**MODULE CONTENT**

| Unit of Competency | **DEMONSTRATE WORK VALUES** | |
| --- | --- | --- |
| Module Title | **DEMONSTRATING WORK VALUES** | |
| Module Descriptor | This unit covers the knowledge, skills, and attitude in demonstrating proper work values | |
| Nominal Duration | **12hours** | |
| Summary of the Learning Outcomes: | | |
| Upon completion of this module the student must be able to: | | |
| LO1. | | Define the purpose of work |
| LO2. | | Apply work values/ethics |
| LO3. | | Deal with ethical problems |
| LO4. | | Maintain integrity of conduct in the workplace |

**LEARNING OUTCOME #1.**

**DEFINE THE PURPOSE OF WORK**

**ASSESSMENT CRITERIA:**

1. One’s unique sense of purpose for working and the why’s of work are identified, reflected on and clearly defined for one’s development as a person and as a member of society.
2. Personal mission is in harmony with company’s values.

**CONTENTS:**

* Occupational health and safety
* Work responsibilities/job functions
* Corporate social responsibilities
* Company code of conduct/values

**CONDITION:**

The students/trainees must be provided with the following:

* Writing materials (pens & paper)
* References (books)
* Modules

**METHODOLOGIES:**

* Lecture
* Group discussion
* Written examination
* Role play
* Self-paced (modular) Instruction

**ASSESSMENT METHODS:**

* Written exam/test
* Demonstration
* Observation
* Interviews/questioning

**LEARNING EXPERIENCES**

**LEARNING OUTCOMES NO. 1**

**DEFINE THE PURPOSE OF WORK**

| **Learning Activities** | **Special Instructions** |
| --- | --- |
| Read Information Sheet 3.1-1 Occupational health and safety | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-Check 3.1-1 Occupational health and safety | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 3.1-1 |
| Read Information Sheet 3.1-2  Work responsibilities/job functions | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-Check 3.1-2 Work responsibilities/job functions | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 3.1-2 |
| Read Information Sheet 3.1-3 Corporate social responsibilities | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-Check 3.1- 3 3 Corporate social responsibilities | Try to answer the Self-check without looking at the Answer Key  Compare your answer to answer key 3.1-3 |
| Read Information Sheet 3.1-4 Company code of conduct/values | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-Check 3.1-4 Company code of conduct/values | Try to answer the Self-check without looking at the Answer Key  Compare your answer-to-answer key 3.1-3 |

**INFORMATION SHEET 3.1-1**

**OCCUPATIONAL HEALTH AND SAFETY**

**Learning Objectives:**

After reading this Information Sheet, you must be able to:

1. Define occupational health
2. Know the importance of OHS

**INTRODUCTION**

**OCCUPATIONAL HEALTH**

**What Does Occupational Health Mean?**

Occupational health refers to health, safety, and welfare issues in the workplace. Laws, standards, and programs related to occupational health and safety (OHS) all aim to make the workplace better for workers, co-workers, family members, customers, and other stakeholders. Better occupational health and safety standards also ensure good business practices, better brand image, high morale, and employee peace of mind.

Occupational Health

Workers come across various health and safety hazards at work. OHS addresses workplace hazards of many different types, such as chemical, physical, biological, psychological, ergonomic, and accidental. It also addresses safety practices, exposure issues, and legal perspectives. Standards are set to remove, reduce or replace hazards, or minimize the effect of hazards on workers.

1. **What Does Occupational Health and Safety (OHS) Mean?**

Occupational health and safety (OHS) relates to health, safety, and welfare issues in the workplace.

OHS includes the laws, standards, and programs that are aimed at making the workplace better for workers, along with co-workers, family members, customers, and other stakeholders.

Improving a company's occupational health and safety standards ensures good business, a better brand image, and higher employee morale.

Occupational health and safety are concerned with addressing many types of workplace hazards, such as:

* Chemicals
* Physical hazards
* Biological agents
* Psychological fallout
* Ergonomic issues
* Accidents

Occupational health and safety standards are in place to mandate the removal, reduction, or replacement of job site hazards. OHS programs should also include material that helps minimize the effects of the hazards.

Employers and company management are obliged to provide a safe working environment for all of their employees.

**Occupational Health and Safety in Everyday Work**

The employer is responsible for ensuring that the workplace is safe and healthy for all employees. To do this, the employer must be aware of the hazard and risk factors in the workplace and know how to manage them. The employer also has to make sure that the employees have the knowledge and skills required to do their work safely. The employer must provide the employees an access to occupational health care. The employees are obliged to follow the orders and instructions given by the employer and to take care of their own safety and the safety of their co-workers.

1. **Importance of OHS (Occupational Health and Safety) in the Workplace**



Since we spend a lot of time at our workplace, the employers need to ensure that the employees are working in the right state of mind and leave home in complete healthy mind. Health and safety have been implemented to ensure safe working conditions for the employees.

It is mandatory for employers to implement Occupational health and Safety at work and within the offices to make sure that their employees are safe and healthy. Know the importance of occupational health and Safety at work.

Every industry comes with its own risks which according to the laws implemented, the employers need to address and restrict. Worker unions have played an important role in getting the laws in place and forcing the employers to implement it.

**INFORMATION SHEET 3.1-2**

**WORK RESPONSIBILITIES/JOB FUNCTIONS**

Learning Objectives:

After reading this Information Sheet, you must be able to:

1. Explain your job responsibilities/functions

**INTRODUCTION**

**What are Job Responsibilities?**

Job responsibilities are what an organization uses to define the work that needs to be performed in a role and the functions that an employee is accountable for. Job responsibilities also include the information most vital to your other talent management processes since it defines the criteria that should be used for employee assessment and development.

**What is a Job Description**?

A job description summarizes the essential responsibilities, activities, qualifications and skills for a role. Also known as a JD, this document describes the type of work performed.

A job description should include important company details — company mission, culture and any benefits it provides to employees. It may also specify to whom the position reports and salary range.

An effective job description will provide enough detail for candidates to determine if they’re qualified for the position. Not only that, but according to an Indeed survey, 52% of job seekers say the quality of a job description is very or extremely influential on their decision to apply for a job.

**What Does Job Function Mean?**

Whether you are starting a new job or completing a self-evaluation, it's important to understand the expectations of your role within a company. A job function is a tool that businesses use to clarify a position. Knowing the job function for your job title can help you better perform your work as an employee. In this article, we explain the purpose of a job function, show how it's different from a job title and give examples of job functions that could be used within the workplace.

**What is a job function?**

A job function is a list of actions performed by an employee in a certain position that describes the main responsibilities of their job. Job functions often appear as a list of daily tasks that an employee completes. When creating a job function, employers use active verbs to describe a position for both internal and external use.

Here are some of the ways a job function can be used in the workplace:

* **Job functions clarify job listings**

Usually, a job function accompanies a job description when an open position is posted online so prospective employees can understand the duties of the job before they apply. When you see a job function as a job seeker, you're able to decide if the daily tasks fit your skills and interests.

* **Job functions help establish job competencies**

A job function can be used to describe the skills and qualities needed to perform a certain job. Listing key competencies helps organize the information for both employers and employees to learn exactly what expertise they need within their position. A job function helps determine what background a candidate needs before they take on a role within a company.

* **Job functions help describe primary job duties**

Using a job function can help employees understand what's expected of them as they perform the duties of their work. It lays a foundation for new hires as they begin to take on their role within the company. It can also be helpful to define the work of employees in other departments.

* **Job functions act as an accountability tool**

A job function sets a foundation for job responsibilities that are accepted by both management and employees. Leaders can use the actions described in the job function to conduct evaluations, and employees can use them as a form of self-reflection.

**JOB TITLE VS. JOB FUNCTION**

While a job title is a name for a position, a job function is more detailed. Job titles imply certain functions but may not explain all the complex tasks that an employee performs.

Here are some more differences between a job title and a job function:

**Job Title**

Additional distinctions of a job title are**:**

* Job titles are used to uniquely identify different positions within the workplace.
* Job titles are used by customers and clients outside of the workplace to identify employees (such as on a business card).
* Job titles are used in organizational charts to help structure leadership.
* job titles emphasize the most important single function of a position.

**Job Function**

Additional distinctions of a job function are:

* Job functions help define a job title.
* Job functions are used internally to give employees direction as to their daily work responsibilities.
* Job functions are more detailed descriptions of an employee's work.
* Job functions help determine the title of a job.

Both a job title and a job function can help determine the salary of an employee. A job function clearly shows the amount of work and the expertise needed to complete a certain role, while a title gives a name to the person performing these actions that can imply leadership or advanced work experience. A salary takes both into account.

**Auto Mechanic Job Description**

This Auto Mechanic job description template is optimized for posting on online job boards or careers pages and easy to customize for your company



**Auto Mechanic responsibilities include:**

* Inspecting vehicle engine and mechanical/electrical components to diagnose issues accurately
* Inspecting vehicle computer and electronic systems to repair, maintain and upgrade
* Conducting routine maintenance work aiming to vehicle functionality and longevity

**Job brief**

We are looking for a skilled Auto Mechanic to maintain and repair vehicles. You will be responsible for troubleshooting issues and fixing them aiming to maximum reliability and functionality.

An excellent auto mechanic has good eye-hand coordination and manual dexterity. They are well-versed in complex mechanical or electronical systems of vehicles and have excellent problem-solving abilities. They must also be good communicators to provide advice to customers.

**Responsibilities**

* Inspect vehicle engine and mechanical/electrical components to diagnose issues accurately
* Inspect vehicle computer and electronic systems to repair, maintain and upgrade
* Conduct routine maintenance work (replacing fluids, lubricating parts etc.) aiming to vehicle functionality and longevity
* Schedule future maintenance sessions and advise motorists on good vehicle use
* Repair or replace broken or dysfunctional parts and fix issues (e.g. leaks)
* Provide accurate estimates (cost, time, effort) for a repair or maintenance job
* Keep logs on work and issues
* Maintain equipment and tools in good condition

**Requirements**

* Proven experience as auto mechanic
* Excellent knowledge of mechanical, electrical and electronic components of vehicles
* Working knowledge of vehicle diagnostic systems and methods
* Ability to handle various tools (e.g. pliers) and heavy equipment (e.g. lift)
* Willingness to observe all safety precautions for protections against accidents, dangerous fluids, chemicals etc.
* Excellent physical condition
* High school diploma is preferred; Certification from a vocational school or completion of apprenticeship is preferred
* Valid certification is a definite plus

**INFORMATION SHEET 3.1-3**

**CORPORATE SOCIAL RESPONSIBILITY**

Learning Objectives:

After reading this Information Sheet, you must be able to:

1. Know the importance and purpose of CSR

**INTRODUCTION**

**WHAT IS CORPORATE SOCIAL RESPONSIBILITY?**

Corporate social responsibility (CSR) is a company’s commitment to manage the social, environmental and economic effects of its operations responsibly and in line with public expectations.

Corporate social responsibility (also known as CSR) is a term used to describe a company’s efforts to improve society in some way. These efforts can range from donating money to nonprofits to implementing environmentally friendly policies in the workplace.

It is part of a company’s approach to corporate governance and often touches every part of the business—operations, human resources, manufacturing, supply chain, health and safety, and more.

**What is the purpose of corporate social responsibility?**

The purpose of corporate social responsibility is to give back to the community, take part in philanthropic causes, and provide positive social value. Businesses are increasingly turning to CSR to make a difference and build a positive brand around their company.

**CSR Activities May Include:**

* Company policies that insist on working with partners who follow ethical business practices
* Reinvesting profits in health and safety or environmental programs
* Supporting charitable organizations in the communities where a company operates
* Promoting equal opportunities for men and women at the executive level

Some aspects of CSR may be required by law. For example, banks and hospitals are legally required to protect people’s private information. Others are voluntary.

The benefits of CSR are many. Companies establish good reputations, attract positive attention, save money through operational efficiency, minimize environmental impacts, attract top talent and inspire innovation. Public companies often report on their CSR performance in their annual reports.

CSR matters for companies because if the community does not approve of how, they do business, they may lose customers or see their reputations suffer. The news media and activist groups often watch companies closely and are quick to publicize instances of irresponsible behavior.

Corporate social responsibility (CSR) is the term used to describe how a company gives back to or improves the community. Organizations can show CSR in many ways, including in the form of donations to charities, employee volunteering, environmentally conscious production processes, ethical labor practices, and more.

When an organization functions with CSR, it sends a message to the greater community that it recognizes it is in a position to help society, and is acting upon that acknowledgement.

Through this process of do-good work, companies not only help their community – they also reap a few benefits. Here are three major benefits of practicing CSR. Consider them as you think about how your organization can be an active player in the community, beyond its traditional business model.



1**. Engaged Employees**

The way an organization treats the community suggests good things to its employees about how it perceives and respects them. Employees that feel respected by their employer feel more comfortable bringing their most authentic self to work which, studies show, leads to increased engagement. Additionally, according to a survey produced by Apparo in 2017, organizations that encourage their employees to volunteer through pro bono work during paid business hours create motivated employees who feel that their company respects their personal development. These employees also feel energized by the opportunity to be creative with their skillset for a good cause.

2**. Loyal Customers**

Consumers think consciously about the products and services they buy. In a Nielson survey, 66 percent of participants said they pay more for products and services from socially responsible companies. When examining the population of participants willing to pay more, 56 percent said “a brand being known for its social value” was a top purchase driver. Another purchase drive, “a brand with community commitment,” was marked by 53 percent of those will to pay more. Customers will be loyal to your company if your values align with theirs.

3. **Positive Public Attention**

Active CSR positions your organization as a leader in the community, and a positive role model for others to follow suit. Besides, when companies stand out for the good work they’re doing in the community, the media gains interest. With an abundance of not-so-pleasant stories circulating in the papers, it’s nice having a positive news story to share. Not to mention, there are plenty of awards up for grabs for companies who promote good in the community.

**Different types of CSR**

1. Environmental CSR: focuses on eco-issues such as climate change.
2. Community based CSR: businesses work with other organizations to improve the quality of life of the people in the local community.
3. HR based CSR: projects that improve the wellbeing of the staff.
4. Philanthropy: businesses donate money to a good cause, usually through a charity partner.

**Advantages of Corporate Social Responsibility**

5 reasons why should you get involved in CSR

In today’s digital, fast speed world, each business, small or big, needs to have a CSR program in place. If CSR is not yet part of your daily business practice, you must act fast. Or else you’ll loose the trust of the people who are important to your business.

Believe it or not but the expectations of your staff, customers and the wider community have changed. You are no longer in control. They are.

1. **Satisfied employees**.

Employees want to feel proud of the organization they work for. An employee with a positive attitude towards the company, is less likely to look for a job elsewhere. It is also likely that you will receive more job applications because people want to work for you.

More choice means a better workforce. Because of the high positive impact of CSR on employee wellbeing and motivation, the role of HR in managing CSR projects is significant.

1. **Satisfied customers**

Research shows that a strong record of CSR improves customers’ attitude towards the company. If a customer likes the company, he or she will buy more products or services and will be less willing to change to another brand.

Relevant research:

* IBM study ‘Attaining Sustainable Growth through Corporate Social Responsibility’: The majority of business executives believes that CSR activities are giving their firms competitive advantage, primarily due to favorable responses from consumers.
* Better Business Journey, UK Small Business Consortium: “88% of consumers said they were more likely to buy from a company that supports and engages in activities to improve society.”

1. **Positive PR**

CSR provides the opportunity to share positive stories online and through traditional media. Companies no longer have to waste money on expensive advertising campaigns. Instead they generate free publicity and benefit from worth of mouth marketing.

1. **Costs reductions**

Yes, you read this correctly. A CSR program doesn’t have to cost money. On the contrary. If conducted properly a company can reduce costs through CSR.

Companies reduce costs by:

* More efficient staff hire and retention
* Implementing energy savings programs
* Managing potential risks and liabilities more effectively
* Less investment in traditional advertising

1. **More business opportunities**

A CSR program requires an open, outside oriented approach. The business must be in a constant dialogue with customers, suppliers and other parties that affect the organization. Because of continuous interaction with other parties, your business will be the first to know about new business opportunities.

1. **Long term future for your business**

CSR is not something for the short term. It’s all about achieving long term results and business continuity. Large businesses refer to: “shaping a more sustainable society” (Vodafone 2010 report):

“*Deliver a sustainable society in which business and its stakeholders can prosper in the long term”*

**INFORMATION SHEET 3.1-4**

**COMPANY CODE OF CONDUCT/VALUES**

Learning Objectives:

After reading this Information Sheet, you must be able to:

1. Apply company code of conduct

**INTRODUCTION**

**What is Code of Conduct?**

A code of conduct, also called privacy and code of conduct, are the policies and rules both employees and employers must adhere to. These guidelines outline how people should appropriately interact with one another at work. A company's code of conduct is usually in its employee handbook, though human resources may also provide new employees with training materials to help them learn the code of conduct. Each company has different rules outlined in its code of conduct, and some employers are more relaxed than others on following these rules.

**Why is a Code of Conduct Important?**

A code of conduct is created by companies to ensure everyone can feel comfortable at work. When employees treat each other with respect, they can avoid conflicts and work together in harmony.

Here are some reasons why a code of conduct is important:

* **Demonstrate a company's values**

When a company has its code of conduct posted on its website, people interested in the company, such as potential job candidates, clients or stakeholders, can learn more about the company's ethics, values and morals.

* **Provide guidelines for behavior**

A clear set of rules and expectations can help employees figure out what behaviors are appropriate for work. This way, they can create better relationships with their coworkers

* **Act within the law**

A code of conduct typically addresses things such as harassment in the workplace. If employees adhere to the company's policies, they are assured of acting within the confines of workplace laws.

* **Increase employee morale**

When employees treat each other equally and with respect, everyone tends to feel more satisfied with their workplace. This can help employers retain and attract more employees.

* **Measure employee success**

Employers can better measure their employees' success when they have a code of conduct. Within their policies, employers should discuss all the rules of the workplace. If they notice an employee isn't following the rules in the code of conduct, the employer can pinpoint exactly what the employee needs to improve.

**TYPES OF CODE OF CONDUCT**

There are many types of code of conduct that an employer should include in their employee handbook. Here are some of the most important areas an employer should address:

* Company's values
* Employee behaviors
* Dress code
* Tardiness/absenteeism
* Leave policy
* Employee break policy
* Conflicts of interest
* Communication
* Harassment
* Abuse or assault
* Bullying
* Reporting misconduct
* Intoxication
* Illegal activity
* Discrimination
* Confidentiality
* Use of company property
* Use of technology
* Plagiarism
* Authority
* Company resources

Examples of code of conduct

When employers write their code of conduct, they should have the wellbeing of all their employees in mind. This way, everyone feels like they are respected and treated fairly in the workplace. A quality code of conduct can help facilitate a better company culture, which leads to happier employees.

Here are a few examples of code of conduct:

* Example: Use of technology
* Example: Plagiarism
* Example: Dress code
* Example: Employee break policies

*Example: Use of technology*

"During working hours, employees are only permitted to use technology such as cellphones, social media or the internet for personal use while on break. When posting company-related content on social media, employees must express they are posting on behalf of themselves and not the company. The opinions they express should be respectful of the company. If an employee has a comment or concern about the company, it is best they bring it up to their manager or human resources rather than posting it online."

*Example: Plagiarism*

"At our company, we value giving credit when credit is due. Employees shall only take credit for their own original work. When using other resources, employees must use proper citations to give credit. Our company follows the AP Style Guide for in-text citations. Please refer to the AP Style Guide Handbook on the company's website if you have any questions."

*Example: Dress code*

"Our company's dress code is laid back most days. Employees are free to wear jeans, t-shirts, sweatshirts and leggings that are not see-through. Of course, if employees wish to wear business casual attire, they are encouraged to do so. Please wear appropriate clothing free of swears, crude statements and references to illegal substances. Also, avoid clothing with rips, tears or holes. When a client or investor is visiting the office, employees will be informed of any dress code changes ahead of time. Usually, in these instances, we ask business casual that employees wear attire. This includes nice slacks, khakis, formal skirts and dresses, button-down shirts, nice blouses and closed-toe shoes."

*Example: Employee break policies*

"Employees can take a paid 30-minute lunch each shift. Employees can choose to extend their lunch break to an hour, but they must clock-out for the second half an hour. Employees working a shift of over eight hours or more also receive two 15-minute breaks. Employees must take one 15-minute break a few hours before their lunch break and the other should be taken in the hours after lunch. We ask that employees communicate with one another about when they are taking their breaks, so there is always someone available to customers. Employees are free to take their breaks in the lunchroom or outside of the premises. If employees ever feel like they need additional breaks, they should communicate this to their managers."