DEMONSTRATE EMPLOYABILITY SKILLS

UNIT CODE: ICT/OS/CS/BC/05/6/A

UNIT DESCRIPTON

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.

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 Emotional intelligence is demonstrated 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 based on workplace instructions. 1.6 Self-esteem and a positive self-image are developed and maintained based on values. 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 based on personal objectives
2. Demonstrate interpersonal communication	2.1 Writing skills are demonstrated as per communication policy 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 a workplace team	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 Work plans are prepared based on activities and budget. 5.2 Assigned tasks are interpreted and expectations identified as per the workplace instructions. 5.3 Task occupational safety and health requirements are identified and observed regulations. 5.4 Work resources are identified, mobilized, allocated and utilized based on organization work plans. 5.5 Work activities are monitored and evaluated in line with work plans and workplace policy. 5.6 Work plans are reviewed based on target and available resources.
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. Manage ethical performance	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.

Variable	Range
1. Drug and substance abuse may include but not limited to:	Commonly abused • Alcohol • Tobacco • Miraa • Over-the-counter drugs • Cocaine • Bhang • Glue
2. Feedback may include but not limited to:	• Verbal • Written • Informal • Formal

3. Relationships may include but not limited to:	- Man/Woman - Trainer/trainee - Employee/employer - Client/service provider - Husband/wife - Boy/girl - Parent/child - Sibling relationships
4. Forms of communication may include but not limited to:	- Written - Visual - Verbal - Non verbal - Formal and informal
5. Team may include but not limited to:	- Small work group - Staff in a section/department - Inter-agency group
6. Personal growth may include 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
7. Personal objectives may include but not limited to:	- Long term - Short term - Broad - Specific
8. Trainings and career opportunities may includes but not limited to	- Participation in training programs - Serving as Resource Persons in conferences and workshops
9. Resource may include may but not limited to:	- Human - Financial - Technology
10. Innovation may include but not limited to:	- New ideas - Original ideas - Different ideas - Methods/procedures - Processes - New tools

11. Emerging issues may include but not limited to:	• Terrorism • Social media • National cohesion • Open offices
12. Range of media for learning may 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:

- Interpersonal
- Communication
- Critical thinking
- Organizational
- 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
- Workplace communication
- Concept of time
- Time management
- Decision making
- Types of resources
- Work planning

- Organizing work
- Monitoring and evaluation
- Record keeping
- Gender mainstreaming
- HIV and AIDS
- Drug and substance abuse
- Professional growth and development
- Technology in the workplace
- Innovation
- Emerging issues

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 Demonstrated the ability to lead a workplace team 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 the ability to manage performance ethically
2. Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Observation 3.2 Oral questioning 3.3 Written test 3.4 Portfolio of Evidence 3.5 Interview 3.6 Third party report
4. Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job

		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.