# EMPLOYABILITY SKILLS

**UNIT CODE:** BUS/CU/AC/BC/04/6/A

**Relationship to Occupational Standards**
This unit addresses the Unit of Competency: Demonstrate Employability Skills

**Duration of Unit:** 80 hours

**Unit Description**
This unit covers competencies required to demonstrate employability skills. It involves conducting self-management, demonstrating interpersonal communication, critical safe work habits, leading a workplace team, planning and organizing work, maintaining professional growth and development, demonstrating workplace learning, problem solving skills and managing ethical performance.

**Summary of Learning Outcomes**
1. Conduct self-management
2. Demonstrate interpersonal communication
3. Demonstrate critical safe work habits
4. Lead a workplace team
5. Plan and organize work
6. Maintain professional growth and development
7. Demonstrate workplace learning
8. Demonstrate problem solving skills
9. Manage ethical performance

**Learning Outcomes, Content and Suggested Assessment Methods**

| Learning Outcome | Content | Suggested Assessment Methods |
|---|---|---|
| 1. Conduct self-management | • Self-awareness<br>• Formulating personal vision, mission and goals<br>• Strategies for overcoming life challenges<br>• Managing emotions<br>• Emotional intelligence<br>• Assertiveness versus aggressiveness | • Written tests<br>• Oral questioning<br>• Interviewing<br>• Portfolio of evidence<br>• Third party report |

| | | • Expressing personal thoughts, feelings and beliefs<br>• Developing and maintaining high self-esteem<br>• Developing and maintaining positive self-image<br>• Setting performance targets<br>• Monitoring and evaluating performance<br>• Articulating ideas and aspirations<br>• Accountability and responsibility<br>• Good work habits<br>• Self-awareness<br>• Values and beliefs<br>• Self-development<br>• Financial literacy<br>• Healthy lifestyle practices<br>• Adopting safety practices | |
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| 2. Demonstrate interpersonal communication | • Meaning of interpersonal communication<br>• Listening skills<br>• Types of audience<br>• Public speaking<br>• Writing skills<br>• Negotiation skills<br>• Reading skills<br>• Meaning of empathy<br>• Understanding customers' needs<br>• Establishing communication networks<br>• Assertiveness<br>• Sharing information | • Written tests<br>• Oral questioning<br>• Interviewing<br>• Portfolio of evidence<br>• Third party report |

| 3. Demonstrate critical safe work habits | • Stress and stress management<br>• Time concept<br>• Punctuality and time consciousness<br>• Leisure<br>• Integrating personal objectives into organizational objectives<br>• Resources mobilization<br>• Resources utilization<br>• Setting work priorities<br>• Developing healthy relationships<br>• HIV and AIDS<br>• Drug and substance abuse<br>• Managing emerging issues | • Written tests<br>• Oral questioning<br>• Interviewing<br>• Portfolio of evidence<br>• Third party report |
|---|---|---|
| 4. Lead a workplace team | • Leadership qualities<br>• Power and authority<br>• Team building<br>• Determination of team roles and objectives<br>• Team parameters and relationships<br>• Individual responsibilities in a team<br>• Forms of communication<br>• Complementing team activities<br>• Gender and gender mainstreaming<br>• Human rights<br>• Developing healthy relationships<br>• Maintaining relationships<br>• Conflicts and conflict resolution | • Written tests<br>• Oral questioning<br>• Interviewing<br>• Portfolio of evidence<br>• Third party report |

| | | • Coaching and mentoring skills | |
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| 5. Plan and organize work | • Functions of management<br>• Planning<br>• Organizing<br>• Time management<br>• Decision making concept<br>• Task allocation<br>• Developing work plans<br>• Developing work goals/objectives and deliverables<br>• Monitoring work activities<br>• Evaluating work activities<br>• Resource mobilization<br>• Resource allocation<br>• Resource utilization<br>• Proactive planning<br>• Risk evaluation<br>• Problem solving<br>• Collecting, analysing and organising information<br>• Negotiation | • Written tests<br>• Oral questioning<br>• Interviewing<br>• Portfolio of evidence<br>• Third party report | |
| 6. Maintain professional growth and development | • Avenues for professional growth<br>• Training and career opportunities<br>• Assessing training needs<br>• Mobilizing training resources<br>• Licenses and certifications for professional growth and development<br>• Pursuing personal and organizational goals<br>• Managing work priorities and commitments<br>• Recognizing career | • Written tests<br>• Oral questioning<br>• Interviewing<br>• Portfolio of evidence<br>• Third party report | |

| | | |
|---|---|---|
| | advancement | |
| 7. Demonstrate workplace learning | • Managing own learning<br>• Mentoring<br>• Coaching<br>• Contributing to the learning community at the workplace<br>• Cultural aspects of work<br>• Networking<br>• Variety of learning context<br>• Application of learning<br>• Safe use of technology<br>• Taking initiative/proactivity<br>• Flexibility<br>• Identifying opportunities<br>• Generating new ideas<br>• Workplace innovation<br>• Performance improvement<br>• Managing emerging issues<br>• Future trends and concerns in learning | • Written tests<br>• Oral questioning<br>• Interviewing<br>• Portfolio of evidence<br>• Third party report |
| 8. Demonstrate problem solving skills | • Critical thinking process<br>• Data analysis tools<br>• Decision making<br>• Creative thinking<br>• Development of creative, innovative and practical solutions<br>• Independence in identifying and solving problems<br>• Solving problems in teams<br>• Application of problem-solving strategies<br>• Testing assumptions<br>• Resolving customer concerns | • Written tests<br>• Oral questioning<br>• Interviewing<br>• Portfolio of evidence<br>• Third party report |

| 9. Manage ethical performance | • Meaning of ethics<br>• Ethical perspectives<br>• Principles of ethics<br>• Ethical standards<br>• Organization code of ethics<br>• Common ethical dilemmas<br>• Organization culture<br>• Corruption, bribery and conflict of interest<br>• Privacy and data protection<br>• Diversity, harassment and mutual respect<br>• Financial responsibility/accountability<br>• Etiquette<br>• Personal and professional integrity<br>• Commitment to jurisdictional laws<br>• Emerging issues in ethics | • Written tests<br>• Oral questioning<br>• Interviewing<br>• Portfolio of evidence<br>• Third party report |

**Suggested Methods of Instruction**

- Demonstrations
- Simulation/Role play
- Group Discussion
- Presentations
- Assignments
- Q&A

**Recommended Resources**

- Computers
- Stationery
- Charts
- Video clips
- Audio tapes
- Radio sets
- TV sets
- LCD projectors