# DEMONSTRATE EMPLOYABILITY SKILLS

**UNIT CODE:** SW/OS/CP/BC/05/5/A

**Unit Description**

This unit covers competencies required to demonstrate employability skills. It involves conducting self-management, demonstrating interpersonal communication, critical safe work habits, leading small teams, planning and organizing work, maintaining professional growth and development, demonstrating workplace learning, problem solving skills and managing workplace ethics.

## ELEMENTS AND PERFORMANCE CRITERIA

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| These describe the key outcomes which make up workplace function. | These are assessable statements which specify the required level of performance for each of the elements. *Bold and italicized terms are elaborated in the Range* |
| 1. Conduct self-management | 1.1 Personal vision, mission and goals are formulated based on potential and in relation to organization objectives <br> 1.2 Emotional intelligence is demonstrated as per workplace requirements. <br> 1.3 Individual performance is evaluated and monitored according to the agreed targets. <br> 1.4 Assertiveness is developed and maintained based on the requirements of the job. <br> 1.5 Accountability and responsibility for own actions are demonstrated based on workplace instructions. <br> 1.6 Self-esteem and a positive self-image are developed and maintained based on values. <br> 1.7 Time management, attendance and punctuality are observed as per the organization policy. <br> 1.8 Goals are managed as per the organization's objective <br> 1.9 Self-strengths and weaknesses are identified based on personal objectives |
| 2. Demonstrate interpersonal communication | 2.1 Writing skills are demonstrated as per communication policy <br> 2.2 Negotiation and persuasion skills are demonstrated as per communication policy |

| | | 2.3 | Internal and external stakeholders' needs are identified and interpreted as per the communication policy |
| | | 2.4 | Communication networks are established based on workplace policy |
| | | 2.5 | Information is shared as per communication policy |
| 3. | Demonstrate critical safe work habits | 3.1 | Stress is managed in accordance with workplace policy. |
| | | 3.2 | Punctuality and time consciousness is demonstrated in line with workplace policy. |
| | | 3.3 | Personal objectives are integrated with organization goals based on organization's strategic plan. |
| | | 3.4 | *Resources* are utilized in accordance with workplace policy. |
| | | 3.5 | Work priorities are set in accordance to workplace goals and objectives. |
| | | 3.6 | Leisure time is recognized and utilized in line with personal objectives. |
| | | 3.7 | *Drugs and substances of abuse* are identified and avoided based on workplace policy. |
| | | 3.8 | HIV and AIDS prevention awareness is demonstrated in line with workplace policy. |
| | | 3.9 | Safety consciousness is demonstrated in the workplace based on organization safety policy. |
| | | 3.10 | *Emerging issues* are identified and dealt with in accordance with organization policy. |
| 4. | Lead small teams | 4.1 | Performance targets for the *team* are set based on organization's objectives |
| | | 4.2 | Duties are assigned in accordance with the organization policy. |
| | | 4.3 | *Forms of communication* in a team are established according to organization's policy. |
| | | 4.4 | Team performance is evaluated based on set targets as per workplace policy. |
| | | 4.5 | Conflicts are resolved between team members in line with organization policy. |
| | | 4.6 | Gender related issues are identified and mainstreamed in accordance workplace policy. |
| | | 4.7 | Human rights and fundamental freedoms are identified and respected as Constitution of Kenya 2010. |
| | | 4.8 | Healthy relationships are developed and maintained in line with workplace. |
| 5. | Plan and organize work | 5.1 | Task requirements are identified as per the workplace objectives |

| | | |
|---|---|---|
| | | 5.2 Task is interpreted in accordance with safety (OHS), environmental requirements and quality requirements |
| | | 5.3 Work activity is organized with other involved personnel as per the SOPs |
| | | 5.4 Resources are mobilized, allocated and utilized to meet project goals and deliverables. |
| | | 5.5 Work activities are monitored and evaluated in line with organization procedures. |
| | | 5.6 Job planning is documented in accordance with workplace requirements. |
| | | 5.7 Time is managed achieve workplace set goals and objectives. |
| 6. | Maintain professional growth and development | 6.1 Personal training needs are identified and assessed in line with the requirements of the job. |
| | | 6.2 *Training and career opportunities* are identified and utilized based on job requirements. |
| | | 6.3 Resources for training are mobilized and allocated based organizations and individual skills needs. |
| | | 6.4 Licensees and certifications relevant to job and career are obtained and renewed as per policy. |
| | | 6.5 Work priorities and personal commitments are balanced and managed based on requirements of the job and personal objectives. |
| | | 6.6 Recognitions are sought as proof of career advancement in line with professional requirements. |
| 7. | Demonstrate workplace learning | 7.1 Learning opportunities are sought and managed based on job requirement and organization policy. |
| | | 7.2 Improvement in performance is demonstrated based on courses attended. |
| | | 7.3 Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job |
| | | 7.4 Time and effort is invested in learning new skills based on job requirements |
| | | 7.5 Initiative is taken to create more effective and efficient processes and procedures in line with workplace policy. |
| | | 7.6 New systems are developed and maintained in accordance with the requirements of the job. |
| | | 7.7 Awareness of personal role in workplace *innovation* is demonstrated based on requirements of the job. |
| 8. | Demonstrate problem solving skills | 8.1 Creative, innovative and practical solutions are developed based on the problem |

| | 8.2 Independence and initiative in identifying and solving problems is demonstrated based on requirements of the job. |
| | 8.3 Team problems are solved as per the workplace guidelines |
| | 8.4 Problem solving strategies are applied as per the workplace guidelines |
| | 8.5 Problems are analyzed and assumptions tested as per the context of data and circumstances |
| 9. Demonstrate workplace ethics | 9.1 Policies and guidelines are observed as per the workplace requirements |
| | 9.2 Self-worth and professionalism is exercised in line with personal goals and organizational policies |
| | 9.3 Code of conduct is observed as per the workplace requirements |
| | 9.4 Integrity is demonstrated as per legal requirement |

**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 |
|-------|----------|
| 1. Drug and substance abuse may include but not limited to: | Commonly abused <br> • Alcohol <br> • Tobacco <br> • Miraa <br> • Over-the-counter drugs <br> • Cocaine <br> • Bhang <br> • Glue |
| 2. Feedback may include but not limited to: | • Verbal <br> • Written <br> • Informal <br> • Formal |
| 3. Relationships may include but not limited to: | • Man/Woman <br> • Trainer/trainee <br> • Employee/employer <br> • Client/service provider <br> • Husband/wife <br> • Boy/girl <br> • Parent/child <br> • Sibling relationships |

| | | |
|---|---|---|
| 4. Forms of communication may include but not limited to: | • Written<br>• Visual<br>• Verbal<br>• Non verbal<br>• Formal and informal | |
| 5. Team may include but not limited to: | • Small work group<br>• Staff in a section/department<br>• Inter-agency group | |
| 6. Personal growth may include but not limited to: | • Growth in the job<br>• Career mobility<br>• Gains and exposure the job gives<br>• Net workings<br>• Benefits that accrue to the individual as a result of noteworthy performance | |
| 7. Personal objectives may include but not limited to: | • Long term<br>• Short term<br>• Broad<br>• Specific | |
| 8. Trainings and career opportunities may include but not limited to | • Participation in training programs<br>• Technical<br>• Supervisory<br>• Managerial<br>• Continuing Education<br>• Serving as Resource Persons in conferences and workshops | |
| 9. Resource may include but not limited to: | • Human<br>• Financial<br>• Hardware<br>• Software | |
| 10. Innovation may include but not limited to: | • New ideas<br>• Original ideas<br>• Different ideas<br>• Methods/procedures<br>• Processes<br>• New tools | |
| 11. Emerging issues may include but not limited to: | • Terrorism<br>• Social media<br>• National cohesion<br>• Open offices | |
| 12. Range of media for learning may include but not limited to: | • Mentoring<br>• peer support and networking<br>• IT and courses | |

**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:

- Communication
- Critical thinking
- Observation
- Organizing
- Negotiation
- Monitoring
- Evaluation
- Record keeping
- Problem solving
- Decision Making
- Resource utilization
- Resource mobilization

**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
- Gender mainstreaming
- HIV and AIDS
- Drug and substance abuse
- Leadership
- Safe work habits

- Professional growth and development
- Technology in the workplace
- 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:<br>1.1 Conducted self-management<br>1.2 Demonstrated interpersonal communication<br>1.3 Demonstrated critical safe work habits<br>1.4 Led small teams<br>1.5 Planned and organized work<br>1.6 Maintained professional growth and development<br>1.7 Demonstrated workplace learning<br>1.8 Demonstrated problem solving skills<br>1.9 Demonstrated workplace ethics |
|---|---|
| 2. Resource Implications | The following resources should be provided:<br>2.1 Access to relevant workplace where assessment can take place<br>2.2 Appropriately simulated environment where assessment can take place |
| 3. Methods of Assessment | Competency in this unit may be assessed through:<br>3.1 Oral questioning<br>3.2 Portfolio of evidence<br>3.3 Third Party Reports<br>3.4 Written tests |
| 4. Context of Assessment | Competency may be assessed:<br>4.1 On-the-job<br>4.2 Off-the –job<br>4.3 During Industrial attachment |
| 5. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |