EMPLOYABILITY SKILLS

UNIT CODE: AQ/CU/AM/BC/05/5/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Demonstrate Employability Skills

Duration of Unit: 50 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 workplace ethics.

Summary of Learning Outcomes

- 1. Conduct self-management
- 2. Demonstrate interpersonal communication
- 3. Demonstrate critical safe work habits
- 4. Lead small teams
- 5. Plan and organize work
- 6. Maintain professional growth and development
- 7. Demonstrate workplace learning
- 8. Demonstrate problem solving skills
- 9. Demonstrate workplace ethics

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Conduct self-	Self-awareness	Written tests
management	 Formulating personal vision, mission and goals Strategies for overcoming life challenges Emotional intelligence Assertiveness versus aggressiveness Expressing personal thoughts, feelings and beliefs 	 Oral questioning Interviewing Portfolio of evidence Third party report

Developing and maintaining high self-esteem Developing and maintaining positive self-image Articulating ideas and aspirations Accountability and responsibility Good work habits Self-awareness Self-development Financial literacy Healthy lifestyle practices Meaning of interpersonal communication Listening skills Reading skills Reading skills Reading skills Meaning of empathy Understanding customers' needs Establishing communication networks Sharing information 3. Demonstrate critical safe work habits Stress and stress management Punctuality and time consciousness Leisure Integrating personal objectives into organizational objectives Resources utilization Setting work priorities HIV and AIDS Drug and substance abuse Handling emerging issues 4. Lead a small team Leadership qualities Team building Determination of team roles and objectives Team performance indicators Responsibilities in a team Written tests Oral questioning Interviewing Portfolio of evidence Third party report		_	
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		Responsibilities in a team	Third party report

5. Plan and organize work	 Forms of communication Complementing team activities Gender and gender mainstreaming Human rights Maintaining relationships Conflicts and conflict resolution Functions of management Planning Organizing Time management Decision making process Task allocation Evaluating work activities Resource utilization Problem solving Collecting and organising information 	 Written tests Oral questioning Interviewing Portfolio of evidence Third party report
6. Maintain professional growth and development	 Opportunities for professional growth Assessing training needs Licenses and certifications for professional growth and development Pursuing personal and organizational goals Identifying work priorities Recognizing career advancement 	 Written tests Oral questioning Interviewing Portfolio of evidence Third party report
7. Demonstrate workplace learning	 Managing own learning Contributing to the learning community at the workplace Cultural aspects of work Variety of learning context Application of learning Safe use of technology Identifying opportunities Generating new ideas Workplace innovation Performance improvement 	 Written tests Oral questioning Interviewing Portfolio of evidence Third party report

	Handling emerging issues	
	Future trends and concerns in	
	learning	
8. Demonstrate problem	Problem identification	Written tests
solving skills	Problem solving	 Oral questioning
	Application of problem-solving	 Interviewing
	strategies	Portfolio of
	Resolving customer concerns	evidence
		Third party report
9. Demonstrate	Meaning of ethics	Written tests
workplace ethics	Ethical perspectives	Oral questioning
	Principles of ethics	 Interviewing
	Values and beliefs	Portfolio of
	Ethical standards	evidence
	Organization code of ethics	Third party report
	Common ethical dilemmas	
	Organization culture	
	Corruption, bribery and conflict of	
	interest	
	Privacy and data protection	
	Diversity, harassment and mutual	
	respect	
	Financial	
	responsibility/accountability	
	Etiquette	
	Personal and professional integrity	
	Commitment to jurisdictional laws	
	Emerging issues in ethics	

Suggested Methods of Instruction

- Demonstrations
- Simulation/Role play
- Discussion
- Presentations
- Case studies
- Q&A

Recommended Resources

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

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