practical | Customer service guides, Role play materials | 1 |
| 5 | **Presentation** | Group presentations on work ethics, teamwork, and customer care practices | - Oral Assessment - Peer Evaluation | Presentation tools (e.g., projector) | 2 |
|  | **Continuous Assessment Test (CAT)** | Covering all unit topics and learning outcomes | - Written Assessment | Assessment materials | 1 |

**Assessment and Evaluation**

* **Continuous Assessment Test (CAT):** 1 hour (Day 5)
* **Presentation:** Group presentations on the final day (2 hours)
* **Ongoing assessments:** Daily through observation, oral assessments, and practicals.

**Methods of Instruction**

* **Instructor-led sessions**: Facilitating lectures using active learning strategies.
* **Role-playing/Simulation**: Practical enactments of workplace ethics.
* **Group Discussions/Presentations**: Encouraging collaboration and reflection on key topics.
* **Case studies**: Real-world scenarios to apply learned concepts.

**Resources.**

* **Computers**: For research and presentations.
* **Stationery**: Pens, notebooks, flip charts for notes and diagrams.
* **Charts and Visual Aids**: For enhancing learning during lectures.
* **Video clips, links and Audio resources**: For demonstrating work ethics and teamwork practices.
* **Presentation tools (TV, LCD Projectors)**: To support group presentations and role plays.
* **Case Study Materials**: For practical learning experiences.

CRITICAL ASPECTS OF COMPETENCY

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| --- | --- |
| 1. Critical aspects of Competency   **APPLY WORK ETHICS AND PRACTICES** | Assessment require evidence that the candidate:   * 1. Applied self-management skills as per organizational procedures.   2. Promoted ethical practices and values as per organizational procedures.   3. Promoted Teamwork as per workplace assignments.   4. Maintained professional and personal development as per organizational procedures.   5. Applied Problem-solving skills based on work requirements.   6. Identified customer needs based on their characteristics.   7. Gave back Customer feedback in line with organization policies. |