THE REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

BUILDING TECHNOLOGY

KNQF LEVEL 6

ISCED PROGRAM CODE: 0732 554B

TVET CDACC

P.O BOX 15745-00100

NAIROB

WORK ETHICS AND PRACTICES

TVET CDACC UNIT CODE: CON/CU/BUT/BC/03/6/B

ISCED 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 Work Ethics & Practices. 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	- Self-awareness - Formulating personal vision, mission, and goals - Healthy lifestyle practices - Strategies for overcoming work challenges	- Observation - Written assessment - Oral assessment - Third party reports - Portfolio of evidence - Project

Learning Outcome	Content	Suggested Assessment Methods
	- Emotional intelligence - Coping with Work Stress. - 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	Practical
2. Promote Ethical Work Practices And Values	- Integrity - Core Values, ethics and beliefs - Patriotism - Professionalism - Organizational codes of conduct - Industry policies and procedures	- Observation - Written assessment - Oral assessment - Third party reports - Portfolio of evidence - Project - Practical
3. Promote Teamwork	- 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	- Observation - Written assessment - Oral assessment - Third party reports - Portfolio of evidence - Project - Practical

Learning Outcome	Content	Suggested Assessment Methods
	● Gender and diversity mainstreaming ● Developing Healthy workplace relationships ● Adaptability and flexibility ● Coaching and mentoring skills	
4. Maintain Professional and Personal Development	● 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	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical
5. Apply Problem-Solving Skills	● 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	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical
6. Promote Customer Care	● Identifying customer needs ● Qualities of good customer service ● Customer feedback methods	● Observation ● Written assessment ● Oral assessment ● Third party reports

Learning Outcome	Content	Suggested Assessment Methods
	● Resolving customer concerns ● Customer outreach programs ● Customer retention	● 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
- Computers
- Stationery
- Charts
- Video clips
- Audio tapes
- Radio sets
- TV sets
- LCD projectors