

EMPLOYABILITY SKILL SETS

(as recommended in the BCA/ACCI Employability Skills Framework)

Communication skill set	Teamwork skill set	Problem solving skill set	Initiative and enterprise skill set	Planning and organising skill set	Self management skill set	Learning skill set	Technology skill set
Listening and understanding	Working as an individual and a team member	Developing practical solutions	Adapting to new situations	Collecting, analysing and organising information	Having a personal vision and goals	Being open to new ideas and techniques	Having the appropriate physical capacity
Speaking clearly/directly	Working with different ages, genders, race, religion, political persuasion	Developing creative, innovative solutions	Being creative	Understanding basic business systems and their relationships	Having knowledge and confidence in own ideas and vision	Being willing to learn in any setting – on or off the job	Having a range of basic IT skills
Reading independently	Knowing how to define a role as part of a team	Showing independence and initiatives in identifying problems and solving them	Identifying opportunities not obvious to others	Being resourceful	Articulating own ideas and vision	Having enthusiasm for ongoing learning	Using IT to organise data
Writing to audience needs	Applying teamwork skills to a range of situations	Solving problems in teams	Generating a range of options	Taking initiative and making decisions	Evaluating and monitoring performance	Acknowledging the need to learn in order to accommodate change	Being willing to learn new IT skills
Understanding the needs of internal/external customers	Identifying the strengths of team members	Applying a range of strategies in problem solving	Translating ideas into action	Participating in continuous improvement and planning processes	Taking responsibility	Being prepared to invest time and effort in learning new skills	Having the occupational health and safety knowledge to apply technology
Using numeracy effectively	Coaching, mentoring and giving feedback.	Applying problem solving strategies across a range of areas	Initiating innovative solutions	Establishing clear project goals and deliverable's		Managing own learning	Applying IT as a management tool
Establishing/using networks		Using mathematics to solve problems (including budgeting and financial management)	Developing a strategic, creative, long-term vision	Planning the use of resources including time management		Contributing to the learning community at the workplace	
Sharing information		Testing assumptions taking context of data/circumstances into account		Allocating people and other resources to tasks		Using a range of mediums to learn (mentoring, peer support, networking, courses and so on)	

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Negotiating responsively		Resolving customer concerns in relation to complex project issues		Managing time and priorities (setting timelines, coordinating tasks for self and others)		Applying learning to technical issues and people issues	
Persuading effectively				Adapting resources allocation to cope with contingencies			
Being assertive				Developing a vision and a pro-active plan to accompany it			
Empathising				Predicting – weighing up risk, evaluating alternatives and applying evaluation criteria			
Speaking/ writing in languages other than English							