

**LEVEL 5****Apply Work Ethics and P**

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**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION  
COUNCIL (TVET CDACC)**

**WRITTEN ASSESSMENT**

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Date: 22.07.2025 10:41 AM

**TIME: 3 HOURS**

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**INSTRUCTIONS TO CANDIDATES**

1. This paper consists of **TWO** sections: A and B.

2. **Answer questions in section A.**

3. **Answer question ELEVEN (11) and any other TWO questions in section B.**

4. Marks for each question are indicated in the brackets.

5. Candidates are provided with a separate answer booklet

6. **DO NOT** write on the question paper

**This paper consists of THREE (3) printed pages.**

**Candidate should check the question paper to ascertain that all pages are printed as indicated  
and that no questions are missing.**

**SECTION A: (40 MARKS)*****Attempt ALL questions in this section***

1. Self-awareness is a key component of self-management in a workplace. State FOUR importance of self-awareness in a environment. (4 Marks)
2. During staff training, the HR officer stressed on the importance of maintaining healthy lifestyle practices at work. List FOUR healthy lifestyle practices that the employee should adopt to improve their quality of life. (4 marks)
3. Employers seek employees who possess ethical professional behavior. State FOUR values employees should possess to demonstrate ethical behavior. (4marks)
4. Teamwork is an essential part of workplace success. List FOUR elements of effective teamwork that contribute to workplace success. (4 marks)
5. Bookshell LTD is planning to start personal development program for its employees. List FOUR ways in which the employees will benefit from this program. (4 marks)
6. Problem solving skills is a crucial skill for employees and organization to handle hard situations. State FOUR skills used when solving problems in an organization. (4 marks)
7. Identification of customer needs contributes significantly to the productivity and success of an organization. State FOUR reasons for identifying customer needs to an organization. (4marks)
8. John has been experiencing difficulties when providing feedback to his customers. State FOUR ways he can provide feedback to his customers. (4 marks)
9. The manager at TAM LTD has received several complains on ethical violation within the company. List in which the manager can address these ethical violations (4marks)
10. Poor self-management can affect employees negatively. State FOUR consequences of poor self-management in the workplace. (4 marks)

**SECTION B: (60 MARKS)**

***Attempt Question 11 and ANY other TWO questions in this section.***

11. Sarah, a 32-year-old supervisor, works in a fast-paced cleaning company. Sarah has been working long hours (70 hours per week) with frequent deadlines and tight project timelines. She reports feeling a high level of stress due to the pressure to deliver high-quality work on time and the lack of support from her manager. As a result, she has experienced headaches, digestive issues, difficulty sleeping, and increased irritability. She also complained on feeling overwhelmed and anxious, particularly when faced with unexpected changes or challenges at work.

a) Explain FIVE ways in which the stress levels may impact Sarah performance at work.

(10 marks)

b) Discuss FIVE strategies she can use to manage her stress levels. (10 marks)

12. Angela has worked in the human resources department for five years. She is interested in growing professionally but feels stuck in her current role. Her manager suggests she consider personal development plans and professional training courses.

a) Explain ways Angela can engage in professional and personal development.

(10 marks)

b) Describe FIVE benefits of ongoing professional development to both the employee and the organization. (10 marks)

13. A team of customer service representatives is facing internal conflicts, resulting to poor performance, hence customer complaints. The team leader is concerned and wants to restore effective work based on company policies.

a) Discuss FIVE reasons that contributed to these conflicts within the team. (10 marks)

b) Explain FIVE strategies that will be used by the team leader to resolve these conflicts. (10 marks)

14. Ruth works as a receptionist in a clinic. A patient complains to her about delayed services and unclear communication. Ruth needs to respond to the patient's complaints effectively in line with the clinic's feedback policy.

a) Describe FIVE steps Ruth should follow when solving these complains. (10 marks)

b) Explain FIVE strategies Ruth will use to provide feedback to the customer. (10 marks)

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