DEMONSTRATE EMPLOYABILITY SKILLS **UNIT CODE: BUS/OS/SC/BC/05/5**

UNIT DESCRIPTON

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 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 1.2 Emotions are managed as per workplace requirements 1.3 Individual performance is evaluated and monitored according to the agreed targets.

		1.4 Assertiveness is developed and maintained based on the requirements of the job.
		1.5 Accountability and responsibility for own actions are demonstrated.
		1.6 Self-esteem and a positive self-image are developed and maintained.
		1.7 Time management, attendance and punctuality are observed as per the organization policy.
		1.8 Goals are managed as per the organization's objective
		1.9 Self-strengths and weaknesses are identified as per *personal objectives*
		1.10 Critics are managed as per personal objectives
2.	Demonstrate interpersonal communication	2.1 Listening and understanding is demonstrated as per communication policy
		2.2 Writing to the needs of the audience is demonstrated as per communication policy
		2.3 Speaking, reading and writing is demonstrated as per communication policy
		2.4 Empathising is demonstrated as per the communication policy

	2.5 Internal and external customers' needs are identified and interpreted as per the communication policy
	2.6 Persuasion is demonstrated as per the communication policy
	2.7 Communication nnetworks are established as per the SOPs
	2.8 Information is shared as per communication structure
3. Demonstrate critical safe work habits	3.1 Stress is managed in accordance with workplace procedures.
	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 Work priorities are set in accordance to workplace procedures.
	3.5 Leisure time is recognized in line with organization policy.
	3.6 Abstinence from *drug and substance abuse* is observed as per workplace policy.
	3.7 Awareness of HIV and AIDS is demonstrated in line with workplace requirements.

		3.8 Safety consciousness is demonstrated in the workplace based on organization safety policy.
		3.9 ***Emerging issues*** are dealt with in accordance with organization policy.
4. Lead small teams		4.1 Performance expectations for the ***team*** are set as per the organization objectives
		4.2 Tasks are assigned in accordance with the organization policy.
		4.3 Team performance indicators are identified according to set rules and regulations.
		4.4 ***Forms of communication*** in a team are established according to office policy.
		4.5 Communication is carried out as per workplace place policy and requirements of the job.
		4.6 ***Feedback*** on performance is collected and analyzed based on established team learning process
		4.7 ***Gender mainstreaming*** is undertaken in accordance with set regulations.
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 availed based on job requirements.
		6.3 Licensees and certifications relevant to job and career are obtained and renewed.
		6.4 *Personal growth* is pursued towards improving the qualifications set for the profession.

	6.5 Work priorities are identified based on requirement of the job and workplace policy.
	6.6 Recognitions are sought as proof of career advancement in line with professional requirements.
7. Demonstrate workplace learning	7.1 Own learning is managed as per workplace policy.
	7.2 Learning opportunities are sought and allocated based on job requirement and in line with organization policy.
	7.3 Contribution to the learning community at the workplace is carried out.
	7.4 ***Range of media for learning*** are identified as per the training need
	7.5 Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job
	7.6 Enthusiasm for ongoing learning is demonstrated
	7.7 Time and effort is invested in learning new skills-based job requirements
	7.8 Willingness to learn in different context is demonstrated based on available learning opportunities arising in the workplace.
	7.9 Opportunities for performance improvement are identified proactively in area of work.

		7.10 Awareness of personal role in workplace ***innovation*** is demonstrated.
8.	Demonstrate problem solving skills	8.1 Problems are identified as per the context of data and circumstances
		8.2 Problem solutions are sought based on the problem
		8.3 Independence and initiative in identifying and solving problems is demonstrated.
		8.4 Team problems are solved as per the workplace guidelines
		8.5 Problem solving strategies are applied as per the workplace guidelines
9.	Demonstrate workplace ethics	9.1 Policies and guidelines are observed as per the workplace requirements
		9.2 Self-worth and profession is exercised in line with personal goals and organizational policies
		9.3 Code of conduct is observed as per the workplace requirements
		9.4 Personal and professional integrity is demonstrated as per the personal goals
		9.5 Commitment to jurisdictional laws is demonstrated as per the workplace requirements

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 includes but not limited to:	- Verbal - Written - Informal - Formal
Relationships includes but not limited to:	- Man/Woman - Trainer/trainee - Employee/employer - Client/service provider - Husband/wife - Boy/girl - Parent/child - Sibling relationships
Forms of communication include but not limited to:	- Written - Visual - Verbal - Non verbal

	• Formal and informal
Team includes but not limited to:	• Small work group • Staff in a section/department • Inter-agency group
Personal growth includes but not limited to:	• Growth in the job • Career mobility • Gains and exposure the job gives • Net workings • Benefits that accrue to the individual as a result of noteworthy performance
Personal objectives include but not limited to:	• Long term • Short term • Broad • Specific
Trainings and career opportunities includes but not limited to	• Participation in training programs o Technical o Supervisory o Managerial o Continuing Education • Serving as Resource Persons in conferences and workshops
Resource include but not limited to:	• Human • Financial • Technology o Hardware o Software

Innovation include but not limited to:	• New ideas • Original ideas • Different ideas • Methods/procedures • Processes • New tools
Emerging issues include but not limited to:	• Terrorism • Social media • National cohesion • Open offices
Range of media for learning include but not limited to:	• Mentoring • peer support and networking • 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:

- 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 Conducted self-management 1.2 Demonstrated interpersonal communication

		1.3 Demonstrated critical safe work habits
		1.4 Led small teams
		1.5 Planned and organized work
		1.6 Maintained professional growth and development
		1.7 Demonstrated workplace learning
		1.8 Demonstrated problem solving skills
		1.9 Demonstrated workplace ethics
2.	Resource Implications	The following resources should be provided: 2.1 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.