



**THE REPUBLIC OF KENYA**

**COMPETENCY BASED CURRICULUM**

**BEAUTY THERAPY**

**KNQF LEVEL 6**

**ISCED PROGRAM CODE: 1012 554B**



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

## WORK ETHICS AND PRACTICES

**TVET CDACC UNIT CODE:** COS/CU/BT/BC/03/6B

**UNIT CODE:** 0417 541 03B

### Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Work Ethics and Practices.

**Duration of Unit:** 50 hours

### Unit Description

This unit covers competencies required to apply 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

1. Apply Self-Management Skills
2. Promote Ethical Practices and Values
3. Promote Teamwork
4. Maintain Professional and Personal Development
5. Apply Problem-Solving Skills
6. Promote Customer Care.

### Learning Outcomes, Content, and Suggested Assessment Methods

| Learning Outcome                | Content  | Suggested Assessment Methods   |
|---------------------------------|--|--|
| 1. Apply Self-Management Skills | <ul style="list-style-type: none"><li>● Self-awareness</li><li>● Formulating personal vision, mission, and goals</li><li>● Healthy lifestyle practices</li><li>● Strategies for overcoming work challenges</li><li>● Emotional intelligence</li><li>● Coping with Work Stress.</li><li>● Assertiveness versus aggressiveness and passiveness</li></ul> | <ul style="list-style-type: none"><li>● Observation</li><li>● Written assessment</li><li>● Oral assessment</li><li>● Third party reports</li><li>● Portfolio of evidence</li><li>● Project</li><li>● Practical</li></ul> |

| Learning Outcome                             | Content   | Suggested Methods  | Assessment |
|--|---|--|------------|
|  | <ul style="list-style-type: none"> <li>● Developing and maintaining high self-esteem</li> <li>● Developing and maintaining positive self-image</li> <li>● Time management</li> <li>● Setting performance targets</li> <li>● Monitoring and evaluating performance targets</li> </ul>  |  |            |
| 2. Promote Ethical Work Practices And Values | <ul style="list-style-type: none"> <li>● Integrity</li> <li>● Core Values, ethics and beliefs</li> <li>● Patriotism</li> <li>● Professionalism</li> <li>● Organizational codes of conduct</li> <li>● Industry policies and procedures</li> </ul>  | <ul style="list-style-type: none"> <li>● Observation</li> <li>● Written assessment</li> <li>● Oral assessment</li> <li>● Third party reports</li> <li>● Portfolio of evidence</li> <li>● Project</li> <li>● Practical</li> </ul> |            |
| 3. Promote Teamwork                          | <ul style="list-style-type: none"> <li>● Types of teams</li> <li>● Team building</li> <li>● Individual responsibilities in a team</li> <li>● Determination of team roles and objectives</li> <li>● Team parameters and relationships</li> <li>● Benefits of teamwork</li> <li>● Qualities of a team player</li> <li>● Leading a team</li> <li>● Team performance and evaluation</li> <li>● Conflicts and conflict resolution</li> <li>● Gender and diversity mainstreaming</li> <li>● Developing Healthy workplace relationships</li> <li>● Adaptability and flexibility</li> </ul> | <ul style="list-style-type: none"> <li>● Observation</li> <li>● Written assessment</li> <li>● Oral assessment</li> <li>● Third party reports</li> <li>● Portfolio of evidence</li> <li>● Project</li> <li>● Practical</li> </ul> |            |

| Learning Outcome                                  | Content   | Suggested Assessment Methods   |
|---|---|--|
|   | <ul style="list-style-type: none"> <li>Coaching and mentoring skills</li> </ul>   |  |
| 4. Maintain Professional and Personal Development | <ul style="list-style-type: none"> <li>Personal vs professional development and growth</li> <li>Avenues for professional growth</li> <li>Recognizing career advancement</li> <li>Training and career opportunities</li> <li>Assessing training needs</li> <li>Mobilizing training resources</li> <li>Licenses and certifications for professional growth and development</li> <li>Pursuing personal and organizational goals</li> <li>Managing work priorities and commitments</li> <li>Dynamism and on-the-job learning</li> </ul> | <ul style="list-style-type: none"> <li>Observation</li> <li>Written assessment</li> <li>Oral assessment</li> <li>Third party reports</li> <li>Portfolio of evidence</li> <li>Project</li> <li>Practical</li> </ul> |
| 5. Apply Problem-Solving Skills                   | <ul style="list-style-type: none"> <li>Causes of problems</li> <li>Methods of solving problems</li> <li>Problem-solving process</li> <li>Decision making</li> <li>Creative thinking and critical thinking process in development of innovative and practical solutions</li> </ul>   | <ul style="list-style-type: none"> <li>Observation</li> <li>Written assessment</li> <li>Oral assessment</li> <li>Third party reports</li> <li>Portfolio of evidence</li> <li>Project</li> <li>Practical</li> </ul> |
| 6. Promote Customer Care                          | <ul style="list-style-type: none"> <li>Identifying customer needs</li> <li>Qualities of good customer service</li> <li>Customer feedback methods</li> <li>Resolving customer concerns</li> <li>Customer outreach programs</li> <li>Customer retention</li> </ul>  | <ul style="list-style-type: none"> <li>Observation</li> <li>Written assessment</li> <li>Oral assessment</li> <li>Third party reports</li> <li>Portfolio of evidence</li> <li>Project</li> <li>Practical</li> </ul> |

**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**

- Computers
- Stationery
- Charts
- Video clips
- Audio tapes
- Radio sets
- TV sets
- LCD projectors