



REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

FOOD AND BEVERAGE SALES AND SERVICE MANAGEMENT

KNQF LEVEL: 6

ISCED PROGRAMME CODE: 0721 0654 B



TVET CDACC
P.O. BOX 15745-00100
NAIROBI

WORK ETHICS AND PRACTICES

UNIT CODE: HOS/CU/FB/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">● 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● Time management● Setting performance targets● Monitoring and evaluating	<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
	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	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"> ● 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 ● Assessing training needs ● Mobilizing training resources ● Licenses and certifications for professional growth and development ● Pursuing personal and 	<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
	organizational goals <ul style="list-style-type: none"> 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