EMPLOYABILITY SKILLS

UNIT CODE: AQ/CU/AM/BC/05/6/B

Relationship to Occupational Standards
This unit addresses the Unit of Competency: Demonstrate Employability Skills

Duration of Unit: 80 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 ethical performance.

Summary of Learning Outcomes
1. Conduct self-management
2. Demonstrate interpersonal communication
3. Demonstrate critical safe work habits
4. Lead a workplace team
5. Plan and organize work
6. Maintain professional growth and development
7. Demonstrate workplace learning
8. Demonstrate problem solving skills
9. Manage ethical performance

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 - Managing emotions - Emotional intelligence	- Written tests - Oral questioning - Interviewing - Portfolio of evidence - Third party report

		• Assertiveness versus aggressiveness • Expressing personal thoughts, feelings and beliefs • Developing and maintaining high self-esteem • Developing and maintaining positive self-image • Setting performance targets • Monitoring and evaluating performance • Articulating ideas and aspirations • Accountability and responsibility • Good work habits • Self-awareness • Values and beliefs • Self-development • Financial literacy • Healthy lifestyle practices • Adopting safety practices	
2. Demonstrate interpersonal communication	• Meaning of interpersonal communication • Listening skills • Types of audience • Public speaking • Writing skills • Negotiation skills • Reading skills • Meaning of empathy • Understanding customers' needs • Establishing communication networks • Assertiveness • Sharing information	• Written tests • Oral questioning • Interviewing • Portfolio of evidence • Third party report

3. Demonstrate critical safe work habits	• Stress and stress management • Time concept • Punctuality and time consciousness • Leisure • Integrating personal objectives into organizational objectives • Resources mobilization • Resources utilization • Setting work priorities • Developing healthy relationships • HIV and AIDS • Drug and substance abuse • Managing emerging issues	• Written tests • Oral questioning • Interviewing • Portfolio of evidence • Third party report
4. Lead a workplace team	• Leadership qualities • Power and authority • Team building • Determination of team roles and objectives • Team parameters and relationships • Individual responsibilities in a team • Forms of communication • Complementing team activities • Gender and gender mainstreaming • Human rights • Developing healthy relationships • Maintaining relationships • Conflicts and conflict resolution • Coaching and mentoring skills	• Written tests • Oral questioning • Interviewing • Portfolio of evidence • Third party report
5. Plan and organize work	• Functions of management • Planning	• Written tests • Oral questioning

	• Organizing • Time management • Decision making concept • Task allocation • Developing work plans • Developing work goals/objectives and deliverables • Monitoring work activities • Evaluating work activities • Resource mobilization • Resource allocation • Resource utilization • Proactive planning • Risk evaluation • Problem solving • Collecting, analysing and organising information • Negotiation	• Interviewing • Portfolio of evidence • Third party report
6. Maintain professional growth and development	• Avenues for professional growth • Training and career opportunities • Assessing training needs • Mobilizing training resources • Licenses and certifications for professional growth and development • Pursuing personal and organizational goals • Managing work priorities and commitments • Recognizing career advancement	• Written tests • Oral questioning • Interviewing • Portfolio of evidence • Third party report
7. Demonstrate workplace learning	• Managing own learning • Mentoring • Coaching	• Written tests • Oral questioning • Interviewing

	• Contributing to the learning community at the workplace • Cultural aspects of work • Networking • Variety of learning context • Application of learning • Safe use of technology • Taking initiative/proactivity • Flexibility • Identifying opportunities • Generating new ideas • Workplace innovation • Performance improvement • Managing emerging issues • Future trends and concerns in learning	• Portfolio of evidence • Third party report
8. Demonstrate problem solving skills	• Critical thinking process • Data analysis tools • Decision making • Creative thinking • Development of creative, innovative and practical solutions • Independence in identifying and solving problems • Solving problems in teams • Application of problem-solving strategies • Testing assumptions • Resolving customer concerns	• Written tests • Oral questioning • Interviewing • Portfolio of evidence • Third party report
9. Manage ethical performance	• Meaning of ethics • Ethical perspectives • Principles of ethics • Ethical standards • Organization code of ethics • Common ethical dilemmas • Organization culture	• Written tests • Oral questioning • Interviewing • Portfolio of evidence • Third party report

| | | 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
- Group Discussion
- Presentations
- Assignments
- Q&A

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