

LEVEL 6

Apply Work Ethics and P

July/August 2025

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

WRITTEN ASSESSMENT

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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** (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

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This paper consists of FOUR (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. Winnie has recently been assigned multiple urgent tasks at work. List FOUR-time management strategies to ensure she meets all deadlines effectively. (4 marks)
2. Samuel intends to state his personal vision and mission. Differentiate between personal vision and mission. (4 marks)
3. After a busy week with tight deadlines, Alex feels overwhelmed leading to stress. State FOUR ways Alex would use to cope with stress. (4 marks)
4. At a workplace, there are employees who are assertive while others are aggressive. State FOUR characteristics of assertive employees. (4 marks)
5. To meet project deadlines, Bianca wants to organize her daily tasks more efficiently by managing her time well. List FOUR time-management techniques Bianca could use. (4 marks)
6. David is known for always being doing the right thing, even when no one is watching. State FOUR important factors for employees. (4 marks)
7. At a company meeting, the manager emphasizes the importance of teamwork among staff. List FOUR benefits the company may get from this practice. (4 marks)
8. Sarah desires to consistently enhance her professional development. State FOUR reasons why this is important in her professional growth. (4 marks)
9. The HR department introduces a new code of conduct outlining the expected employee behaviors of this organizational code of conduct. (4 marks)
10. A hospital requires all staff to follow strict hygiene protocols to prevent infections. State FOUR importance of following these protocols. (4 marks)

SECTION B: (60 MARKS)

Attempt Question 11 and ANY Other TWO Questions in this section.

11. Neema has just joined a new project team at her workplace. The team consists of members from different departments, each with different understandings about determination of

team roles and responsibilities leading to conflicts which have affected the team's performance.

a) Describe FIVE qualities Neema should demonstrate in order to be an effective team player in this situation. (10 marks)

b) Explain FIVE conflict resolution strategies Neema could use to help improve team relationships and performance. (10 marks)

12. Maya is planning her career development and wants to balance her personal development with professional development. She notices gaps in her skills and is considering training opportunities.

a) Explain THREE differences between personal development and professional development, providing an example of each relevant to Maya's situation. (6 marks)

b) Discuss THREE avenues for professional development she could pursue. (6 marks)

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c) Explain FOUR ways in which setting personal and organizational goals can help her manage her work priorities and commitments. (8 marks)

13. Your team is facing a recurring issue where deadlines are frequently missed, causing delays in project delivery. You have been tasked by the manager to provide advice on how to solve this issue.

a) Explain TWO causes of the missed deadlines. (4 marks)

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b) Outline FOUR steps you would take to solve this problem. (8 marks)

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c) Discuss FOUR ways in which the use of critical thinking may help prevent future delays. (8 marks)

14. Michael, a manager at Kims LTD has noted that a high number of employees in his department have been diagnosed with lifestyle related diseases, that has also affected performance and productivity in the department.

a) Discuss FIVE healthy lifestyle practices that the employees should adopt to improve overall health and quality of life. (10 Marks)

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b) Explain FIVE ways in which these unhealthy lifestyle choices among employees has impacted the company's performance. (10 Marks)

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