

LEVEL 6**Apply Work Ethics and Practices****November/December 202**

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

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WRITTEN ASSESSMENT**TIME: 3 HOURS**

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INSTRUCTIONS TO CANDIDATES

1. This paper consists of **TWO** sections: A and B.
2. Answer **ALL** 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 the question paper.

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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. The manager at ABC Limited noted that most of the employees are suffering from work-related stress. List FOUR sources of workplace stress. (4 marks)
2. At Taifa Hospital, new employees were found struggling to balance work and personal life. State FOUR healthy lifestyle practices they can adopt to enhance their wellbeing. (4 marks)
3. At Hills College, students were advised to write personal mission statements. State FOUR characteristics of a good mission statement they should consider. (4 marks)
4. Jane, a new supervisor, is always harsh and dismissive when giving instructions. State FOUR benefits Jane may get if she were to be more assertive rather than aggressive (4 marks)
5. During a self-awareness workshop, participants were asked to reflect on their strengths and weaknesses. List FOUR benefits of being self-aware. (4 marks)
6. At Umoja Company, the HR manager observed that some employees lacked emotional intelligence. State FOUR ways emotional intelligence can be demonstrated at work. (4 marks)
7. A new teacher at Safari High School has low self-esteem in his performance. State FOUR strategies he can apply to improve his self-esteem. (4 marks)
8. A supervisor at Kenya Vision Organization noticed staff reporting late and missing deadlines. List FOUR time-management techniques they should adopt. (4 marks)
9. During annual appraisals, performance targets are an advantage of monitoring and evaluating performance targets. (4 marks)
10. At County Government Offices, some officers were found engaging in corruption. State FOUR strategies the county can adopt to promote ethical work practices among the officers. (4 marks)

SECTION B (60 MARKS)

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

11. Goodlife Hospital was d five years ago to provide health services. After one year of operation, the management realized that the sales volume had started declining. An investigation was launched, and it was discovered that there was a problem in customer outreach. They decided to recruit Mark, an expert in designing customer outreach programs.

a. Explain FIVE components that Mark would include in the program. (10 marks)

b. Explain FIVE benefits that the hospital may g the outreach program. (10 marks)

12. Sunrise Manufacturing Ltd has been experiencing frequent conflicts among employees, which has lowered productivity. The management decided to conduct a conflict-resolution training program.

a. Explain FIVE causes of workplace conflicts that the training could address. (10 marks)

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b. Explain FIVE methods of conflict resolution that can be applied in such an organization. (10 marks)

13. Rafiki Sacco Management noticed a decline in teamwork spirit among employees. To address this challenge, a consultant was invited to teamwork and restore collaboration within the organization.

a. As the consultant, Explain FIVE strategies you would recommend to revive team wki Sacco. (10 marks)

b. Explain FIVE benefits of teamwork that the Sacco enjoy. (10 marks)

14. A mid-sized enterprise has introduced continuous professional development programs for its employees. The program requires staff members to attend periodic training sessions organized by the management first cycle of program, the management is keen to evaluate the value of this initiative to both employees and the organization.

a. Explain FIVE ways the organization can encourage employees to actively program. (10 marks)

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b. Explain FIVE benefits of the programs to the employees. (10 marks)