COMPETENCY BASED CURRICULUM

FOR

INFORMATION COMMUNICATION TECHNOLOGY

KNQF LEVEL 5

PROGRAMME ISCED CODE: 061 2454A

WORK ETHICS AND PRACTICES

UNIT CODE: 0417 441 02A

Duration of Unit: 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 and practices. It involves applying self-management skills, promoting ethical work practices and values, promoting teamwork, maintaining professional and personal development, applying problem-solving and promoting customer care.

Summary of Learning Outcomes

LEARNING OUTCOMES	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 Self-awareness	● Observation ● Written assessment

Learning Outcome	Content	Suggested Assessment Methods
	1.2 Formulating personal vision, mission, and goals 1.3 Healthy lifestyle practices 1.4 Strategies for overcoming work challenge 1.5 Emotional intelligence 1.6 Coping with Work Stress. 1.7 Assertiveness versus aggressiveness and passiveness 1.8 Developing and maintaining high self-esteem 1.9 Developing and maintaining positive self-image 1.10 Time management 1.11 Setting performance targets 1.12 Monitoring and evaluating performance targets	● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical
2. Promote ethical work practices and values	2.1 Integrity 2.2 Core Values, ethics and beliefs 2.3 Patriotism 2.4 Professionalism 2.5 Organizational codes of conduct 2.6 Industry policies and procedures	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical
3. Promote Teamwork	3.1 Types of teams 3.2 Team building 3.3 Individual responsibilities in a team	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence

Learning Outcome	Content	Suggested Assessment Methods
	3.4 Determination of team roles and objectives 3.5 Team parameters and relationships 3.6 Benefits of teamwork 3.7 Qualities of a team player 3.8 Leading a team 3.9 Team performance and evaluation 3.10 Conflicts and conflict resolution 3.11 Gender and diversity mainstreaming 3.12 Developing Healthy workplace relationships 3.13 Adaptability and flexibility 3.14 Coaching and mentoring skills	● Project ● Practical
4. Maintain professional and personal development	4.1 Personal vs professional development and growth 4.2 Avenues for professional growth 4.3 Recognizing career advancement 4.4 Training and career opportunities 4.5 Assessing training needs 4.6 Mobilizing training resources	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical

Learning Outcome	Content	Suggested Assessment Methods
	4.7 Licenses and certifications for professional growth and development 4.8 Pursuing personal and organizational goals 4.9 Managing work priorities and commitments 4.10 Dynamism and on-the-job learning	
5. Apply Problem-solving skills	5.1 Causes of problems 5.2 Methods of solving problems 5.3 Problem-solving process 5.4 Decision making 5.5 Creative thinking and critical thinking process in development of innovative and practical solutions	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical
6. Promote Customer Care	6.1 Identifying customer needs 6.2 Qualities of good customer service 6.3 Customer feedback methods 6.4 Resolving customer concerns 6.5 Customer outreach programs 6.6 Customer retention	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical

Suggested Methods of Instruction

- Instructor lead facilitation of theory using active learning strategies.
- Demonstrations
- Simulation/Role play

- Group Discussion
- Presentations
- Projects
- Case studies
- Assignments

Recommended Resources for 25 Trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Trainee: Item)
A	**Learning Materials**			
1.	Textbooks	For trainere's use	5 pcs	5:1
2.	PowerPoint presentations	For trainer's use		
3.	Assorted colour of whiteboard markers	For trainer's use	2 packets	
4.	e-Didactics	For trainer's use		
5.	Flashcards	For trainer's use		
6.	Flip charts	For trainer's use		
7.	Whiteboard	For trainer's use		
B	**Learning Facilities & infrastructure**			
8.	Lecture/theory room	For training	1	25:1
C	**Consumable materials**			
9.	Printing Papers	For printing	1 ream	1:20
10.	Toners	For printers	2 pcs	13:1

11.	Internet connection	For training & trainee's use		
D	**Tools and Equipment**			
12.	Projectors	For trainer's use	1	25:1
13.	Printers	For printing	4	6:1
14.	Computers/Mobile Phones	For training	25 pcs	1:1