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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 EmployersDeadlines and Peak periods in the sectorRoles and Responsibilities of Employer and EmployeeGetting to know myself: Various exercises and self-testing |
| 1. Being a Professional
 | Appearance, Work ethics, Punctuality, Time ManagementDeveloping excellenceNegative/Positive Outlook and how it affects others  |
| 1. Communication
 | Communication: General BackgroundBusiness English: Overview of sentence construction and business terminologyWritten Communication (Including electronic messaging)Oral CommunicationTelephone/mobile etiquetteBody LanguageManage Relationships (the role of verbal and non-verbal communication) including Customer relationshipsDiversityEffective ListeningManage your Digital footprint |
| 1. Basic Mathematics Calculations
 | Basic CalculationsPercentagesBasic Case Studies from the Industry as application |
| 1. Understanding the workplace
 | Rights and ResponsibilitiesConflict management Trouble ShootingProblem solving and Decision Making, Managing pressureWork/Life BalanceTaking Initiative/ Being ProactiveSector Specific Business background and knowledge  |
| 1. Values and ethics
 | Honesty, Integrity, Willingness to learn LoyaltyRespectTaking responsibilityBeing proud of your work |
| 1. My Career Pathing
 | Industry Visit (minimum 2 day shadowing) Feedback and ReflectionTestimonials from Young EmployeesDevelop your 3 year Goal  |