DEMONSTRATE EMPLOYABILITY SKILLS

UNIT CODE: BUS/OS/AC/BC/05/6

UNIT DESCRIPTION

This unit covers competencies required to demonstrate employability skills. It involves competencies for exuding self-awareness and dealing with everyday life challenges; demonstrating critical safe work habits and leading a workplace team; planning and organizing work activities; applying learning, creativity and innovativeness in workplace functions; pursuing professional growth and managing time effectively in the workplace.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA **Bold and italicized terms are elaborated in the Range**
1. Develop self-awareness and understanding of every day demands and challenges in the workplace	1.1 Personal vision, mission and goals are formulated based on potential and in relation to organization objectives 1.2 Emotions are managed as per workplace requirements 1.3 Thoughts, feelings and beliefs are expressed in direct, honest and appropriate ways. 1.4 Feelings are shared with others according to personal issues for healthy relations. 1.5 Individual performance is evaluated and monitored according to the agreed targets. 1.6 Assertiveness is developed and maintained based on the requirements of the job. 1.7 Own ideas and visions that generates excitement, enthusiasm and commitment are articulated. 1.8 Accountability and responsibility for own actions are demonstrated. 1.9 Self-esteem and a positive self-image are developed and maintained.

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2. Demonstrate critical safe work habits for employees in the workplace	2.1 Stress is managed at the workplace in accordance with workplace procedures. 2.2 Punctuality and time consciousness are demonstrated in line workplace policy. 2.3 *Personal objectives* are integrated with organization goals in accordance with organization's strategic plan. 2.4 *Resources* are effectively utilized in accordance with workplace policy. 2.5 Work priorities are set and met in according to workplace procedures. 2.6 Leisure time is recognized and used productively in line with organization policy. 2.7 Abstinence from *drug and substance abuse* is demonstrated as per workplace policy. 2.8 Awareness of HIV and AIDS is demonstrated in line with workplace requirements. 2.9 Safety consciousness is demonstrated in the workplace based on organization safety policy. 2.10 *Emerging issues* are dealt with in accordance with organization policy.
3. Lead a workplace team	3.1 Role and objectives of the *team* are determined in accordance workplace policy. 3.2 Team parameters and relationships are identified according to set rules and regulations. 3.3 Individual responsibilities are identified in accordance with work procedures. 3.4 Effective and appropriate forms of communication in a team are established according to office policy. 3.5 Business communication is carried out as per workplace place policy and requirements of the job. 3.6 Team activities are complemented in accordance with office procedures. 3.7 Team building activities are planned for in line

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	with organization policy. 3.8 Conflicts are resolved between team members in line with organization rules and regulations. 3.9 *Gender mainstreaming* is undertaken in accordance with set regulations. 3.10 Human rights are adhered to in accordance with existing protocol. 3.11 Healthy *relationships* are developed and maintained for harmonious co-existence in line with workplace.
4. Plan and organize work	4.1 Work schedules are developed for accomplishing given tasks within the set time lines and based on workplace policy. 4.2 Time is managed achieve workplace set goals and objectives. 4.3 Clear project goals and deliverables are established according to company set policies and regulations. 4.4 Resources are mobilized, allocated and utilized to meet project goals and deliverables. 4.5 Work activities are monitored and evaluated in line with organization procedures. 4.6 Situations that require decision making are identified within the work place and decision made in accordance with workplace policy. 4.7 Steps required in making effective decisions are applied within the workplace. 4.8 Problems arising in the course of working are identified and solved or reported according the workplace policies and procedures. 4.9 Values required in problem solving process are demonstrated at the work place. 4.10 Situations within the workplace that require negotiation identified and negotiations done to create win-win situations. 4.11 Negotiation techniques are developed and applied at workplace to meet clientele's

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	satisfaction and organizations' objectives.
5. Maintain professional growth and development in the workplace	5.1 Personal training needs are assessed and identified in line with the requirements of the job. 5.2 *Training and career opportunities* are identified and availed based on job requirements. 5.3 Resources for training are mobilized and allocated based organizations skills needs. 5.4 Licensees and certifications relevant to job and career are obtained and renewed. 5.5 *Personal growth* is pursued towards improving the qualifications set for the profession. 5.6 Work priorities and commitments are managed based on requirement of the job and workplace policy. 5.7 Recognitions are sought as proof of career advancement in line with professional requirements.
6. Demonstrate learning, creativity and innovativeness in the workplace	6.1 Time and effort are invested in learning new skills-based job requirements. 6.2 Willingness to learn in different context is demonstrated based on available learning opportunities arising in the workplace. 6.3 Learning opportunities are sought and allocated based on job requirement and in line with organization policy. 6.4 Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job. 6.5 Application of a range of basic IT skills is demonstrated based on requirements of the job. 6.6 Awareness of Occupational Health and Safety procedures are demonstrated in use of technology in the workplace. 6.7 Initiative is taken to create more effective and efficient processes and procedures in line with

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	workplace policy.
	6.8 New systems are developed and maintained in accordance with the requirements of the job.
	6.9 Opportunities that are not obvious are identified and exploited in line with organization objectives.
	6.10 Opportunities for performance improvement are identified proactively in area of work.
	6.11 Awareness of personal role in workplace *innovation* is demonstrated.

RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Range	Variable
• Drug and substance abuse include but not limited to:	Commonly abused • Alcohol, Tobacco, Miraa, Over-the-counter drugs, Cocaine, Bhang, Glue
• Feedback include but not limited to:	2.1 Verbal 2.2 Written 2.3 Informal 2.4 Formal
• Clients include but not limited to:	3.1 New clients 3.2 Existing clients 3.3 Internal clients 3.4 External clients
• Relationships include but not limited to:	4.1 Man/Woman 4.2 Trainer/trainee 4.3 Employee/employer 4.4 Client/service provider 4.5 Husband/wife 4.6 Boy/girl 4.7 Parent/child 4.8 Sibling relationships

Range	Variable
• Communication methods include but not limited to:	5.1 Written 5.2 Talk/presentation 5.3 Video 5.4 Audio 5.5 Graphical 5.6 Modelling
• Team include but not limited to:	6.1 Small work group 6.2 Staff in a section/department 6.3 Inter-agency group
• Personal growth include but not limited to:	7.1 Growth in the job 7.2 Career mobility 7.3 Gains and exposure the job gives 7.4 Net workings 7.5 Benefits that accrue to the individual as a result of noteworthy performance
• Personal objectives include but not limited to:	1.1 Long term 1.2 Short term 1.3 Broad 1.4 Specific

• Trainings and career opportunities include but not limited to:	9.1 Participation in training programs
	    o Technical
	    o Supervisory
	    o Managerial
	    o Continuing Education
	9.2 Serving as Resource Persons in conferences and workshops

• Resources include but not limited to:	10.1 Human
	10.2 Financial
	10.3 Technology
	    o Hardware
	    o Software

• Innovation include but not limited to:	11.1 New ideas 11.2 Original ideas 11.3 Different ideas 11.4 Methods/procedures 11.5 Processes 11.6 New tools

Range	Variable
• Emerging issues include but not limited to:	12.1 Terrorism 12.2 Social media 12.3 National cohesion 12.4 Open offices

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Personal hygiene practices
- Intra and Interpersonal skills
- Communication skills
- Knowledge management
- Interpersonal skills
- Critical thinking skills
- Observation skills
- Organizing skills
- Negotiation skills
- Monitoring skills
- Evaluation skills
- Record keeping skills
- Problem solving skills
- Decision Making skills
- Resource utilization skills
- Resource mobilization skills

Required Knowledge

The individual needs to demonstrate knowledge of:

- Work values and ethics
- Company policies
- Company operations, procedures and standards
- Occupational Health and safety procedures
- Fundamental rights at work
- Personal hygiene practices
- Workplace communication
- Concept of time
- Time management

- Decision making
- Types of resources
- Work planning
- Resources and allocating resources
- Organizing work
- Monitoring and evaluation
- Record keeping
- Workplace problems and how to deal with them
- Negotiation
- Assertiveness
- Team work
- Gender mainstreaming
- HIV and AIDS
- Drug and substance abuse
- Leadership
- Safe work habits
- Professional growth and development
- Technology in the workplace
- Learning
- Creativity
- Innovation
- Emerging issues
- Social media
- Terrorism
- National cohesion

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Attained job targets within key result areas.
	1.2 Maintained intra- and inter-personal relationship in the course of managing oneself.
	1.3 Completed trainings and career progression opportunities in time.
	1.4 Was punctual and time conscious.
	1.5 Acquired and maintained licenses and/or certifications required for the job.

		1.6 Planned and organized resources to achieve organization goals and objectives.
		1.7 Monitored and evaluated work activities.
		1.8 Identified, analysed and solved problem arising in the course of working.
		1.9 Was conscious of health and safety while carrying out work functions.
		1.10 Maintained a mentorship and coaching program for employees.
		1.11 Innovatively made work processes and procedures more efficient.
		1.12 Mainstreamed gender issues in the workplace.
		1.13 Build a strong team of workers in the workplace.
		1.14 Sought and allocated learning opportunities and resources in the workplace.
		1.15 Demonstrated awareness of HIV and AIDS.
		1.16 Abstained from drug and substance abuse.
		1.17 Demonstrated ability to cope with emerging issues.
2.	Resource Implications	The following resources should be provided:
		2.1 Workplace or assessment location
		2.2 Case studies/scenarios
3.	Methods of Assessment	Competency in this unit may be assessed through:
		• Oral Interview
		• Observation
		• Third Party Reports
		• Written
4.	Context of Assessment	4.1 Competency may be assessed in workplace or in a simulated workplace setting
		4.2 Assessment shall be observed while tasks are being undertaken whether individually or in-group
5.	Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.