

WORK ETHICS AND PRACTICES

ISCED UNIT CODE: 0417 551 12A

TVET CDACC UNIT CODE: HOS/CU/FB0/BC/03/5/MA

Relationship with Occupational Standards

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

DURATION OF UNIT: 40 HOURS

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to apply work ethics and practices. It involves applying self-management skills, promoting ethical practices and values, Teamwork, maintaining professional and personal development, applying problem-solving skills and promoting customer care.

Summary of learning outcomes

By the end of this unit, the learner should be able to:

S/No	Learning Outcomes	Duration (Hours)
1.	Apply self-management skills	10
2.	Promote ethical practices and values	4
3.	Promote Teamwork	10
4.	Maintain professional and personal development	10
5.	Apply Problem-solving skills	4
6.	Promote Customer care.	2
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 challenges 1.5 Emotional intelligence	<ul style="list-style-type: none">• Observation• Written assessment• Oral assessment• Third party reports• Portfolio of evidence• Project

Learning outcome	Content	Suggested Assessment Methods
	1.6 Coping with Work Stress. 1.7 Assertiveness versus aggressiveness and passiveness 1.7.1 Developing and maintaining high self-esteem 1.7.2 Developing and maintaining positive self-image 1.7.3 Time management 1.7.4 Setting performance targets 1.7.5 Monitoring and evaluating performance targets	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 3.2.1 Individual responsibilities in a team 3.2.2 Determination of team roles and objectives 3.2.3 Team parameters and relationships 3.2.4 Benefits of teamwork 3.2.5 Qualities of a team player 3.2.6 Leading a team	<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
	<p>3.2.7 Team performance and evaluation</p> <p>3.3 Conflicts and conflict resolution</p> <p>3.4 Gender and diversity mainstreaming</p> <p>3.5 Developing Healthy workplace relationships</p> <p>3.6 Adaptability and flexibility</p> <p>3.7 Coaching and mentoring skills</p>	
<p>4. Maintain professional and personal development</p>	<p>4.1 Personal vs professional development and growth</p> <p>4.2 Avenues for professional growth</p> <p>4.3 Recognizing career advancement</p> <p>4.4 Training and career opportunities</p> <p> 4.4.1 Assessing training needs</p> <p> 4.4.2 Mobilizing training resources</p> <p>4.5 Licenses and certifications for professional growth and development</p> <p>4.6 Pursuing personal and organizational goals</p> <p>4.7 Managing work priorities and commitments</p> <p>4.8 Dynamism and on-the-job learning</p>	<ul style="list-style-type: none"> • Observation • Written assessment • Oral assessment • Third party reports • Portfolio of evidence • Project • Practical
<p>5. Apply Problem-solving skills</p>	<p>5.1 Causes of problems</p> <p>5.2 Methods of solving problems</p> <p>5.3 Problem-solving process</p> <p>5.4 Decision making</p> <p>Creative thinking and critical thinking process in development of innovative and practical solutions</p>	<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
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 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 30 Trainees

S/No.	Category/Item	Description/Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	Learning materials			
	Textbooks	Comprehensive texts books on Work Ethics and Practices	30 pcs	1:1
	PowerPoint Presentations	For trainer's use, covering course content and practical applications	1	1:30
	Projector	Functional projector for displaying content during presentations	1	1:30
	Media Resources	This include but are not limited to: Video Clips Audio Clips TV Sets		

S/No.	Category/Item	Description/Specifications	Quantity	Recommended Ratio (Item: Trainee)
		Radio Sets		
	White board	Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction	1	1:30
B	Learning facilities & Infrastructure			
	Lecture/Theory Room /Learning resource Area*	Spacious, equipped with projectors and Seats for 30 trainees, approximately 45 sqm (5 m x 9 m)	1	1:30
	Computer Laboratory	Equipped with at least 30 functional computers with internet connectivity and the following software: Windows/ Linux/ Macintosh Operating System Microsoft Office Software Google Workspace Account Antivirus Software	30	1:1
C	Consumable Materials			
	Printing Papers	A4 and A3 Printing papers suitable for the task	Enough	
	Flashcards	For carrying out various activities by trainees	Enough	
	Charts	Sufficient for group work activities and displaying	Enough	
	Whiteboard Marker Pens	Dry-erase markers for trainers use. Assorted colors	Enough	

PRINCIPLES OF FOOD SCIENCE AND NUTRITION

UNIT CODE: 0915 551 07A

TVET CDACC UNIT CODE: HOSCU/FBO/CC/01/5/MA

UNIT DURATION: 80 Hours

Relationship to Occupational Standards

This unit addresses the unit of learning: **apply principles of human nutrition**

UNIT DESCRIPTION

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to apply principles of human nutrition. It involves applying knowledge of food composition, nutritional deficiency and disorders, organic chemistry in food production and food micro-biology.

Summary of learning outcomes

S/No	Learning Outcomes	Duration (Hours)
1.	Apply knowledge of food composition	20
2.	Apply knowledge of nutritional deficiency and disorders	20
3.	Apply knowledge of organic chemistry in food production	20
4.	Apply knowledge of food micro-biology	20
Total		80

Learning outcomes, Content and Suggested Assessment Methods

Learning outcome	Content	Suggested Assessment Methods
1. Apply knowledge of food composition	1.1 Definition of terms <ul style="list-style-type: none">• Food• Food composition• Nutrients• Nutritional requirements• Macronutrients• Micronutrients• Balanced diet 1.2 Components of balance diet	<ul style="list-style-type: none">• Written.• Third party report• Oral questioning• Interviews