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| Title | **Exercise professional ethics/ code of conduct** |
| Level | **2** | **Credits** | **6** |

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| Purpose | This module aims to educate the trainee about a CCA’s responsibility, authority, good practices at workplace, and use of confidential information. |

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| Classification ISCED | 0611 Computer use |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **D1**. Adhere to the job description with responsibility while reporting violations. | **P1**. Perform as per job description.**P2.** Justify his/her role while being considerate of his/her responsibility.**P3.** Exercise the right of authority within due limits.**P4.** Report possible violations | **K1**. Understand the job description of a call center agent**K2.** Know the importance of sense of responsibility.**K3.** Be aware of the authority a CCA exercises while performing job as a mediatory between a customer and an organization.**K4.** Understand why it is important to report violations of policies, procedure or ethical value on priority. |
| **D2**. Exhibit good practices and understand misuse of work hours / company property | **P1**. Utilize work hours wisely while avoiding personal engagements / activities.**P2.** Ensure use of company equipment strictly for official purposes. | **K1.** Learn not to engage in personal activities during work hours that interfere with or prevent from fulfilling job responsibilities.**K2.** Understand not to use company computers and equipment for unofficial purposes or for illegal or unethical |

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|  | **P3.** Take ownership of the company assets and understand the boundaries of work against financial gain/bribery from a particular individual.**P4.** Adapt polite/humble behaviour and avoid personal conflict. | activities.**K3.** Focus on ethical boundaries (taking ownership) against personal/financial gain/bribery/ misuse of company property or information.**K4.** Spell out dignified and respectful practices at work.**K5.** Understand how polite and humble attitude helps in dealing with callers /customers/ co-workers/ and avoid personal, organisational conflict |
| **D3**. Protect and prevent the misuse of confidential information | **P1**. Maintain confidentiality of the customers/ colleagues.**P2.** Implement the code of conduct for confidential information.**P3.** Identify misuse of confidential information | **K1**. Define confidentiality.**K2**. Understand the importance of ensuring confidentiality**K3.** Know how to ensure confidentiality of the information about customers, clients, and employees (information generated and gathered is an asset of the company, and should be protected regardless of its form or format).**K4.** Understand in detail about misuse of confidential information and consequences. |