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| **Work Readiness: Training Framework for Employers** | |
| Graduates need training in: | Skills and Knowledge to be Addressed |
| 1. Transition from school/unemployment to work | Expectations of Employers  Deadlines and Peak periods in the sector  Roles and Responsibilities of Employer and Employee  Getting to know myself: Various exercises and self-testing |
| 1. Being a Professional | Appearance, Work ethics, Punctuality, Time Management  Developing excellence  Negative/Positive Outlook and how it affects others |
| 1. Communication | Communication: General Background  Business English: Overview of sentence construction and business terminology  Written Communication (Including electronic messaging)  Oral Communication  Telephone/mobile etiquette  Body Language  Manage Relationships (the role of verbal and non-verbal communication) including Customer relationships  Diversity  Effective Listening  Manage your Digital footprint |
| 1. Basic Mathematics Calculations | Basic Calculations  Percentages  Basic Case Studies from the Industry as application |
| 1. Understanding the workplace | Rights and Responsibilities  Conflict management  Trouble Shooting  Problem solving and Decision Making, Managing pressure  Work/Life Balance  Taking Initiative/ Being Proactive  Sector Specific Business background and knowledge |
| 1. Values and ethics | Honesty, Integrity, Willingness to learn Loyalty  Respect  Taking responsibility  Being proud of your work |
| 1. My Career Pathing | Industry Visit (minimum 2 day shadowing)  Feedback and Reflection  Testimonials from Young Employees  Develop your 3 year Goal |