**Solar Electric Technician Training**

**Module 8: Professional development**

**Answers of scenarios exploration for managing ethical dilemma’s**

**Use Case scenarios to explore how ethical dilemmas can be managed.**

Managing ethical dilemmas requires careful consideration of the situation, the stakeholders involved, and the potential consequences of various actions. Here are a few scenarios probable answers how solar electric technicians might encounter and manage ethical dilemmas:

| **Scenarios** | **Situation** | **Ethical dilemma’s** | **Probable answers for managing the dilemma’s** |
| --- | --- | --- | --- |
| **Scenario 1: Safety vs. Client Pressure** | A solar electric technician is installing a solar PV system on a client's property. The client insists on bypassing certain safety protocols to speed up the installation and save costs. They argue that the system will be safe enough without following every guideline and offer the technician a bonus if they complete the work faster. | The technician is torn between following safety protocols, which might delay the project and lead to conflict with the client, or accepting the client's request to skip steps, potentially putting safety at risk. | * **Prioritize safety and professional standards**: The technician should explain to the client the importance of adhering to safety standards, emphasizing that these protocols are in place to protect both the client and the technician from harm. * **Transparent communication**: The technician could offer to meet with the client to discuss the timeline and explain why the safety measures cannot be compromised. They should also clarify the potential legal and financial consequences if the system fails due to shortcuts. * **Seek guidance**: If the client continues to pressure the technician, it might be necessary to involve a supervisor or consult with the company's legal team for advice on handling the situation ethically. |
| **Scenario 2: Quality vs. Cost** | A technician working for a solar installation company is asked to use substandard materials to reduce costs. The supervisor suggests that the cheaper materials will pass inspection, but the technician knows they are not as durable or reliable as the standard materials. | The technician is torn between following safety protocols, which might delay the project and lead to conflict with the client, or accepting the client's request to skip steps, potentially putting safety at risk. | * **Adhere to technical standards**: The technician should advocate for using materials that meet industry standards, explaining that cutting corners could lead to system failures and damage the company’s reputation. * **Document concerns**: The technician can document their concerns in writing and present them to the supervisor, ensuring there is a record of their objection to using substandard materials. * **Offer alternatives**: The technician might propose alternative cost-saving measures that do not compromise the quality or safety of the installation. * **Escalate the issue**: If the supervisor insists on using substandard materials, the technician may need to escalate the issue to higher management or an ethics committee within the company. |
| **Scenario 3: Conflict of interest** | A solar electric technician is offered a lucrative side job by a client who wants additional work done outside of the company’s contract. The technician is tempted to take the job for the extra income but knows that it could create a conflict of interest, as the work could have been offered to their employer. | The technician must decide whether to accept the side job for personal gain, potentially violating company policies and risking their employment, or to decline the offer and maintain professional integrity | * **Review company policies**: The technician should review their company’s policies on side jobs and conflicts of interest. Most companies have clear guidelines on this issue. * **Transparency with employer**: If the technician is considering the side job, they should discuss it with their employer first to see if it could be managed in a way that doesn’t conflict with their primary job. * **Decline the job**: If the side job clearly violates company policies, the technician should decline the offer and explain to the client why they cannot take on the work. * **Consider long-term reputation**: The technician should weigh the long-term consequences, recognizing that maintaining integrity and loyalty to their employer will likely be more beneficial in the long run than short-term financial gain. |
| **Scenario 4: Reporting unethical behavior** | A technician notices that a colleague has been falsifying installation records to meet project deadlines. This behavior could lead to unsafe installations and future system failures. The technician is unsure whether to report the colleague, fearing backlash or damage to their working relationship. | The technician must decide whether to report the unethical behavior, which could lead to disciplinary action against the colleague, or to stay silent and risk the safety and integrity of the installations. | * **Consider the impact**: The technician should consider the potential harm that falsified records could cause, including safety risks and damage to the company’s reputation. * **Confidential reporting**: Many companies have anonymous or confidential reporting systems. The technician could use these channels to report the behavior without risking direct confrontation. * **Discuss with the colleague**: If appropriate, the technician might approach the colleague privately to discuss the issue and encourage them to correct their actions. * **Follow company procedures**: The technician should follow the company’s procedures for reporting unethical behavior, ensuring they act within the framework of the organization’s policies. |