

## DEMONSTRATE EMPLOYABILITY SKILLS

UNIT CODE: BUS/BM/BC/04/5

### Unit Description

This unit covers competencies required to demonstrate employability skills. It involves competencies for exuding self-awareness and dealing with everyday life challenges; applying critical safe work habits and working harmoniously in a team; participating in planning and organizing work activities; applying learning, creativity and innovativeness in workplace functions; pursuing professional growth and managing time effectively in the workplace.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>Element</b> <i>These describe the key outcomes which make up workplace function.</i>	<b>Performance Criteria</b> <i>These are assessable statements which specify the required level of performance for each of the elements. <b>Bold and italicized terms are elaborated in the Range</b></i>
1. Develop self-awareness and ability to deal with life challenges	1.1 Personal goals and objectives are written based on potential and in relation to organization objectives. 1.2 Emotions are handled as per workplace requirement. 1.3 Thoughts, feelings and beliefs are shared with superiors in direct and

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	<p>honest ways in line with organization policy.</p> <p>1.4 Assertiveness is developed and maintained based on the requirements of the job.</p> <p>1.5 Individual performance is recorded and monitored according to the agreed targets.</p> <p>1.6 Ideas that generate excitement, interest and commitment are shared with immediate supervisors in line with workplace policy.</p> <p>1.7 Accountability for assigned duties is demonstrated.</p> <p>1.8 Self-esteem and a positive self-image are developed and demonstrated based on job requirements.</p>
<p>2. Demonstrate critical safe work habits for</p>	<p>2.1 Stress is handled at the workplace in accordance with standard procedures.</p>

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<p>employees</p>	<p>2.2 Punctuality and time consciousness is demonstrated in line with organization policy.</p> <p>2.3 <b><i>Personal objectives</i></b> are integrated with organization objectives in accordance with organization’s policy.</p> <p>2.4 Resources are effectively and efficiently utilized in accordance with workplace policy.</p> <p>2.5 Work activities are prioritized based on standard operating procedures.</p> <p>2.6 Task objectives are met in according to workplace procedures.</p> <p>2.7 Individual performance targets are set in line with organization objectives.</p>

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	<p>2.8 Performance targets are met based on targets agreed as per workplace policy.</p> <p>2.9 Assertiveness is demonstrated based on the requirements of the job.</p> <p>2.10 Leisure time is used positively and productively in line with workplace policy.</p> <p>2.11 Abstinance from <b><i>drug and substance abuse</i></b> is demonstrated as per workplace policy.</p> <p>2.12 Awareness of HIV and AIDS is demonstrated in line with workplace policy and requirements of the job.</p> <p>2.13 <b><i>Emerging issues</i></b> are dealt with in accordance with organization policy.</p>

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<p>3. Demonstrate workplace teamwork</p>	<p>3.1 Roles and objectives of the team are identified in accordance organization policy.</p> <p>3.2 Team parameters and relationships are identified according to workplace policy.</p> <p>3.3 Individual activities are identified and followed through in line with job requirements.</p> <p>3.4 Effective and appropriate forms of communication in a team are used according to workplace policy.</p> <p>3.5 Resolution of conflicts between team members is sought promptly in line with organization.</p> <p>3.6 Ability to work in a team with gender diversities demonstrated in accordance with workplace policy.</p> <p>3.7 Basic human rights are identified, sought after and adhered to in line with workplace policy.</p>

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	<p>3.8 Respect for team members’ human rights is demonstrated in accordance with existing protocol.</p> <p>3.9 Healthy <b><i>relationships</i></b> are established and maintained for harmonious co-existence in line with workplace policy</p>
<p>4. Plan and organize work</p>	<p>4.1 Work schedules for given tasks are adhered to within the set time lines and based on workplace policy.</p> <p>4.2 Punctuality and time consciousness are demonstrated based on workplace policy.</p> <p>4.3 Assignment goals/objectives and deliverables are identified and achieved based on instructions from superiors and organizations’ policy.</p> <p>4.4 Resources are identified and utilized to meet assignment goals and deliverables as per workplace policy.</p>

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	<p>4.5 Work records are kept and maintained in line with workplace policy.</p> <p>4.6 Situations that require consultation with superiors are identified and consultations made in accordance with workplace policy.</p> <p>4.7 Operational decisions are made and applied based on the requirements of the job.</p> <p>4.8 Problems arising in the course of working are identified and solved or reported according the workplace policies and procedures.</p> <p>4.9 Situations that require negotiation are identified and negotiations done to create win-win situations.</p> <p>4.10 Negotiation techniques are demonstrated to meet <b><i>client's</i></b> satisfaction and organization's objectives</p>

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<p>5. Maintain professional growth and development in the workplace</p>	<p>5.1 Personal training needs are assessed and outlined based on requirements of the job.</p> <p>5.2 Career progression opportunities are identified and pursued based on job requirements.</p> <p>5.3 Sponsorship for training for career progression is sought based on organization policy.</p> <p>5.4 Licensees and certifications relevant to job and career are obtained and renewed based on standard operating procedures.</p> <p>5.5 Personal growth is pursued towards improving the qualifications set for the profession in line with organization policy.</p>
<p>6. Demonstrate learning, creativity and innovativeness in</p>	<p>6.1 Time and effort is invested in learning new skills based on job requirements and workplace policy.</p> <p>6.2 Willingness to learn under different</p>



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<p>the workplace</p>	<p>context is demonstrated based on available learning opportunities arising in the workplace.</p> <p>6.3 Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job.</p> <p>6.4 Ability to apply a range of basic Information Technology skills is demonstrated based on requirements of the job.</p> <p>6.5 Application of Occupational Health and Safety procedures in use of technology is demonstrated in the workplace.</p> <p>6.6 Initiative is taken to use more effective and efficient processes and procedures in line with job requirements.</p> <p>6.7 Ability to adapt to new systems is demonstrated in accordance with</p>

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	<p>the requirements of the job.</p> <p>6.8 Recognition and support of innovative and creative ideas is demonstrated in the workplace.</p> <p>6.9 Opportunities to carryout functions better are identified and exploited in line with organization objectives.</p> <p>6.10 Ability to discuss new ideas and get consensus is demonstrated in line with job requirements.</p> <p>6.11 Awareness of personal role in workplace innovation is demonstrated.</p>

**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.

<b>Variable</b>	<b>Range</b> <i>May include but are not limited to:</i>
1. Drug and Substance Abuse	Commonly abused; 1.1 Alcohol 1.2 Tobacco 1.3 Miraa 1.4 Over-the-counter drugs 1.5 Cocaine 1.6 Bhang 1.7 Glue
2. Feedback	2.1 Verbal 2.2 Written 2.3 Informal 2.4 Formal
3. Clients	3.1 New clients 3.2 Existing clients 3.3 Internal clients 3.4 External clients
4. Relationships	4.1 Man/Woman 4.2 Trainer/trainee 4.3 Employee/employer 4.4 Client/service provider 4.5 Husband/wife 4.6 Boy/girl 4.7 Parent/child 4.8 Sibling relationships

<b>Variable</b>	<b>Range</b> <i>May include but are not limited to:</i>
5. Communication methods	5.1 Written 5.2 Talk/presentation 5.3 Video 5.4 Audio 5.5 Graphical 5.6 Modelling
6. Team	6.1 Small work group 6.2 Staff in a section/department 6.3 Inter-agency group
7. Personal growth	6.1 Growth in the job 6.2 Career mobility 6.3 Gains and exposure the job gives 6.4 Net workings 6.5 Benefits that accrue to the individual as a result of noteworthy performance
8. Personal objectives	8.1 Long term 8.2 Short term 8.3 Broad 8.4 Specific
9. Trainings and career opportunities	9.1 Participation in training programs <ul style="list-style-type: none"> <li>• Technical</li> <li>• Supervisory</li> </ul>

<b>Variable</b>	<b>Range</b> <i>May include but are not limited to:</i>
	<ul style="list-style-type: none"> <li>• Managerial</li> <li>• Continuing Education</li> </ul> 9.2 Serving as Resource Persons in conferences and workshops
10. Resource	10.1 Human 10.2 Financial 10.3 Technology <ul style="list-style-type: none"> <li>- Hardware</li> <li>- Software</li> </ul>
11. Innovation	10.4 New ideas 10.5 Original ideas 10.6 Different ideas 10.7 Methods/procedures 10.8 Processes 10.9 New tools
12. Emerging issues	11.1 Terrorism 11.2 Social media 11.3 National cohesion 11.4 Open offices

## **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:

- Appropriate practice of personal hygiene
- Intra and Interpersonal skills
- Communication skills
- Knowledge management
- Interpersonal skills
- Critical thinking skills
- Observation skills
- Organizing skills
- Record keeping skills
- Negotiation skills
- Problem solving skills
- Decision Making skills
- Resource utilization skills

## **Required Knowledge**

The individual needs to demonstrate knowledge of:

- Work values and ethics
- Company policies
- Occupational Safety and Health
- Company operations, procedures and standards
- Fundamental rights at work
- Personal hygiene practices
- Workplace communication
- Concept of time

- Building relationships
- Training needs assessment
- Time management
- Decision making
- Types of resources
- Work planning
- Record keeping
- Resources and allocating resources
- Organizing work
- Workplace problems areas and how to deal with them
- Negotiation
- Assertiveness
- Team work
- Gender
- 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

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Attained job targets within key result areas.</li> <li>1.2 Maintained punctuality and time consciousness.</li> <li>1.3 Maintained intra- and inter-personal relationship in the course of managing oneself.</li> <li>1.4 Completed trainings and career progression opportunities within time limits.</li> <li>1.5 Acquired and maintained licenses and/or certifications required for the job.</li> <li>1.6 Planned and organized resources to achieve assigned goals and objectives.</li> <li>1.7 Identified and solved a problem in</li> </ul>
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	<p>a particular problem situation.</p> <p>1.8 Displayed critical safe work habits in carrying out work functions.</p> <p>1.9 Innovatively made work processes and procedures more effective and efficient.</p> <p>1.10 Worked harmoniously with people of diverse gender in the workplace.</p> <p>1.11 Participated effectively in team activities.</p> <p>1.12 Demonstrated awareness of HIV and AIDS.</p> <p>1.13 Abstained from drug and substance abuse.</p> <p>1.14 Participated in mentorship and coaching programs.</p> <p>1.15 Demonstrated safety consciousness.</p> <p>1.16 Maintained work records.</p> <p>1.17 Demonstrated ability to cope with emerging issues</p>
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <p>2.1 Workplace or assessment location</p> <p>2.2 Case studies/scenarios</p>

3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Oral Interviews 3.2 Observation 3.3 Third Party Reports 3.4 Written tests
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.