



**REPUBLIC OF KENYA**

**COMPETENCY BASED MODULAR CURRICULUM**

**FOR**

**ANALYTICAL CHEMISTRY TECHNOLOGY**

**KNQF LEVEL 6**

**(CYCLE 3) PROGRAMME ISCED CODE: 0531 554A**



**TVET CDACC**  
**P.O. BOX 15745-00100 NAIROBI**

## WORK ETHICS AND PRACTICES

**ISCED UNIT CODE: 0417 541 12A**

**TVET CDACC UNIT CODE: ASC/OS/ACHEM/BC/03/6/MA**

### **Relationship to Occupational Standards**

This unit addresses the Unit of Competency: **Apply work ethics and practices.**

**Duration:** 40 Hours

### **Unit Description**

This unit covers competencies required to demonstrate employability skills. 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.

### **Summary of Learning Outcomes**

<b>S/No</b>	<b>Learning Outcomes</b>	<b>Duration (Hours)</b>
1.	Apply self-management skills	10
2.	Promote ethical work practices and values	4
3.	Promote Team work	10
4.	Maintain professional and personal development	10
5.	Apply Problem solving skills	4
6.	Promote Customer Care	2
<b>Total</b>		<b>40</b>

## Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply Self-Management Skills	<p>1.1 Personal vision mission and goals</p> <p>1.1.1 definition of terms</p> <p>1.1.2 develop a personal vision, mission and goal</p> <p>1.2 Formulating personal vision, mission, and goals</p> <p>1.3 Healthy lifestyle practices</p> <p>1.4 Strategies for overcoming work challenges</p> <p>1.5 Emotional intelligence</p> <p>1.6 Coping with Work Stress.</p> <p>1.7 Assertiveness versus aggressiveness and passiveness</p> <p>1.8 Developing and maintaining high self-esteem</p> <p>1.9 Developing and maintaining positive self-image</p> <p>1.10 Time management</p> <p>1.11 Setting performance targets</p> <p>1.12 Monitoring and evaluating performance targets</p>	<ul style="list-style-type: none"> <li>● Observation</li> <li>● Portfolio of evidence</li> <li>● Project</li> <li>● Practical</li> <li>● Written assessment</li> <li>● Oral assessment</li> </ul>

Learning Outcome	Content	Suggested Assessment Methods
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	<ul style="list-style-type: none"> <li>● Portfolio of evidence</li> <li>● Project</li> <li>● Practical</li> <li>● Observation</li> <li>● Written assessment</li> <li>● Oral assessment</li> </ul>
3. Promote Teamwork	3.1 Types of teams 3.2 Team building 3.3 Individual responsibilities in a team 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	<ul style="list-style-type: none"> <li>● Observation</li> <li>● Written assessment</li> <li>● Oral assessment</li> <li>● Portfolio of evidence</li> <li>● Project</li> <li>● Practical</li> </ul>

Learning Outcome	Content	Suggested Assessment Methods
	3.13 Adaptability and flexibility 3.14 Coaching and mentoring skills	
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 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	<ul style="list-style-type: none"> <li>● Project</li> <li>● Practical</li> <li>● Observation</li> <li>● Written assessment</li> <li>● Oral assessment</li> <li>● Portfolio of evidence</li> </ul>
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	<ul style="list-style-type: none"> <li>● Observation</li> <li>● Project</li> <li>● Portfolio of evidence</li> <li>● Practical</li> <li>● Written assessment</li> <li>● Oral assessment</li> </ul>

Learning Outcome	Content	Suggested Assessment Methods
	development of innovative and practical solutions	
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	<ul style="list-style-type: none"> <li>● Observation</li> <li>● Project</li> <li>● Practical</li> <li>● Portfolio of evidence</li> <li>● Written assessment</li> <li>● Oral assessment</li> </ul>

#### Suggested Methods of Instruction

- Practical
- Demonstrations
- Project
- Group discussion
- Direct instruction

#### Recommended Resources for 25 Trainees

S/No.	Category/Item	Description/Specifications	Quantity	Recommended Ratio (Item: Trainee)
<b>A</b>	<b>Learning Materials</b>			
1.	Textbooks		5 pcs	1:5
2.	PowerPoint presentations	For trainer's use		
3.	Case studies		5	1:5
4.	Business plan templates		5	1:5
5.	Newspapers and Handouts		5	1:5
6.	Business Journals		5	1:5
7.	Video clips	Assorted	5 sets	3:5
8.	Audio tapes	Assorted	5 sets	3:5

9.	Whiteboard		1	1:25
10.	Rolls flip charts		1	1:25
11.	Assorted color of whiteboard markers	For trainers Use	1	1:25
<b>B</b>	<b>Learning Facilities &amp; infrastructure</b>			
1.	Lecture/theory room		1	1:25
<b>C</b>	<b>Consumable materials</b>			
1.	Printing papers		enough	-
2.	Stationery		25 pcs	1:1
3.	Printing ink cartilages	assorted	-	-
4.	Internet		200mbps	-
<b>D</b>	<b>Tools and Equipment</b>			
1.	Computers	For trainer's use		
2.	Printer	For trainer's use		
3.	LCD Overhead projector	For trainer's use		