

WORKPLACE ESSENTIAL SKILLS FOR IT

UNIT CODE: IT/CU/ICTA/BC/01/4/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply workplace essential skills for IT

Duration of Unit: 70 Hours

Unit Description

This unit covers the competencies required to apply workplace essential skills. It involves, utilizing communication skills, promoting ethical work practices and values, and applying entrepreneurial skills.

Summary of Learning Outcomes

1. Apply communication skills
2. Promote ethical work practices and values
3. Apply entrepreneurial skills
4. Apply job entry techniques

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply communication skills	<ul style="list-style-type: none">• Communication process:<ul style="list-style-type: none">• Sender• Message• Channel• Receiver• Feedback• Principles of effective communication:<ul style="list-style-type: none">• Courtesy• Correctness	<ul style="list-style-type: none">• Oral assessment• Observation• Portfolio of evidence• Written assessment

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> • Completeness • Communication barriers: <ul style="list-style-type: none"> • Language • Emotions • Channel • Flow of communication: <ul style="list-style-type: none"> • Downward • Upward • Sources of information: <ul style="list-style-type: none"> • Employee • Customers' feedback • Organization documents • Organizational policies • Workplace etiquette • Channels/medium/mode of communication • Written communication: <ul style="list-style-type: none"> • Letters • SMS • Notices • Memo • Non-verbal cues: <ul style="list-style-type: none"> • Posture • Gestures • Facial expression • Dressing/grooming • Oral communication: <ul style="list-style-type: none"> • Face-to-face • Telephone conversation • Group discussion techniques: 	

Learning Outcome	Content	Suggested Assessment Methods
2. Promote ethical work practices and values	<ul style="list-style-type: none"> ● Personal Management <ul style="list-style-type: none"> ● Self-Awareness ● Self Esteem ● Stress Management ● Assertiveness ● Drug and Substance abuse ● Time Management ● Integrity ● Core Values and beliefs ● Professionalism ● Organizational codes of conduct ● Teamwork ● Conflict Resolution ● Customer Care 	<ul style="list-style-type: none"> ● Observation ● oral assessment ● Written assessment ● Third-party reports ● Portfolio of Evidence ● Practical assessment
3. Apply entrepreneurial skills	<ul style="list-style-type: none"> ● Personal finances management <ul style="list-style-type: none"> ● Simple bookkeeping (sales, purchases debts, and profits) ● Budgeting ● Savings management ● Sources of personal and business funds ● Investments ● Entrepreneurial roles and characteristics ● Salaried employment and self-employment ● Requirements for entry into self-employment ● Regulatory requirements ● Benefits of business planning 	<ul style="list-style-type: none"> ● Observation ● Written assessment ● Oral assessment ● Third party report ● Practical assessment ● Portfolio of evidence

Learning Outcome	Content	Suggested Assessment Methods
4. Apply job entry techniques	<ul style="list-style-type: none"> • Types of job opportunities <ul style="list-style-type: none"> • Self-employment • Service provision • product development • salaried employment • Sources of job opportunities • Resume/ curriculum vitae <ul style="list-style-type: none"> • What is a CV • How long should a CV be • What to include in a AC • Format of CV • How to write a good CV • Don'ts of writing a CV • Job application letter <ul style="list-style-type: none"> • What to include • Addressing a cover letter • Signing off a cover letter <p>Portfolio of Evidence</p> <ul style="list-style-type: none"> • Academic credentials • Letters of commendations • Certificates of participations • Awards and decorations <p>Interview skills</p> <ul style="list-style-type: none"> • Listening skills • Grooming • Language command • Articulation of issues • Body language • Time management • Honesty 	<ul style="list-style-type: none"> • Observation • Oral assessment • Portfolio of evidence • Third party report • Written assessment

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> Generally knowledgeable in current affairs and technical area 	

Suggested Methods of Instruction

- Assignments
- Brainstorming
- Case studies
- Demonstration
- Direct instruction with active learning strategies
- Experiential
- Field trips
- Group Discussion
- Guest speakers
- Instructor lead facilitation of theory using active learning strategies.
- Practice assignment
- Presentations
- Problem-solving
- Question and answer
- Roleplay
- Simulation/Roleplay
- Team training

Recommended Resources for 25 trainees

General Resources	Tools and Equipment	Materials and Supplies
<ul style="list-style-type: none"> 25 Desktop computers/laptops 	25 mobile phones	Flashcards
<ul style="list-style-type: none"> Internet connection 	Telephone	Flip charts
<ul style="list-style-type: none"> 1 Projector 1 Printer 		2 packets of assorted colors of whiteboard marker pens

<ul style="list-style-type: none"> • 1 Whiteboard 		Printing papers
<ul style="list-style-type: none"> • 5 Business plan templates • 1 Overhead projectors • Internet • Video clips • 5 Newspapers and Handouts • 5 Business Journals 		<ul style="list-style-type: none"> • 25 sets of Writing materials Stationery • Charts