

## APPLY WORK ETHICS AND PRACTICES

**ISCED UNIT CODE:** 0417 441 11A

**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

| <b>ELEMENT</b><br>These describe the key outcomes which make up workplace function. | <b>PERFORMANCE CRITERIA</b><br>These are assessable statements which specify the required level of performance for each of the elements.<br><i><b>Bold and italicized terms are elaborated in Range</b></i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 1. Apply self-management skills                                                     | <ul style="list-style-type: none"><li>1.1 Personal vision, mission and goals are formulated based on potential and concerning organization objectives and strategic plan</li><li>1.2 Self-esteem and a positive self-image are developed and maintained based on value</li><li>1.3 Emotional intelligence and stress management are demonstrated as per workplace requirements.</li><li>1.4 Assertiveness is developed and maintained based on the requirements of the job.</li><li>1.5 Accountability and responsibility for one's actions are demonstrated based on workplace instructions.</li><li>1.6 Time management, attendance and punctuality are observed as per the organization's policy.</li><li>1.7 Personal goals are managed as per the organization's objective</li><li>1.8 Self-strengths and weaknesses are identified based on personal objectives</li><li>1.9 Motivation, initiative and proactivity are utilized as per the organization policy</li><li>1.10 Individual performance is evaluated and monitored according to the agreed targets.</li></ul> |
| 2. Promote ethical work practices and values                                        | <ul style="list-style-type: none"><li>2.1 Integrity is demonstrated as per acceptable norms</li><li>2.2 Codes of conduct is applied as per the workplace requirements</li><li>2.3 Policies and guidelines are observed as per the workplace requirements</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

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|                                                   | 2.4 Professionalism is exercised in line with organizational policies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3. Promote Team work                              | <p>3.1 <b>Teams</b> are formed to enhance productivity based on organization's objectives</p> <p>3.2 Duties are assigned to teams under the organization policy.</p> <p>3.3 Team activities are managed and coordinated as per set objectives.</p> <p>3.4 Team performance is evaluated based on set targets as per workplace policy.</p> <p>3.5 <b>Conflicts</b> are resolved between team members in line with organization policy.</p> <p>3.6 Gender and diversity-related issues are identified and mainstreamed in accordance with workplace policy.</p> <p>3.7 Healthy <b>relationships</b> are developed and maintained in line with the workplace.</p> <p>3.8 Adaptability and flexibility are applied in dealing with team members as per workplace policies</p>                                                                           |
| 4. Maintain professional and personal development | <p>4.1 <b>Personal growth and development</b> needs are identified and assessed in line with the requirements of the job.</p> <p>4.2 <b>Training and career opportunities</b> are identified and utilized based on job requirements.</p> <p>4.3 <b>Resources</b> for training are mobilized and allocated based on organizations and individual skills needs.</p> <p>4.4 Licenses and certifications relevant to the job and career are obtained and renewed as per policy.</p> <p>4.5 Recognitions are sought as proof of career advancement in line with professional requirements.</p> <p>4.6 Work priorities and personal commitments are balanced and managed based on the requirements of the job and personal objectives.</p> <p>4.7 Dynamism and on-the-job learning are embraced in line with the organization's goals and objectives.</p> |
| 5. Apply Problem solving skills                   | <p>5.1 <b>Creative, innovative</b> and practical solutions are developed based on the problem</p> <p>5.2 Independence and initiative in identifying and solving problems are demonstrated based on the requirements of the job.</p> <p>5.3 Team problems are solved as per the workplace guidelines</p> <p>5.4 Problem-solving strategies are applied as per the workplace guidelines</p> <p>5.5 Problems are analyzed and assumptions tested as per the context of data and circumstances</p>                                                                                                                                                                                                                                                                                                                                                      |
| 6. Promote Customer Care                          | <p>6.1 Customers' needs are identified based on their characteristics</p> <p>6.2 Customer <b>feedback</b> is allowed and facilitated in line with organization policies.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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|  | 6.3 Customer concerns and complaints are analyzed and resolved in line with the set organizational culture.<br>6.4 Proactive customer outreach programs are implemented as per organizational policies<br>6.5 Customer retention strategies are developed and implemented in line with the organizational policy |
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## 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                                                                                                                                                                                                                                                         |
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| 1. Feedback may include but not limited to:            | <ul style="list-style-type: none"> <li>● Verbal</li> <li>● Written</li> <li>● Informal</li> <li>● Formal</li> </ul>                                                                                                                                           |
| 2. Conflicts include but are not limited to:           | <ul style="list-style-type: none"> <li>● Interpersonal Conflict.</li> <li>● Intrapersonal Conflict.</li> <li>● Intergroup Conflict.</li> <li>● Intragroup Conflict.</li> </ul>                                                                                |
| 3. Relationships may include but not limited to:       | <ul style="list-style-type: none"> <li>● Man/Woman</li> <li>● Trainer/trainee</li> <li>● Employee/employer</li> <li>● Client/service provider</li> <li>● Husband/wife</li> <li>● Boy/girl</li> <li>● Parent/child</li> <li>● Sibling relationships</li> </ul> |
| 4. Team may include but not limited to:                | <ul style="list-style-type: none"> <li>● Small work group</li> <li>● Staff in a section/department</li> <li>● Inter-agency group</li> <li>● Virtual teams</li> </ul>                                                                                          |
| 5. Personal growth may include but not limited to:     | <ul style="list-style-type: none"> <li>● Growth in the job</li> <li>● Career mobility</li> <li>● Gains and exposure the job gives</li> <li>● Net workings</li> <li>● Benefits that accrue to the individual as a result of noteworthy performance</li> </ul>  |
| 6. Personal objectives may include but not limited to: | <ul style="list-style-type: none"> <li>● Long term</li> <li>● Short term</li> <li>● Broad</li> <li>● Specific</li> </ul>                                                                                                                                      |

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| 7. Trainings and career opportunities may include but not limited to | <ul style="list-style-type: none"> <li>● Participation in training programs</li> <li>● Serving as Resource Persons in conferences and workshops</li> <li>● Capacity building</li> </ul>    |
| 8. Resource may include may but not limited to:                      | <ul style="list-style-type: none"> <li>● Human</li> <li>● Financial</li> <li>● Technology</li> </ul>                                                                                       |
| 9. Creative and innovative may include but not limited to:           | <ul style="list-style-type: none"> <li>● New ideas</li> <li>● Original ideas</li> <li>● Different ideas</li> <li>● Methods/procedures</li> <li>● Processes</li> <li>● New tools</li> </ul> |
| 10. Emerging issues may include but not limited to:                  | <ul style="list-style-type: none"> <li>● Artificial Intelligence</li> <li>● Data confidentiality</li> <li>● National cohesion</li> <li>● Open offices</li> </ul>                           |

## **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.

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| 1. Critical aspects of Competency | <p>Assessment require evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Applied self-management skills as per organizational procedures.</li> <li>1.2 Promoted ethical practices and values as per organizational procedures.</li> <li>1.3 Promoted Teamwork as per workplace assignments.</li> <li>1.4 Maintained professional and personal development as per organizational procedures.</li> <li>1.5 Applied Problem-solving skills based on work requirements.</li> <li>1.6 Identified customer needs based on their characteristics.</li> <li>1.7 Gave back Customer feedback in line with organization policies.</li> </ul> |
| 2. Resource Implications          | <p>The following resources should be provided:</p> <ul style="list-style-type: none"> <li>2.1 Access to relevant workplace where assessment can take place</li> <li>2.2 Appropriately simulated environment where assessment can take place.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                     |

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|                                        | 2.3 Resources relevant to the proposed activity or tasks.                                                                                                                                                              |
| 3. Methods of Assessment               | <p>Competency in this unit may be assessed through:</p> <p>3.1 Observation</p> <p>3.2 Oral questioning</p> <p>3.3 Written test</p> <p>3.4 Portfolio of Evidence</p> <p>3.5 Interview</p> <p>3.6 Third party report</p> |
| 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.                                                                                                           |