

## 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"><li>• Communication process:<ul style="list-style-type: none"><li>• Sender</li><li>• Message</li><li>• Channel</li><li>• Receiver</li><li>• Feedback</li></ul></li><li>• Principles of effective communication:<ul style="list-style-type: none"><li>• Courtesy</li><li>• Correctness</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Oral assessment</li><li>• Observation</li><li>• Portfolio of evidence</li><li>• Written assessment</li></ul>

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

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

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

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

### **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**

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

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