

WORK ETHICS AND PRACTICES

TVET CDACC UNIT CODE: BUS/CU/BF/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 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	<ul style="list-style-type: none">• Observation• Written assessment• Oral assessment• Third party reports

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> ● Strategies for overcoming work challenges ● 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 	<ul style="list-style-type: none"> ● Portfolio of evidence ● Project ● Practical
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 	<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"> ● Conflicts and conflict resolution ● Gender and diversity mainstreaming ● 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 	<ul style="list-style-type: none"> ● Observation ● Written assessment

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> ● Qualities of good customer service ● Customer feedback methods ● Resolving customer concerns ● Customer outreach programs ● Customer retention 	<ul style="list-style-type: none"> ● 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

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