

WORK ETHICS AND PRACTICES

ISCED UNIT CODE: 0417 441 02A

TVET CDACC UNIT CODE: SEC/CU/CS/BC/02/5/MA

Duration of Unit: 40 hours

Relationship to Occupational Standard

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 applying self-management skills, promoting ethical work practices and values, promoting teamwork, maintaining professional and personal development, applying problem-solving and promoting customer care.

Summary of Learning Outcomes

Learning Outcomes	Durations (Hours)
1. Apply self-management skills	10
2. Promote ethical practices and values	10
3. Promote teamwork	5
4. Maintain professional and personal development	5
5. Apply problem-solving skills	5
6. Promote customer care.	5
Total Hours	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	▪ Oral questions ▪ Written assessment ▪ Observation ▪ Portfolio of Evidence ▪ Practical assessment

	work challenge 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	▪ Third party report
2. Promote ethical 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	▪ Oral questions ▪ Written assessment ▪ Observation ▪ Portfolio of Evidence ▪ Practical assessment ▪ Third party report
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	▪ Oral questions ▪ Written assessment ▪ Observation ▪ Portfolio of Evidence ▪ Practical assessment ▪ Third party report

	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	
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	▪ Oral questions ▪ Written assessment ▪ Observation ▪ Portfolio of Evidence ▪ Practical assessment ▪ Third party report

	learning	
5. Apply problem-solving skills	5.1 Establishing rapport 5.2 Facilitating resolution of issues 5.3 Developing action plans 5.4 Group organization techniques 5.5 Turn-taking techniques 5.6 Conflict resolution techniques 5.7 Team-work	▪ Oral questions ▪ Written assessment ▪ Observation ▪ Portfolio of Evidence ▪ Practical assessment ▪ Third party report
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	▪ Oral assessment ▪ Written assessment ▪ Observation ▪ Portfolio of Evidence ▪ Practical assessment

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

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Trainee: Item)
A	Learning Materials			
1.	Textbooks		5 pcs	5:1

2.	PowerPoint presentations	For trainer's use		
3.	Assorted colour of whiteboard markers	For trainer's use	2 packets	
4.	e-Didactics	For trainer's use		
5.	Flashcards			
6.	Flip charts			
7.	Whiteboard			
B	Learning Facilities & infrastructure			
8.	Lecture/theory room		1	25:1
C	Consumable materials			
9.	Printing Papers		1 ream	1:20
10.	Toners		2 pcs	13:1
11.	Internet connection			
D	Tools and Equipment			
12.	Projectors		1	25:1
13.	Printers		4	6:1
14.	Computers/Mobile Phones		25 pcs	1:1

MODULE III

ISCED Unit Code	TVET CDACC Unit Code	Unit of Learning Title	Duration in Hours	Credit Factor
0612554 05A	SEC/CU/CS/CR/05/5/MA	Install and Configure Linux	150	15
0612554 06A	SEC/CU/CS/CR/06/5/MA	Secure Software Application	150	15
0413 441 03A	SEC/CU/CS/BC/03/5/MA	Entrepreneurial Skills	40	4
Total hours			340	34