

WORK ETHICS AND PRACTICES

UNIT CODE: 0417 451 02A

TVET CDACC UNIT CODE: BUS/CU/HRM/BC/03/5/MA

UNIT DURATION: 40 Hours

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Work Ethics and Practices.

Unit Description

This unit covers competencies required to effectively apply work ethics. It involves the ability to: apply self-management skills, promote ethical work practices and values, promote teamwork, maintain professional and personal development, apply problem-solving skills, and promote customer care.

Summary of Learning Outcomes

	ELEMENTS	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
	Total	40

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply self-management skills	1.1 Formulating personal vision, mission, and goals 1.2 Self-esteem development	• Written assessment • Oral assessment • Third party reports

	1.3 Emotional intelligence and coping with work stress 1.4 Assertiveness development 1.5 Accountability and responsibility for one's action 1.6 Time management 1.7 Setting performance targets 1.8 Self-awareness 1.9 Motivation, initiative and proactivity 1.10 Monitor and evaluate performance targets	• Portfolio of evidence • Project • Practical
2. Promote ethical work practices and values	2.1 Integrity 2.2 Organizational codes of conduct 2.3 Industry policies and procedures 2.4 Professionalism	• Written assessment • Oral assessment • Third party reports • Portfolio of evidence • Project • Practical
3. Promote Teamwork	3.1 Teams 3.1.1 Small work group 3.1.2 Staff in a section/department 3.1.3 Inter-agency group 3.1.4 Virtual teams 3.2 Team roles and objectives 3.3 Team activities 3.4 Team performance and evaluation 3.5 Conflicts and conflict resolution 3.5.1 Interpersonal conflict 3.5.2 Intrapersonal conflict 3.5.3 Intergroup conflict 3.5.4 Intragroup conflict	• Written assessment • Oral assessment • Third party reports • Portfolio of evidence • Project • Practical

	3.6 Gender and diversity 3.7 Healthy workplace relationships 3.7.1 Man/Woman 3.7.2 Trainer/trainee 3.7.3 Employee/employer 3.7.4 Client/service provider 3.7.5 Husband/wife 3.7.6 Boy/girl 3.7.7 Parent/child 3.7.8 Sibling relationships 3.8 Adaptability and flexibility	
4. Maintain professional and personal development	4.1 Personal growth and development 4.1.1 Growth in the job 4.1.3 Career mobility 4.1.4 Gains and exposure the job gives 4.1.5 Net workings 4.1.6 Benefits that accrue to the individual as a result of noteworthy performance. 4.2 Training and career opportunities 4.2.1 Participation in training programs 4.2.2 Serving as Resource Persons in conferences and workshops 4.2.3 Capacity building 4.3 Training resources 4.3.1 Human 4.3.2 Financial 4.3.3 Technology	● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical

	4.4 Licenses and certificates for professional growth and development 4.5 Recognition in career advancement 4.6 Pursuing personal and organizational goals 4.7 Work-life balance 4.8 Dynamism and on-the-job learning	
5. Apply Problem-solving skills	5.1 Creative, innovative and practical solutions. 5.1.1 New ideas 5.1.2 Original ideas 5.1.3 Different ideas 5.1.4 Methods/procedures 5.1.5 Processes 5.1.6 New tools 5.2. Independence and initiative in problem identification and solving 5.3. Problem-solving process 5.4. Methods of solving problems Problem analysis and assumptions testing	● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical

6. Promote Customer Care	6.1 Identifying customer needs	• Written assessment • Oral assessment • Third party reports • Portfolio of evidence • Project • Practical
	6.2 Customer feedback methods	
	6.2.1 Verbal	
	6.2.2 Written	
	6.2.3 Informal	
	6.2.4 Formal	
	6.3 Resolving customer concerns	
	6.4 Customer outreach programs	
	Customer retention	

Suggested Methods of Instruction

- Demonstrations
- Simulation/Role play
- Group Discussion
- Presentations
- Projects
- Assignments

Recommended Resources for 30 trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	Learning Materials			
1.	Charts	• Flip Charts	5	1:6
B	Learning Facilities & Infrastructure			
2.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
3.	Internet Connection	WI-FI, Dial-Up, Cable, Fixed- wireless,	1	1:30
C	Consumable Materials			

4.	Markers	whiteboard markers and permanent markers	5	1:6
5.	Stationery	Printing Papers, Foolscaps	5 reams	1:6
6.	Files / folders		30	1:1
7.	Flash disks		5	1:6
D	Tools And Equipment			
8.	Computers/Laptops	Any model	30	1:1
9.	Projector	LED.LCD, Laser	1	1:30
10.	Whiteboard	Glass, melamine, porcelain	1	1:30
11.	Staplers		2	1:15
12.	Paper punch		2	1:15
13.	Metallic cabinet		1	1:30
14.	Scanner		2	1:15
15.	Printer		1	1:30
16.	Print toners		2	1:15
17.	Shredding machine		1	1:30

References:

Cottrell, S. (2015). *Skills for success. Personal development and employability*. Palgrave MacMillan

Hill, c. w., & Jones, G.R (2012). *Strategic management: An integrated approach*. Cengage Learning.