



**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**AGRICULTURAL ENGINEERING TECHNICIAN**

**LEVEL 6**

**PROGRAMME ISCED CODE: 0716 454 A**



TVET CDACC  
P.O. BOX 15745-00100  
NAIROBI

## APPLY WORK ETHICS AND PRACTICES

**UNIT CODE:** 0031 441 04A

**TVET CDACC CODE:** ENG/OS/AGR/BC/03/5/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   | PERFORMANCE CRITERIA  |
|---|---|
| These describe the key outcomes which make up workplace function. | 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>  |
| 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></ul> |

| <b>ELEMENT</b><br><br>These describe the key outcomes which make up workplace function. | <b>PERFORMANCE CRITERIA</b><br><br>These are assessable statements which specify the required level of performance for each of the elements.<br><br><i><b>Bold and italicized terms are elaborated in Range</b></i>   |
|---|---|
|   | 1.9 Motivation, initiative and proactivity are utilized as per the organization policy<br><br>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<br>2.2 Codes of conduct is applied as per the workplace requirements<br>2.3 Policies and guidelines are observed as per the workplace requirements<br>2.4 Professionalism is exercised in line with organizational policies   |
| 3. Promote Team work  | 3.1 <i><b>Teams</b></i> are formed to enhance productivity based on organization's objectives<br>3.2 Duties are assigned to teams under the organization policy.<br>3.3 Team activities are managed and coordinated as per set objectives.<br>3.4 Team performance is evaluated based on set targets as per workplace policy.<br>3.5 <i><b>Conflicts</b></i> are resolved between team members in line with organization policy.<br>3.6 Gender and diversity-related issues are identified and mainstreamed in accordance with workplace policy.<br>3.7 Healthy <i><b>relationships</b></i> are developed and maintained in line with the workplace.<br>3.8 Adaptability and flexibility are applied in dealing with team members as per workplace policies |

| <b>ELEMENT</b><br><br>These describe the key outcomes which make up workplace function. | <b>PERFORMANCE CRITERIA</b><br><br>These are assessable statements which specify the required level of performance for each of the elements.<br><br><i><b>Bold and italicized terms are elaborated in Range</b></i>   |
|---|---|
| 4.Maintain professional and personal development  | 4.1 <i><b>Personal growth and development</b></i> needs are identified and assessed in line with the requirements of the job.<br>4.2 <i><b>Training and career opportunities</b></i> are identified and utilized based on job requirements.<br>4.3 <i><b>Resources</b></i> for training are mobilized and allocated based on organizations and individual skills needs.<br>4.4 Licenses and certifications relevant to the job and career are obtained and renewed as per policy.<br>4.5 Recognitions are sought as proof of career advancement in line with professional requirements.<br>4.6 Work priorities and personal commitments are balanced and managed based on the requirements of the job and personal objectives.<br>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 <i><b>Creative, innovative</b></i> and practical solutions are developed based on the problem<br>5.2 Independence and initiative in identifying and solving problems are demonstrated based on the requirements of the job.<br>5.3 Team problems are solved as per the workplace guidelines<br>5.4 Problem-solving strategies are applied as per the workplace guidelines<br>5.5 Problems are analysed 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  |

| <b>ELEMENT</b>  | <b>PERFORMANCE CRITERIA</b>  |
|---|--|
| These describe the key outcomes which make up workplace function. | 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>   |
|   | 6.2 Customer <i><b>feedback</b></i> is allowed and facilitated in line with organization policies.<br>6.3 Customer concerns and complaints are analysed 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 |

## 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.

| <b>Variable</b>                              | <b>Range</b>   |
|--|--|
| Feedback may include but are not limited to: | <ul style="list-style-type: none"> <li>• Verbal</li> <li>• Written</li> <li>• Informal</li> <li>• Formal</li> </ul>  |
| 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> |

| Variable  | Range   |
|---|---|
| relationships may include but are 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> |
| Team may include but are 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>  |
| Personal growth may include but are 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>  |
| Personal objectives may include but are not limited to:               | <ul style="list-style-type: none"> <li>• Long term</li> <li>• Short term</li> <li>• Broad</li> <li>• Specific</li> </ul>  |
| Trainings and career opportunities may include but are 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>   |
| Resource may include may but not limited to:                          | <ul style="list-style-type: none"> <li>• Human</li> <li>• Financial</li> </ul>  |

| Variable  | Range  |
|---|--|
|   | <ul style="list-style-type: none"> <li>• Technology</li> </ul>   |
| creative and innovative may include but are 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> |
| emerging issues may include but are 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.

|                                   |   |
|-----------------------------------|---|
| 1. Critical aspects of Competency | <p>Assessment require evidence that the candidate:</p> <p>1.1 Applied self-management skills as per organizational procedures.</p> <p>1.2 Promoted ethical practices and values as per organizational procedures.</p> |
|-----------------------------------|---|



|  |  |
|--|--|
|  | <p>1.3 Promoted Teamwork as per workplace assignments.</p> <p>1.4 Maintained professional and personal development as per organizational procedures.</p> <p>1.5 Applied Problem-solving skills based on work requirements.</p> <p>1.6 Identified customer needs based on their characteristics.</p> <p>1.7 Gave back Customer feedback in line with organization policies.</p> |
| 2. Resource Implications               | <p>The following resources should be provided:</p> <p>2.1 Access to relevant workplace where assessment can take place</p> <p>2.2 Appropriately simulated environment where assessment can take place.</p> <p>2.3 Resources relevant to the proposed activity or tasks.</p>  |
| 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               | <p>Competency may be assessed:</p> <p>4.1 Workplace</p> <p>4.2 Simulated work environment</p>  |
| 5. Guidance information for assessment | <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>  |