



REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

FOOD AND BEVERAGE PRODUCTION (CULINARY ARTS)

KNQF LEVEL: 5

ISCED PROGRAMME CODE: 1013 454 B



TVET CDACC
P.O. BOX 15745-00100
NAIROBI

WORK ETHICS AND PRACTICES

UNIT CODE: HO/CU/FP /BC/01/5/B

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 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

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">• Self-awareness• Formulating personal vision, mission, and goals• Healthy lifestyle practices• Strategies for overcoming work challenges• Emotional intelligence• Coping with Work Stress.	<ul style="list-style-type: none">• Observation• Written assessment• Oral assessment• Third party reports• Portfolio of evidence• Project• Practical

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

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

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> ● Customer outreach programs ● Customer retention 	<ul style="list-style-type: none"> ● 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

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