



**REPUBLIC OF KENYA**

**COMPETENCY BASED CURRICULUM**

**FOR**

**CARPENTRY AND JOINERY**

**LEVEL 5**

**PROGRAMME CODE:0722 554B**



**TVET CDACC**

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

## WORK ETHICS AND PRACTICES

**UNIT CODE:** CON/CU/CAJ/BC/03/5/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"><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></ul> Coping with Work Stress. Assertiveness versus aggressiveness and passiveness <ul style="list-style-type: none"><li>● Developing and maintaining high self-esteem</li><li>● Developing and maintaining positive self-image</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>• 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	<p>Types of teams</p> <p>Team building</p> <p>Individual responsibilities in a team</p> <p>Determination of team roles and objectives</p> <p>Team parameters and relationships</p> <p>Benefits of teamwork</p> <p>Qualities of a team player</p> <p>Leading a team</p> <p>Team performance and evaluation</p> <p>Conflicts and conflict resolution</p> <p>Gender and diversity mainstreaming</p> <p>Developing Healthy workplace relationships</p> <p>Adaptability and flexibility</p> <p>Coaching and mentoring skills</p>	<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>
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> </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>● 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>	
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