

APPLY WORK ETHICS AND PRACTICES

ISCED UNIT CODE: 0417 541 10A

TVET CDACC UNIT CODE: IT/OS/NSA/BC/01/5/MA

UNIT DESCRIPTION

This unit covers competencies required to effectively apply work ethics and practices. 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.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in Range</i>
1. Apply self-management skills	1.1 Personal vision, mission and goals are formulated based on potential and concerning organization objectives and strategic plan 1.2 Self-esteem and a positive self-image are developed and maintained based on value 1.3 Emotional intelligence and stress management are demonstrated as per workplace requirements. 1.4 Assertiveness is developed and maintained based on the requirements of the job. 1.5 Accountability and responsibility for one's actions are demonstrated based on workplace instructions. 1.6 Time management, attendance and punctuality are observed as per the organization's policy. 1.7 Personal goals are managed as per the organization's objective 1.8 Self-strengths and weaknesses are identified based on personal objectives 1.9 Motivation, initiative and proactivity are utilized as per the organization policy 1.10 Individual performance is evaluated and monitored according to the agreed targets.

2. Promote ethical work practices and values	2.1 Integrity is demonstrated as per acceptable norms 2.2 Codes of conduct is applied as per the workplace requirements 2.3 Policies and guidelines are observed as per the workplace requirements 2.4 Professionalism is exercised in line with organizational policies
3. Promote Team work	3.1 Teams are formed to enhance productivity based on organization's objectives 3.2 Duties are assigned to teams under the organization policy. 3.3 Team activities are managed and coordinated as per set objectives. 3.4 Team performance is evaluated based on set targets as per workplace policy. 3.5 Conflicts are resolved between team members in line with organization policy. 3.6 Gender and diversity-related issues are identified and mainstreamed in accordance with workplace policy. 3.7 Healthy relationships are developed and maintained in line with the workplace. 3.8 Adaptability and flexibility are applied in dealing with team members as per workplace policies
4. Maintain professional and personal development	4.1 Personal growth and development needs are identified and assessed in line with the requirements of the job. 4.2 Training and career opportunities are identified and utilized based on job requirements. 4.3 Resources for training are mobilized and allocated based on organizations and individual skills needs. 4.4 Licenses and certifications relevant to the job and career are obtained and renewed as per policy. 4.5 Recognitions are sought as proof of career advancement in line with professional requirements. 4.6 Work priorities and personal commitments are balanced and managed based on the requirements of the job and personal objectives. 4.7 Dynamism and on-the-job learning are embraced in line with the organization's goals and objectives.
5. Apply Problem solving skills	5.1 Creative, innovative and practical solutions are developed based on the problem 5.2 Independence and initiative in identifying and solving problems are demonstrated based on the requirements of the job. 5.3 Team problems are solved as per the workplace guidelines 5.4 Problem-solving strategies are applied as per the workplace guidelines

	5.5 Problems are analyzed and assumptions tested as per the context of data and circumstances
6. Promote Customer Care	6.1 Customers' needs are identified based on their characteristics 6.2 Customer feedback is allowed and facilitated in line with organization policies. 6.3 Customer concerns and complaints are analyzed and resolved in line with the set organizational culture. 6.4 Proactive customer outreach programs are implemented as per organizational policies 6.5 Customer retention strategies are developed and implemented in line with the organizational policy

RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
1. Feedback may include but not limited to:	● Verbal ● Written ● Informal ● Formal
2. Conflicts include but are not limited to:	● Interpersonal Conflict. ● Intrapersonal Conflict. ● Intergroup Conflict. ● Intragroup Conflict.
3. Relationships may include but not limited to:	● Man/Woman ● Trainer/trainee ● Employee/employer ● Client/service provider ● Husband/wife ● Boy/girl ● Parent/child ● Sibling relationships
4. Team may include but not limited to:	● Small work group ● Staff in a section/department ● Inter-agency group ● Virtual teams
5. Personal growth may include but not limited to:	● Growth in the job ● Career mobility ● Gains and exposure the job gives ● Net workings

	● Benefits that accrue to the individual as a result of noteworthy performance
6. Personal objectives may include but not limited to:	● Long term ● Short term ● Broad ● Specific
7. Trainings and career opportunities may include but not limited to	● Participation in training programs ● Serving as Resource Persons in conferences and workshops ● Capacity building
8. Resource may include may but not limited to:	● Human ● Financial ● Technology
9. Creative and innovative may include but not limited to:	● New ideas ● Original ideas ● Different ideas ● Methods/procedures ● Processes ● New tools
10. Emerging issues may include but not limited to:	● Artificial Intelligence ● Data confidentiality ● National cohesion ● Open offices

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Active listening
- Critical thinking
- Organizational
- Negotiation
- Monitoring
- Evaluation
- Problem solving

- Decision Making
- Leadership
- Creative/innovative thinking
- Adaptability
- Conflict management
- Emotional intelligence
- Teamwork

Required Knowledge

The individual needs to demonstrate knowledge of:

- Work values and ethics
- Company policies and procedures
- Company operations, procedures and standards
- Flexibility and adaptability
- Concept of time and leisure time
- Decision making
- Work planning
- Organizing work
- Monitoring and evaluation
- Record keeping
- Gender and diversity mainstreaming
- Drug and substance abuse
- Professional growth and development
- creativity
- Innovation
- problem solving
- customer care
- mentoring and coaching.
- Emerging issues

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of Competency	Assessment require evidence that the candidate: 1.1 Applied self-management skills as per organizational procedures. 1.2 Promoted ethical practices and values as per organizational procedures. 1.3 Promoted Teamwork as per workplace assignments. 1.4 Maintained professional and personal development as per organizational procedures. 1.5 Applied Problem-solving skills based on work requirements. 1.6 Identified customer needs based on their characteristics. 1.7 Gave back Customer feedback in line with organization policies.
2. Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place. 2.3 Resources relevant to the proposed activity or tasks.
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Observation 3.2 Oral questioning 3.3 Written test 3.4 Portfolio of Evidence 3.5 Interview 3.6 Third party report
4. Context of Assessment	This Competency may be assessed in a workplace or a simulated workplace
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

APPLY COMMUNICATION SKILLS

UNIT CODE: 0031 541 13A

UNIT DESCRIPTION

This unit covers the competencies required to demonstrate communication skills. It involves applying communication channels, written, non-verbal, oral, and group communication skills.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes that make up workplace function	PERFORMANCE CRITERIA These are assessable statements that specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Apply communication channels	1.1 Specific communication channels are identified and applied based on workplace requirements. 1.2 Challenges are identified and addressed as per the operational standards of the organization. 1.3 Communication channels are evaluated to meet workplace needs.
2. Apply written communication skills	2.1 Types of written communication are identified and applied according to the workplace requirements. 2.2 Written communication needs are identified and implemented according to workplace procedures. 2.3 Written communication guidelines are analyzed, evaluated, and revised based on workplace needs.
3. Apply non-verbal communication skills	3.1 Existing non-verbal communication techniques are identified and applied based on organization policy. 3.2 Non-verbal communication techniques are articulated and modeled to enhance inclusivity according to workplace requirements.
4. Apply oral communication skills	4.1 Types of oral communication are identified and established as per organization policy. 4.2 Pathways of oral communication are identified and established as per organization policy. 4.3 Pathways of oral communication are reviewed according to organization procedures. 4.4 Pathways of oral communication are maintained according to the organization standards.
5. Apply group communication skills	5.1 Group communication strategies are applied based on the workplace needs. 5.2 Groups are organized in accordance with workplace procedures. 5.3 Effective questioning, listening and non-verbal communication techniques are used as per needs.

	5.4 Group communication challenges are identified and addressed according to the workplace needs.
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RANGE

This section provides the work environment and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Communication strategies may include but are not limited to:	● Language switch ● Comprehension check ● Repetition ● Asking confirmation ● Paraphrasing ● Clarification request ● Translation ● Restructuring ● Generalization
2. Effective group interaction may include but not limited to:	● Identifying and evaluating what is occurring within an interaction in a non-judgmental way. ● Using active listening. ● Making decision about appropriate words, behavior. ● Putting together response which is culturally appropriate. ● Expressing an individual perspective. ● Expressing own philosophy, ideology and background and exploring impact with relevance to communication
3. Situations may include but are not limited to:	● Establishing rapport ● Eliciting facts and information ● Facilitating resolution of issues ● Developing action plans

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Active listening
- Interpretation
- Negotiation

- Writing
- Oral skills
- Creative thinking
- Critical thinking
- Decision making
- Analytical
- Innovation
- Conflict skills
- Leadership
- Problem solving skills
- Management
- Organizational
- Teamwork

Required Knowledge

The individual needs to demonstrate knowledge of:

- Communication process
- Dynamics of groups
- Styles of group leadership
- Key elements of communications strategy
- Principles of effective communication
- Turn-taking techniques
- Conflict resolution techniques
- Work planning
- Work organization
- Company policies
- Company operations and procedure standards
- Fundamental rights at the workplace
- Personal hygiene
- Accountability
- Workplace problems and how to deal with them

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge, and range.

1. Critical aspects of Competency.	Assessment requires evidence that the candidate: 1.1 Identified and applied specific communication channels based on workplace requirements. 1.2 Identified and applied specific written communication correspondence according to the workplace requirements. 1.3 Applied and developed non-verbal strategies to communicate in all areas of the workplace requirements. 1.4 Established pathways of oral communication as per workplace policy. 1.5 Applied group communication strategies based on workplace needs.
2. Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace where assessment can take place. 2.2 Appropriately simulated environment where assessment can take place. 2.3 Resources relevant to the proposed activity or tasks.
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Practical assessment 3.2 Observation 3.3 Oral assessment 3.4 Portfolio of evidence 3.5 Interviews 3.6 Third party report 3.7 Written assessment 3.8 Projects
4. Context of Assessment	4.1 This Competency may be assessed in a workplace or a simulated workplace
5. Guidance information for assessment	5.1 Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.