

## EMPLOYABILITY SKILLS

**UNIT CODE:** SEC/CU/CS/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	<ul style="list-style-type: none"><li><input type="checkbox"/> Self-awareness</li><li><input type="checkbox"/> Formulating personal vision, mission and goals</li><li><input type="checkbox"/> Strategies for overcoming life challenges</li><li><input type="checkbox"/> Emotional intelligence</li><li><input type="checkbox"/> Assertiveness versus aggressiveness</li><li><input type="checkbox"/> Expressing personal thoughts, feelings and beliefs</li><li><input type="checkbox"/> Developing and maintaining high self-esteem</li><li><input type="checkbox"/> Developing and maintaining</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> Written tests</li><li><input type="checkbox"/> Oral questioning</li><li><input type="checkbox"/> Interviewing</li><li><input type="checkbox"/> Portfolio of evidence</li><li><input type="checkbox"/> Third party report</li></ul>

	<p>positive self-image</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Articulating ideas and aspirations</li> <li><input type="checkbox"/> Accountability and responsibility</li> <li><input type="checkbox"/> Good work habits</li> <li><input type="checkbox"/> Self-awareness</li> <li><input type="checkbox"/> Self-development</li> <li><input type="checkbox"/> Financial literacy</li> <li><input type="checkbox"/> Healthy lifestyle practices</li> </ul>	
2. Demonstrate interpersonal communication	<ul style="list-style-type: none"> <li><input type="checkbox"/> Meaning of interpersonal communication</li> <li><input type="checkbox"/> Listening skills</li> <li><input type="checkbox"/> Types of audience</li> <li><input type="checkbox"/> Writing skills</li> <li><input type="checkbox"/> Reading skills</li> <li><input type="checkbox"/> Meaning of empathy</li> <li><input type="checkbox"/> Understanding customers' needs</li> <li><input type="checkbox"/> Establishing communication networks</li> <li><input type="checkbox"/> Sharing information</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Written tests</li> <li><input type="checkbox"/> Oral questioning</li> <li><input type="checkbox"/> Interviewing</li> <li><input type="checkbox"/> Portfolio of evidence</li> <li><input type="checkbox"/> Third party report</li> </ul>
3. Demonstrate critical safe work habits	<ul style="list-style-type: none"> <li><input type="checkbox"/> Stress and stress management</li> <li><input type="checkbox"/> Punctuality and time consciousness</li> <li><input type="checkbox"/> Leisure</li> <li><input type="checkbox"/> Integrating personal objectives into organizational objectives</li> <li><input type="checkbox"/> Resources utilization</li> <li><input type="checkbox"/> Setting work priorities</li> <li><input type="checkbox"/> HIV and AIDS</li> <li><input type="checkbox"/> Drug and substance abuse</li> <li><input type="checkbox"/> Handling emerging issues</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Written tests</li> <li><input type="checkbox"/> Oral questioning</li> <li><input type="checkbox"/> Interviewing</li> <li><input type="checkbox"/> Portfolio of evidence</li> <li><input type="checkbox"/> Third party report</li> </ul>
4. Lead a small team	<ul style="list-style-type: none"> <li><input type="checkbox"/> Leadership qualities</li> <li><input type="checkbox"/> Team building</li> <li><input type="checkbox"/> Determination of team roles and objectives</li> <li><input type="checkbox"/> Team performance indicators</li> <li><input type="checkbox"/> Responsibilities in a team</li> <li><input type="checkbox"/> Forms of communication</li> <li><input type="checkbox"/> Complementing team activities</li> <li><input type="checkbox"/> Gender and gender mainstreaming</li> <li><input type="checkbox"/> Human rights</li> <li><input type="checkbox"/> Maintaining relationships</li> <li><input type="checkbox"/> Conflicts and conflict resolution</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Written tests</li> <li><input type="checkbox"/> Oral questioning</li> <li><input type="checkbox"/> Interviewing</li> <li><input type="checkbox"/> Portfolio of evidence</li> <li><input type="checkbox"/> Third party report</li> </ul>

<p>5. Plan and organize work</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Functions of management <ul style="list-style-type: none"> <li>• Planning</li> <li>• Organizing</li> </ul> </li> <li><input type="checkbox"/> Time management</li> <li><input type="checkbox"/> Decision making process</li> <li><input type="checkbox"/> Task allocation</li> <li><input type="checkbox"/> Evaluating work activities</li> <li><input type="checkbox"/> Resource utilization</li> <li><input type="checkbox"/> Problem solving</li> <li><input type="checkbox"/> Collecting and organising information</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Written tests</li> <li><input type="checkbox"/> Oral questioning</li> <li><input type="checkbox"/> Interviewing</li> <li><input type="checkbox"/> Portfolio of evidence</li> <li><input type="checkbox"/> Third party report</li> </ul>
<p>6. Maintain professional growth and development</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for professional growth</li> <li><input type="checkbox"/> Assessing training needs</li> <li><input type="checkbox"/> Licenses and certifications for professional growth and development</li> <li><input type="checkbox"/> Pursuing personal and organizational goals</li> <li><input type="checkbox"/> Identifying work priorities</li> <li><input type="checkbox"/> Recognizing career advancement</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Written tests</li> <li><input type="checkbox"/> Oral questioning</li> <li><input type="checkbox"/> Interviewing</li> <li><input type="checkbox"/> Portfolio of evidence</li> <li><input type="checkbox"/> Third party report</li> </ul>
<p>7. Demonstrate workplace learning</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Managing own learning</li> <li><input type="checkbox"/> Contributing to the learning community at the workplace</li> <li><input type="checkbox"/> Cultural aspects of work</li> <li><input type="checkbox"/> Variety of learning context</li> <li><input type="checkbox"/> Application of learning</li> <li><input type="checkbox"/> Safe use of technology</li> <li><input type="checkbox"/> Identifying opportunities</li> <li><input type="checkbox"/> Generating new ideas</li> <li><input type="checkbox"/> Workplace innovation</li> <li><input type="checkbox"/> Performance improvement</li> <li><input type="checkbox"/> Handling emerging issues</li> <li><input type="checkbox"/> Future trends and concerns in learning</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Written tests</li> <li><input type="checkbox"/> Oral questioning</li> <li><input type="checkbox"/> Interviewing</li> <li><input type="checkbox"/> Portfolio of evidence</li> <li><input type="checkbox"/> Third party report</li> </ul>
<p>8. Demonstrate problem solving skills</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Problem identification</li> <li><input type="checkbox"/> Problem solving</li> <li><input type="checkbox"/> Application of problem-solving strategies</li> <li><input type="checkbox"/> Resolving customer concerns</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Written tests</li> <li><input type="checkbox"/> Oral questioning</li> <li><input type="checkbox"/> Interviewing</li> <li><input type="checkbox"/> Portfolio of evidence</li> <li><input type="checkbox"/> Third party report</li> </ul>

<p>9. Demonstrate workplace ethics</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Meaning of ethics</li> <li><input type="checkbox"/> Ethical perspectives</li> <li><input type="checkbox"/> Principles of ethics</li> <li><input type="checkbox"/> Values and beliefs</li> <li><input type="checkbox"/> Ethical standards</li> <li><input type="checkbox"/> Organization code of ethics</li> <li><input type="checkbox"/> Common ethical dilemmas</li> <li><input type="checkbox"/> Organization culture</li> <li><input type="checkbox"/> Corruption, bribery and conflict of interest</li> <li><input type="checkbox"/> Privacy and data protection</li> <li><input type="checkbox"/> Diversity, harassment and mutual respect</li> <li><input type="checkbox"/> Financial responsibility/accountability</li> <li><input type="checkbox"/> Etiquette</li> <li><input type="checkbox"/> Personal and professional integrity</li> <li><input type="checkbox"/> Commitment to jurisdictional laws</li> <li><input type="checkbox"/> Emerging issues in ethics</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Written tests</li> <li><input type="checkbox"/> Oral questioning</li> <li><input type="checkbox"/> Interviewing</li> <li><input type="checkbox"/> Portfolio of evidence</li> <li><input type="checkbox"/> Third party report</li> </ul>
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#### **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