



THE REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

FOOD AND BEVERAGE SALES AND SERVICE

KNQF LEVEL 4

ISCED PROGRAMME CODE: 1013 354B



TVET CDACC
P.O. BOX 15745-00100
NAIROBI

WORKPLACE ESSENTIAL SKILLS

UNIT CODE: HOS/CU/FB/BC/02/4/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply workplace essential skills

Duration of Unit: 60 Hours

Unit Description

This unit covers the competencies required to apply workplace essential skills. It involves, utilizing communication skills, promoting ethical work practices and values, and applying entrepreneurial skills.

Summary of Learning Outcomes

1. Apply communication skills
2. Promote ethical work practices and values
3. Apply entrepreneurial skills

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply communication skills	• Communication process: • Sender • Message • Channel • Receiver • Feedback • Principles of effective communication: • Courtesy • Correctness • Completeness • Communication barriers: • Language • Emotions • Channel	• Oral assessment • Observation • Portfolio of evidence • Written assessment

Learning Outcome	Content	Suggested Assessment Methods
	• Flow of communication: • Downward • Upward • Sources of information: • Employee • Customers' feedback • Organization documents • Organizational policies • Workplace etiquette • Channels/medium/mode of communication • Written communication: • Letters • SMS • Notices • Memo • Non-verbal cues: • Posture • Gestures • Facial expression • Dressing/grooming • Oral communication: • Face-to-face • Telephone conversation • Group discussion techniques:	
2. Promote ethical work practices and values	• Personal Management • Self-Awareness • Self Esteem • Stress Management • Assertiveness • Drug and Substance abuse • Time Management • Integrity • Core Values and beliefs • Professionalism	• Observation • oral assessment • Written assessment • Third-party reports • Portfolio of Evidence • Practical assessment

Learning Outcome	Content	Suggested Assessment Methods
	- Organizational codes of conduct - Teamwork - Conflict Resolution - Customer Care	
3. Apply entrepreneurial skills	- Personal finances management - Simple bookkeeping (sales, purchases debts, and profits) - Budgeting - Savings management - Sources of personal and business funds - Investments - Entrepreneurial roles and characteristics - Salaried employment and self-employment - Requirements for entry into self-employment - Regulatory requirements - Benefits of business planning	- Observation - Written assessment - Oral assessment - Third party report - Practical assessment - Portfolio of evidence

Suggested Methods of Instruction

- Assignments
- Brainstorming
- Case studies
- Demonstration
- Direct instruction with active learning strategies
- Experiential
- Field trips
- Group Discussion
- Guest speakers
- Instructor lead facilitation of theory using active learning strategies.
- Practice assignment
- Presentations
- Problem-solving

- Question and answer
- Roleplay
- Simulation/Roleplay
- Team training

Recommended Resources for 25 trainees

General Resources	Tools and Equipment	Materials and Supplies
• 25 Desktop computers/laptops	25 mobile phones	Flashcards
• Internet connection	Telephone	Flip charts
• 1 Projector • 1 Printer		2 packets of assorted colors of whiteboard marker pens
• 1 Whiteboard		Printing papers
• 5 Business plan templates • 1 Overhead projectors • Internet • Video clips • 5 Newspapers and Handouts • 5 Business Journals		• 25 sets of Writing materials Stationery • Charts