EMPLOYABILITY SKILLS

UNIT CODE: BUS/CU/BM/BC/05/5/A

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-management	- Self-awareness - Formulating personal vision, mission and goals - Strategies for overcoming life challenges - Emotional intelligence - Assertiveness versus aggressiveness - Expressing personal thoughts, feelings and beliefs - Developing and maintaining high self-esteem - Developing and maintaining positive self-image	- Written tests - Oral questioning - Interviewing - Portfolio of evidence - Third party report

	• Articulating ideas and aspirations • Accountability and responsibility • Good work habits • Self-awareness • Self-development • Financial literacy • Healthy lifestyle practices	
2. Demonstrate interpersonal communication	• Meaning of interpersonal communication • Listening skills • Types of audience • Writing skills • Reading skills • Meaning of empathy • Understanding customers' needs • Establishing communication networks • Sharing information	• Written tests • Oral questioning • Interviewing • Portfolio of evidence • Third party report
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	• Written tests • Oral questioning • Interviewing • Portfolio of evidence • Third party report
4. Lead a small team	• Leadership qualities • Team building • Determination of team roles and objectives • Team performance indicators • Responsibilities in a team • Forms of communication • Complementing team activities • Gender and gender mainstreaming • Human rights • Maintaining relationships • Conflicts and conflict resolution	• Written tests • Oral questioning • Interviewing • Portfolio of evidence • Third party report

5. Plan and organize work	• 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 • Handling emerging issues • Future trends and concerns in learning	• Written tests • Oral questioning • Interviewing • Portfolio of evidence • Third party report
8. Demonstrate problem solving skills	• Problem identification • Problem solving • Application of problem-solving strategies • Resolving customer concerns	• Written tests • Oral questioning • Interviewing • Portfolio of evidence • Third party report

9. Demonstrate workplace ethics	• Meaning of ethics • Ethical perspectives • Principles of ethics • Values and beliefs • Ethical standards • Organization code of ethics • 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	• Written tests • Oral questioning • Interviewing • Portfolio of evidence • Third party report

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