REPUBLIC OF KENYA

COMPETENCY BASED MODULAR CURRICULUM

FOR

COMPUTER SCIENCE

KNQF LEVEL 6

(CYCLE 3)

PROGRAMME ISCED CODE: 0613 554 A.

TVET CDACC

P.O. BOX 15745-00100

NAIROBI

WORK ETHICS AND PRACTICES

ISCED UNIT CODE: 0417 441 02A

TVET CDACC UNIT CODE: IT/CU/ICTA/BC/01/5/MA

Duration of Unit: 40 hours

Relationship to Occupational Standards

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

Unit Description

This unit covers competencies required to effectively apply work ethics and practices. It involves the ability to: apply self-management skills, promote ethical work practices and values, promote teamwork, maintain professional and personal development, apply problem solving and promote customer care.

Summary of Learning Outcomes

LEARNING OUTCOMES	DURATION (HOURS)
1. Apply self-management skills	10
2. Promote ethical practices and values	10
3. Promote teamwork	5
4. Maintain professional and personal development	5
5. Apply problem-solving skills	5
6. Promote customer care.	5
TOTAL:	**40**

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1.Apply self-management skills	1.1. Self-awareness 1.2. Formulating personal vision, mission, and goals 1.3. Healthy lifestyle practices 1.4. Strategies for overcoming work challenge 1.5. Emotional intelligence 1.6. Coping with Work Stress. 1.7. Assertiveness versus aggressiveness and passiveness 1.8. Developing and maintaining high self-esteem 1.9. Developing and maintaining positive self-image 1.10. Time management 1.11. Setting performance targets 1.12. Monitoring and evaluating performance targets	• Observation • Written assessment • Oral assessment • Third party reports • Portfolio of evidence • Project • Practical
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	• Observation • Written assessment • Oral assessment • Third party reports • Portfolio of evidence • Project • Practical

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 3.13 Adaptability and flexibility 3.14 Coaching and mentoring skills	• Observation • Written assessment • Oral assessment • Third party reports • Portfolio of evidence • Project • Practical
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	• Observation • Written assessment • Oral assessment • Third party reports • Portfolio of evidence • Project • Practical

	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	
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 development of innovative and practical solutions	• Observation • Written assessment • Oral assessment • Third party reports • Portfolio of evidence • Project • Practical
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	• Observation • Written assessment • Oral assessment • Third party reports • 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

S/No.	Category/Item	Description / Specifications	Quantity	Recommended Ratio (Trainee:Item)
A	**Learning Materials**			
1	Textbooks	AI, Python programming, Machine Learning guides	5 pcs	5:1
2	PowerPoint Presentations	AI concepts, Python syntax, ML algorithms (trainer's use)	For trainer	N/A
3	Assorted Whiteboard Markers	Multi-color, dry erase markers	2 packets	For trainer
4	e-Didactics	Digital content and online resources	For trainer	N/A
5	Flashcards	AI/ML/Python key term flashcards	25 sets	1:1
6	Flip Charts	For brainstorming and instruction display	2 pads	1:13
7	Whiteboard	Magnetic or non-magnetic instructional board	1 board	Shared
B	**Learning Facilities & Infrastructure**			
8	Lecture / Theory Room	Equipped with chairs, desks, ventilation	1 room	25:1

C	Consumable Materials			
9	Printing Papers	A4 ream, for notes, assignments	1 ream	1:20
10	Toners	For laserjet printers	2 pcs	13:1
11	Internet Connection	Stable broadband/Wi-Fi for installations & research	1 connection	Shared
D	Tools and Equipment			
12	Projector	Digital projector for demonstrations	1 unit	25:1
13	Printers	Laserjet or inkjet, network enabled	4 units	6:1
14	Computers / Mobile Phones	With Python installed (desktop/laptop preferred)	25 pcs	1:1