



**COMPETENCY BASED CURRICULUM**  
**FOR**  
**ELECTRICAL ENGINEERING (POWER OPTION)**

**KNQF LEVEL: 6**

**ISCED PROGRAMME CODE: 0713 554B**



TVET CDACC  
P.O BOX 15745-00100  
NAIROBI

## WORK ETHICS AND PRACTICES

**UNIT CODE:** ENG/CU/PO/BC/03/6/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></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>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	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 Developing Healthy workplace relationships Adaptability and flexibility Coaching and mentoring skills	<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> </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> </ul>

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
	<ul style="list-style-type: none"> <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>● 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