

WORK ETHICS AND PRACTICES

ISCED UNIT CODE: 022345103A

TVETCDACC UNIT CODE: AQ/CU/AM/BC/03/4/MA

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply work ethics and practices.

Duration of Unit: 50 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

1. Apply self-management skills
2. Promote ethical practices and values
3. Promote Teamwork
4. Maintain professional and personal development
5. Apply Problem-solving skills
6. Promote Customer care.

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply self-management skills	● Self-awareness ● Formulating personal vision, mission, and goals ● Healthy lifestyle practices ● Strategies for overcoming work challenges ● Emotional intelligence Coping with Work Stress. Assertiveness versus aggressiveness and passiveness ● Developing and maintaining high self-esteem ● Developing and maintaining positive self-image ● Time management	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical

Learning Outcome	Content	Suggested Assessment Methods
	● Setting performance targets ● Monitoring and evaluating performance targets	
2. Promote ethical work practices and values	● Integrity ● Core Values, ethics and beliefs ● Patriotism ● Professionalism ● Organizational codes of conduct ● Industry policies and procedures	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical
3. Promote Teamwork	Types of teams Team building Individual responsibilities in a team Determination of team roles and objectives Team parameters and relationships Benefits of teamwork Qualities of a team player Leading a team Team performance and evaluation Conflicts and conflict resolution Gender and diversity mainstreaming Developing Healthy workplace relationships Adaptability and flexibility Coaching and mentoring skills	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical
4. Maintain professional and personal development	● Personal vs professional development and growth ● Avenues for professional growth ● Recognizing career advancement ● Training and career opportunities ● Assessing training needs ● Mobilizing training resources ● Licenses and certifications for	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical

Learning Outcome	Content	Suggested Assessment Methods
	professional growth and development ● Pursuing personal and organizational goals ● Managing work priorities and commitments ● Dynamism and on-the-job learning	
5. Apply Problem-solving skills	● Causes of problems ● Methods of solving problems ● Problem-solving process ● Decision making ● Creative thinking and critical thinking process in development of innovative and practical solutions	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical
6. Promote Customer Care	● Identifying customer needs ● Qualities of good customer service ● Customer feedback methods ● Resolving customer concerns ● Customer outreach programs ● Customer retention	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical

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

- Computers

- Stationery
- Charts
- Video clips
- Audio tapes
- Radio sets
- TV sets
- LCD projectors