



# **INFORMATION TECHNOLOGY SUPPORT SERVICE**

Level I

# **LEARNING GUIDE # 34**

**Unit of Competence : Demonstrate work values**  
**Module Title : Demonstrating work values**  
**LG Code : ICT ITS1 M10 L04 LG 34**  
**TTLM Code : ICT ITS1 TTLM10 1019v1**

**LO 4: Maintain integrity of conduct in the  
workplace**



## INTRODUCTION

## Learning Guide # 34

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- How to Maintain Your Integrity in the Workplace

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Demonstrate personal work practices and values consistently with acceptable ethical conduct and company's core values.
- Provide **instructions** to co-workers based on ethical, lawful and reasonable directives.
- Share company values/practices with co-workers using appropriate behavior and language.

### Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the "Information Sheets 1" in page 3-6.
3. Accomplish the "Self-check" in page 8.

- Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advise you on additional work. But if satisfactory you can proceed to the next topic.



## Information Sheet 1

# Maintain Integrity of conduct in the Work place

### 1.1. Conduct in the work Place

Our behavior within the workplace can contribute positively to creating a productive and harmonious environment in which company staff can be inspired and achieve their full potential. However, when behavior is inappropriate or dysfunctional it can have serious consequences on productivity, job satisfaction and on the physical and psychological well being of staff. The company Code of Conduct sets out the behavior or conduct expected of all staff of the company whether they are on company grounds or representing company elsewhere. All members of the company community have a duty of care to each other and must comply at all times with the Code. The company aims to prevent and minimize behavior which may adversely affect the harmony of the workplace and/or cause harm or injury to others.

### 1.2. Principles of Workplace Conduct

**The Code of Conduct describes how staff of the company should treat other members of the company community. In summary, the Code requires that staff model professional behavior and standards of conduct and therefore behave**

- lawfully
- professionally
- honestly
- respectfully
- equitably
- responsibly
- productively
- safely
- ethically
- fairly
- impartially
- with sensitivity to their rights
- in the interests of the University

### 1.3. Maintain Your Integrity in the Workplace

- Code of Ethics



As an IT professional, I am committed to the highest standards of ethical and professional conduct, and agree to be guided by this code of ethics.

- **Professionalism**

I will maintain professional conduct in the workplace, and will not allow personal feelings or beliefs to cause me to treat people unfairly or unprofessionally.

- **Personal Integrity**

I will be honest in my professional dealings, and forthcoming about my competence and the impact of my mistakes. I will seek assistance from others when required.

I will avoid conflicts of interest and biases whenever possible. When my advice is sought, if I have a conflict of interest or bias, I will declare it if appropriate, and recuse myself if necessary.

- **Privacy**

I will access private information on computer systems only when it is necessary in the course of my technical duties. I will maintain and protect the confidentiality of any information to which I may have access regardless of the method by which I came into knowledge of it.

**Laws and Policies**

I will educate myself and others on relevant laws, regulations and policies regarding the performance of my duties.

- **Communication**

I will communicate with management, users and colleagues about computer matters of mutual interest. I will strive to listen to and understand the needs of all parties.

Page 4   10	<b>Author:</b> Federal TVET Agency(FTA)	IT Support Service Level 1	<b>Date:</b> Oct 2019
			<b>Version:</b> 1



- **System Integrity**

I will strive to ensure the necessary integrity, reliability, and availability of the systems for which I am responsible.

I will design and maintain each system in a manner to support the purpose of the system to the organization.

- **Education**

I will continue to update and enhance my technical knowledge and other work-related skills. I will share my knowledge and experience with others.

- **Responsibility to Computing Community**

I will cooperate with the larger computing community to maintain the integrity of network and computing resources.

- **Social Responsibility**

As an informed professional, I will encourage the writing and adoption of relevant policies and laws consistent with these ethical principles.

- **Ethical Responsibility**

I will strive to build and maintain a safe, healthy, and productive workplace. I will do my best to make decisions consistent with the safety, privacy, and well-being of my community and the public, and to disclose promptly factors that might pose unexamined risks or dangers.

I will accept and offer honest criticism of technical work as appropriate and will credit properly the contributions of others.

I will lead by example, maintaining a high ethical standard and degree of professionalism in the performance of all my duties. I will support colleagues and co-workers in following this code of ethics.  
**How to Maintain Your Integrity in the Workplace**

Honesty, Confidentiality and Hard Work Will Earn Employee's the Respect They Deserve

Page 5   10	<b>Author:</b> Federal TVET Agency(FTA)	IT Support Service Level 1	Date: Oct 2019
			Version: 1



Very few people can honestly say that they have landed their dream job. Many of us work for companies we do not particularly like and with people we cannot wait to get away from at the end of the day. People stay in their jobs mainly for the financial security, so that they can provide for themselves and their families. But in order to be more successful, how can employees develop and maintain their integrity in the workplace?

### **#1 Do not steal your employer's time**

If your work hours are between 9:00am-5:00pm do not show up at 9:10am and then clock off early at 4:30pm, unless you have prior permission to do so due to a doctor's appointment or some other valid reason. Over one month, regularly missing 40 minutes a day amounts to over 13 hours that you have stolen from your employer. Employees who receive an hourly wage will need to fill in a time sheet that details the days and hours that they have worked. So if you have not worked the full 8 hours for that day, do not lie. Fill in the hours you have been present. Who knows, a generous boss may even allow you the extra money if you are honest enough to admit you did not work the hours you should have done but you agree to make it up later on.

### **#2 Never bad mouth your employer**

Even after work hours, you should be careful of what you say about your employer. If you visit a public place, such as a restaurant, and then start talking badly about your employer, chances are, someone who knows your employer may hear you and repeat what you have said. Disloyal employees are not wanted and are often given their marking papers before long. So even if you do not personally like your employer, keep your thoughts to yourself. Unburden yourself to a close family member such as your spouse, but do not talk about problems you are having at work in a public place.

### **#3 Maintain confidentiality**

It is not just the medical profession that insists upon client confidentiality. Many other fields, such as nursing homes and banks also expect their employees to keep work related issues confidential. Once you have signed a contract, you have agreed to abide by the company's policies and procedures that are related to confidentiality. Breaching these rules, except with prior permission and under very special circumstances, will result in dismissal.

### **#4 Be industrious**

Have you ever noticed how lazy employees seem to have more to complain about than those who are industrious? The fact is, that even very boring professions can be easier to handle if

Page 6   10	<b>Author:</b> Federal TVET Agency(FTA)	IT Support Service Level 1	<b>Date:</b> Oct 2019
			<b>Version:</b> 1



employees are industrious and get their work completed. It will also make the day go by more quickly for them, rather than drag along.

#### **#5 Do not take too many breaks**

This point is linked to #1. If the company policy only allows one 15 minute break at 10:30am and then a 30 minute lunch break from 12:00pm-12:30pm, be careful to follow these rules. Do not exceed these times or take more breaks than it is necessary to take, or you risk incurring the displeasure of your colleagues as well as your employer.

Employees who maintain their integrity and who give their employer an honest day's work are more likely to gain their employer's respect and be assigned more responsibility in the company. They will be the ones who will be remembered when promotions come around and added bonuses will come with that. But most important of all, they will have a better conscience and feel more secure in their job if they are careful to maintain their integrity within the workplace.



Self-Check -1	Written Test
---------------	--------------

**Directions:** Answer all the questions listed below.

1. What is Ethical responsibility?

**Note: Satisfactory rating - 3 and 5 points**                      **Unsatisfactory - below 3 and 5 points**

You can ask you teacher for the copy of the correct answers.

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_





## Experts

The development of this Learning Guide for the TVET Program Information technology support service Level I.

No	Name of Trainers	Phone Number	E-mail Address	Region
1	Abdulakim Ahemed	0921900418		Harari
2	Assefa Million	0911034866	<a href="mailto:amen192005@gmail.com">amen192005@gmail.com</a>	Harari
3	Derese Teshome	0913938439	<a href="mailto:dereseteshome@gmail.com">dereseteshome@gmail.com</a>	AA
4	Getenesh Osamo	0923816933	<a href="mailto:gete.osamo@gmail.com">gete.osamo@gmail.com</a>	SNNPR
5	Remedan Mohammed	0913478937	<a href="mailto:remedanm77@gmail.com">remedanm77@gmail.com</a>	Harari
6	Sewayehu W/Yohannes	0911716733	<a href="mailto:Baroke0816@gmail.com">Baroke0816@gmail.com</a>	SNNPR
7	Damelash Yihalem	0911912015	<a href="mailto:demenati@gmail.com">demenati@gmail.com</a>	Harari

