



PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES MAY-AUGUST 2025 ASSESSMENT

FORMATIVE ASSESSMENT

Qualification : LEVEL 6

Unit of Competency : **WORK ETHICS AND PRACTICES**

TIME: 3 HOURS

WRITTEN ASSESSMENT

CANDIDATE WRITTEN ASSESSMENT

INSTRUCTIONS TO CANDIDATE:

- 1. Read all the instructions carefully before attempting the question*
- 2. This paper consists of two sections, A and B*
- 3. You are allowed 2 Hours to Answer the questions*
- 4. Marks for each question are indicated in brackets*
- 5. Write your responses in the Separate Answer booklet provided*
- 6. Do not write anything in this question paper*

SECTION A: (40 Marks)

Answer all questions in this section

1. Strong teamwork is essential in achieving organizational goals. State and explain TWO benefits that organizations gain from promoting teamwork among employees. (4 marks)
2. Every team comprises individuals who play different roles and have unique responsibilities. State FOUR individual responsibilities that team members should uphold for effective teamwork. (4 marks)
3. With rapid changes in the workplace, employees are expected to adjust accordingly. Explain TWO ways in which adaptability and flexibility enhance performance in a modern workplace. (4 marks)
4. Organizations often face challenges when dealing with team conflicts. Explain TWO effective conflict resolution strategies that team leaders can use to restore harmony in a team. (4 marks)
5. Personal and professional growth are key drivers of career advancement. State and explain TWO differences between personal development and professional development. (4 marks)
6. For a team to function efficiently, its purpose and structure must be clearly defined. Outline FIVE elements that should be considered when determining team roles and objectives. (5 marks)
7. A productive team relies not only on cooperation but also on the qualities of its members. State FIVE key qualities of an effective team player. (5 marks)
8. Gender and diversity mainstreaming have become essential in creating inclusive workplaces. Highlight FIVE ways organizations can promote gender and diversity mainstreaming. (5 marks)
9. Training and continuous learning help employees adapt to evolving work environments. State FIVE ways an organization can assess training needs among its staff. (5 marks)
10. A strong sense of self-awareness enables individuals to identify their strengths, weaknesses, emotions, and motivations. Explain the importance of self-awareness in personal and professional development (10 marks)

SECTION B: (60 Marks)

Answer all the questions in this section.

11. Emotional intelligence enables individuals to manage their emotions and respond effectively to the emotions of others. Explain the key components of emotional intelligence and how they influence teamwork, conflict resolution, and overall workplace performance. (10 marks)
12. Professionalism is reflected in how one presents themselves, handles responsibilities, and respects workplace values. Explain the role of professionalism, organizational codes of conduct, and industry policies in promoting ethical practices and employee accountability. (10 marks)
13. Setting clear goals, managing time wisely, and evaluating performance are essential for achieving both personal and organizational objectives. Explain how time management, setting performance targets, and evaluating those targets contribute to effective work habits and ethical decision-making. (10 marks)
14. Understanding and meeting customer needs is the foundation of excellent service delivery. Explain how businesses can identify customer needs. (10 marks)
15. Providing quality customer service is not just about friendliness but also about systems that support feedback and continuous improvement. Explain FIVE methods of collecting customer feedback (10 marks)
16. In every workplace, problems are inevitable. However, the ability to think critically and apply structured problem-solving approaches determines the effectiveness of solutions implemented. Explain the stages involved in the problem-solving process and describe how creative and critical thinking contribute to the development of innovative and practical solutions. (10 marks)