

WORK ETHICS AND PRACTICES

UNIT CODE: IT/CU/ICT/BC/02/5/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">● Self-awareness● Formulating personal vision, mission, and goals● Healthy lifestyle practices● Strategies for overcoming work challenges● Emotional intelligence Coping with Work Stress. Assertiveness versus aggressiveness and passiveness <ul style="list-style-type: none">● Developing and maintaining high self-esteem● Developing and maintaining positive self-image	<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"> • Time management • Setting performance targets • Monitoring and evaluating performance targets 	
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	<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"> • Observation • Written assessment • Oral assessment • Third party reports • Portfolio of evidence • Project • Practical
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 	<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"> ● 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 	
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 ● Qualities of good customer service ● Customer feedback methods ● Resolving customer concerns ● Customer outreach programs ● Customer retention 	<ul style="list-style-type: none"> ● 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

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