**Employability Proposal.**

**Level 1 Extended Award in Employability Skills.**

The course needs a minimum of 10 units to be completed and needs 49 GLH (minimum).

My unit suggestions:

* 408: Searching for a Job (20 GLH).
* 462: Applying for a Job (16 GLH).
* 427: Recognising Employment Opportunities (12 GLH).
* 407: Interview Skills (18 GLH).
* 414: Preparing for Work (12 GLH).
* 415: Building Working Relationships in the Workplace (17 GLH).
* 425: Effective Skills, Qualities and Attitudes to Learning and Work (14 GLH).
* 423: Recognise the Benefits of Having a Work/Life Balance (9 GLH).
* 476: Create a Positive Impression on Customers (15 GLH).
* 477: The Customer Service Experience (15 GLH).

Total 148 GLH. This would take in to account work done in the classroom and work done at home.

**Unit Breakdowns:**

**Searching for a Job**

Covers:

* Different resources available to find out about job information.
* Roles and functions of organisations providing employment services (e.g. recruitment agencies).
* Using resources to research job opportunities.
* How to sign up to job alert systems for different organisations.
* Key elements of job adverts.
* Extracting relevant information from job adverts.
* Matching personal skills and requirements to job vacancies.

Additional

* Online websites available.
* Online apps available.
* Register with various job search websites.

**Applying for a Job**

Covers:

* Describing different methods of applying for a job and when different methods for applying for a job are used.
* How to apply for a job online.
* Identify information needed to prepare a job application.
* Describe formats and styles of presenting information in a job application.
* Assemble the relevant information in a job application.
* Prepare a CV.
* Present information in a job application in different formats.

Additional

* Completing online application forms.

**Recognising Employment Opportunities**

Covers:

* Different types of employment opportunities.
* Know the meaning of the term ‘labour market’ and identify the different components of the labour market.
* List sources where employment opportunities can be found.

Additional

* Research businesses in the local area linked to own career industry. Type and send speculative letters and CV’s to them.

**Interview Skills**

Covers:

* Preparing for an interview- research the company, its values, its impact on the community and the job role.
* Prepare answers to a set of questions likely to be asked at the interview.
* Prepare questions to ask in an interview based on research.
* Different interview techniques.
* Seeking clarity from the interviewer based on questions asked.
* Collating documents that may be needed for an interview.
* Planning route and travel arrangements to get to an interview on time.
* Dress appropriately and demonstrate good hygiene for an interview.
* Using appropriate means of non-verbal communication e.g body language and facial expressions during an interview.
* Take part in a group interview activity.
* Giving clear, straightforward answers to questions asked.
* Prepare a presentation for use at an interview.
* Describe aspects of an interview that went well and didn’t go well.
* Plan actions to improve performance at future interviews.

Additional

* Interviews via video/Online e.g. Teams.
* Mock interview via Teams.

**Preparing for Work**

Covers:

* Describing personal skills, qualities and achievements.
* Describing personal skills and qualities that employers may be looking for.
* Identify where to look for potential jobs.
* Selecting a potential job and identify personal skills and qualities to be developed in preparation for a potential job.
* Identify information needed for work.

Additional

* Researching companies and job roles

**Building Working Relationships in the Workplace**

Covers:

* Different people that employers need to interact with in the workplace positively and why they need to interact positively with employees and visitors in the workplace.
* Understand and explain the term diversity.
* Using appropriate language and tone when communicating in the workplace.
* Performing own role to agreed expectations.
* Seeking help and guidance when appropriate.
* Seeking feedback.
* Based on feedback received develop, implement and review an improvement plan.

**Effective Skills, Qualities and Attitudes to Learning and Work**

Covers:

* Stating the importance of positive and appropriate behaviour for learning and work, state the importance and give examples.
* Identify personal strengths and weaknesses.
* Produce an action plan to address personal weaknesses and review personal development action plan.

**Recognise the Benefits of Having a Work/Life Balance**

Covers:

* Define the meaning of a work/life balance.
* Outline the benefits of having a work/life balance.
* Outline positive use of leisure time and the benefits of these.
* Identify how to make the most of leisure time.
* Identify how own leisure activities may contribute to work.

**Create a Positive Impression on Customers**

Covers:

* Appropriate and inappropriate dress codes for different job roles.
* Identify different dress codes for different industries.
* Describe the importance of making a positive impression on customers.
* State reasons why personal appearance may cause different reactions from customers.
* Describe ways to present yourself to make a positive impression on customers.
* Methods of communicating with customers to establish expectations.
* Describe appropriate methods of communication when dealing with customers.
* Describe what type of language should be avoided when dealing with customers.
* Describe ways to confirm that customer expectations have been met.

Additional

* Online research and YouTube videos on creating a positive impression.

**The Customer Service Experience**

Covers:

* Describing a range of customer service situations.
* Describe steps in a customer service process.
* Describe the link between customer expectation and customer satisfaction.
* Recognise customer feelings to build a rapport with them.
* Speak clearly to customers to put them at ease.