NDA

Business Skills
IT Solutions
Qualifications

Employability Skills Summary

Table of Contents

Employability Skills Summary

This table contains a summary of the Employability Skills required by industry for the following qualifications. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

BSB10107 Certificate I in Business

Employability Skill	Industry requirements for this qualification include
Communication:	• gathering, conveying and receiving verbal and written information • listening and understanding workplace instructions.
Teamwork:	• working with colleagues and supervisors to produce workplace documents.
Problem solving:	• resolving simple maintenance issues with office equipment • solving routine problems related to hazards in the workplace, while under direct supervision.
Initiative and enterprise:	• raising occupational health and safety issues with the occupational health and safety officer.
Planning and organising:	• planning own work schedule to ensure tasks are completed on time.
Self-management:	• behaving in ways that contribute to an effective and safe working environment • identifying own roles and responsibilities.
Learning:	• listening to ideas and opinions of other members of the team • following safety procedures.
Technology:	• operating a range of business equipment.

BSB20107 Certificate II in Business

Employability Skill	Industry requirements for this qualification include
Communication:	• communicating verbally with clients and colleagues • drafting routine correspondence that meets the organisational standards of style, format and accuracy.
Teamwork:	• working in a team environment to promote team commitment and cooperation.
Problem solving:	• choosing appropriate methods for communication and transferring information • dealing with client enquiries and complaints.
Initiative and enterprise:	• raising occupational health and safety issues with designated personnel.
Planning and organising:	• planning and organising own work schedule for the day • planning the layout of simple documents using appropriate software.
Self-management:	• dealing sensitively with client needs and cultural, family and individual differences • obtaining feedback on work performance and identifying opportunities for improvement.
Learning:	• encouraging, acknowledging and acting on constructive feedback from team members • using manuals, training booklets and online help to overcome difficulties.
Technology:	• selecting, maintaining and using business technology appropriate to the task.

BSB30107 Certificate III in Business

Employability Skill	Industry requirements for this qualification include
Communication:	• communicating verbally with others in negotiation, training and questioning • writing a range of simple documentation and communications.
Teamwork:	• completing individual tasks to support team goals • conveying workplace procedures and work instructions to team members.
Problem solving:	• resolving issues and conflicts with team members • using manuals and other documentation to overcome problems with information technology or other office equipment.
Initiative and enterprise:	• demonstrating individual responsibility for completing tasks • suggesting improvements to support the development of improved work practices and team effectiveness.
Planning and organising:	• contributing to planning processes with team members to meet expected outcomes • gathering, organising and applying workplace information for the organisation's work processes and information systems.
Self-management:	• identifying development needs and seeking training to fill needs • monitoring and recording the performance of own work area.
Learning:	• developing a comprehensive knowledge and understanding of products and services • identifying priorities and pursuing personal work goals in accordance with organisational objectives.
Technology:	• using information communication technology to communicate with team members or clients • using word processing packages, spreadsheets and/or databases to produce written correspondence and reports.

BSB30407 Certificate III in Business Administration

Employability Skill	Industry requirements for this qualification include
Communication:	• clearly communicating workplace information to others (verbal and non-verbal) • communicating sensitively in a cross-cultural context • communicating with colleagues and clients to handle verbal enquiries such as clarifying instructions and responding to requests for information • communicating with people who speak languages other than English • interpreting needs of clients (internal or external) • interpreting the needs of customers • reading and interpreting workplace related documentation • writing to audience needs.
Teamwork:	• applying knowledge of own role to complete activities efficiently to support team activities and tasks • working in a team of people to provide office administration services • working with diverse individuals and groups.
Problem solving:	• developing practical responses to common breakdowns in workplace systems and procedures • rectifying discrepancies or errors in documentation and transactions • taking action to resolve concerns.
Initiative and enterprise:	• adapting to new and emerging situations in the workplace • being proactive and creative in responding to workplace problems, changes and challenges.
Planning and organising:	• allocating resources to workplace tasks and requirements • collecting, analysing and organising workplace data • identifying risk factors and taking action to minimise risk • organising meeting schedules for clients and colleagues and negotiating alternative arrangements • planning for contingencies • planning information and documentation requirements • utilising or determining required resources.
Self-management:	• following workplace documentation such as codes of practice or operating procedures • projecting a professional image when representing the organisation • setting own work program and managing time to ensure tasks are done on time • taking personal responsibility at the appropriate level • working ethically when dealing with financial transactions.
Learning:	• maintaining continuous learning by seeking out opportunities for improvement and developing new skills • seeking assistance and expert advice.
Technology:	• using business related technology safely (OHS) • using business technology such as software programs for word processing spreadsheets, presentation and scheduling.

BSB30707 Certificate III in Occupational Health and Safety

Employability Skill	Industry requirements for this qualification include
Communication:	• contributing to communication processes with emergency management services and talking with the casualty, bystanders and medical staff in an emergency situation.
Teamwork:	• working as part of a group to request occupational health and safety information and data.
Problem solving:	• contributing to assessment of risks to first aiders and others, and determining an appropriate response.
Initiative and enterprise:	• identifying possible improvements to occupational health and safety and contributing these to the decision making process.
Planning and organising:	• contributing to plans such as occupational health and safety action plans.
Self-management:	• organising daily priorities.
Learning:	• applying learning about occupational health and safety processes to future operations.
Technology:	• using communication technology including media and equipment to talk to emergency management services.

BSB31107 Certificate III in Business Administration (Medical)

Employability Skill	Industry requirements for this qualification include
Communication:	• clearly communicating workplace information to others (verbal and non-verbal) • communicating sensitively in a cross-cultural context • communicating with colleagues and clients to handle verbal inquiries such as payroll questions, medical appointments or records enquiries • communicating with people who speak languages other than English • interpreting needs of clients (internal or external) • reading and interpreting workplace related documentation • writing to audience needs.
Teamwork:	• applying knowledge of own role to complete activities efficiently to support team activities and tasks • working in a team of people to provide office and medical administration services • working with diverse individuals and groups.
Problem solving:	• developing practical responses to common breakdowns in workplace systems and procedures • rectifying discrepancies or errors in documentation and transactions • taking action to resolve concerns.
Initiative and enterprise:	• adapting to new and emerging situations in the workplace • being proactive and creative in responding to workplace problems, changes and challenges.
Planning and organising:	• allocating resources to workplace tasks and requirements • collecting, analysing and organising workplace data • identifying risk factors and taking action to minimise risk • organising meeting schedules for clients and colleagues and negotiating alternative arrangements • planning for contingencies • planning information and documentation requirements • utilising or determining required resources.
Self-management:	• following workplace documentation such as codes of practice or operating procedures • projecting a professional image when representing the organisation • setting own work program and managing time to ensure tasks are done on time • taking personal responsibility at the appropriate level • working ethically when dealing with financial transactions.
Learning:	• maintaining continuous learning by seeking out opportunities for improvement and developing new skills • seeking assistance and expert advice.
Technology:	• using business related technology safely (OHS) • using business technology such as software programs for word processing spreadsheets, presentation and scheduling.

BSB40207 Certificate IV in Business

Employability Skill	Industry requirements for this qualification include
Communication:	• communicating with business contacts and team members to promote products and services, give and receive feedback, and negotiate effectively to address conflicts • reading, interpreting, writing and presenting reports.
Teamwork:	• supporting team members in developing skills and knowledge relating to products and services • working within own role to support team activities.
Problem solving:	• finding, analysing and interpreting data which may be incomplete or have discrepancies • making decisions to complete tasks in a time efficient manner.
Initiative and enterprise:	• contributing to strategic direction of enterprise • identifying learning opportunities to improve work practices.
Planning and organising:	• organising information relating to products and/or services into databases • organising resources, equipment and time lines • planning for contingencies.
Self-management:	• evaluating own performance and identifying areas for improvement • managing time to independently complete tasks.
Learning:	• participating in professional networks and associations to obtain and maintain knowledge and skills.
Technology:	• using business technology such as the internet and mobile phones to communicate with other people • using business technology to collect, analyse and provide information.

BSB40407 Certificate IV in Small Business Management

Employability Skill	Industry requirements for this qualification include
Communication:	- being appropriately assertive when marketing the business - negotiating effectively - persuading effectively with clients, suppliers, financial backers and other business stakeholders - reading, interpreting and questioning legal, financial, marketing and other business documentation.
Teamwork:	- identifying and utilising the strengths of other team members - providing coaching, mentoring and feedback to members of the team.
Problem solving:	- applying a range of problem solving strategies - seeking information from various sources to determine the cause of the problem - using numeracy skills to calculate costs, prices and cash flow projections.
Initiative and enterprise:	- being creative and entrepreneurial in translating small business ideas into action - developing innovative solutions to small business challenges - identifying small business opportunities not obvious to others.
Planning and organising:	- developing a business plan - developing operational procedures for the small business - identifying performance measures for the small business - planning for contingencies.
Self-management:	- having personal goals and a vision for the small business - taking personal responsibility for the business.
Learning:	- contributing to the learning of team members - seeking assistance and expert advice on financial, legal and/or technical aspects of the business - seeking out and learning new ideas, skills and techniques.
Technology:	- applying business technology for communication, planning, financial management, marketing and operating the business - comparing and purchasing new business technology.

BSB40507 Certificate IV in Business Administration

Employability Skill	Industry requirements for this qualification include
Communication:	• communicating with colleagues and customers to gather information about their needs and to provide services • listening to and following complex oral instructions • proofreading and editing • writing clear and detailed instructions.
Teamwork:	• agreeing on the purpose and structure of documents, spreadsheets and databases with colleagues and clients • collecting feedback from customers and colleagues • coordinating and consulting with meeting participants • referring queries to colleagues.
Problem solving:	• analysing document requirements and using online help, manuals and user documentation • determining appropriate strategies to respond to user requests • diagnosing customer service complaints and taking steps to improve the service • making decisions about classification and storage of records.
Initiative and enterprise:	• designing complex documents, databases and spreadsheets • evaluating tasks to improve efficiency • suggesting improvements to the structure and design of existing systems.
Planning and organising:	• organising resources, equipment and time lines • organising work schedules and meetings • planning future business technology requirements • planning task organisation to meet time lines.
Self-management:	• evaluating own performance and identifying areas for improvement • managing time and ensuring ergonomic requirements are met • planning and reviewing own work • using judgement and discretion with confidential information.
Learning:	• actively participating in coaching and mentoring sessions to improve standards of service provision • attending training/induction in the use of administrative systems.
Technology:	• maintaining existing business technology and planning for future requirements • using business technology such as computers, word processing programs and printers.

BSB40807 Certificate IV in Frontline Management

Employability Skill	Industry requirements for this qualification include
Communication:	• communicating with team members and management to ensure open communication channels and to clarify issues • resolving conflict and disputes in the work team.
Teamwork:	• being a role model for other team members • consulting and developing objectives with the work team.
Problem solving:	• developing risk management approaches • developing techniques to address faults and inefficiencies.
Initiative and enterprise:	• identifying and developing opportunities for improved work practices.
Planning and organising:	• monitoring and adjusting operational performance by producing short-term plans, planning and acquiring resources and reporting on performance • preparing work plans and budgets.
Self-management:	• actively seeking feedback on own performance from clients and colleagues • prioritising tasks.
Learning:	• coaching and mentoring colleagues and team members to support the introduction of change.
Technology:	• using business technology such as computer programs and telecommunications to collect and manage information.

BSB41007 Certificate IV in Human Resources

Employability Skill	Industry requirements for this qualification include
Communication:	• using communication and representation to develop and maintain effective working relationships and networks • using negotiation and conflict management skills to resolve issues.
Teamwork:	• actively encouraging consultation and co-operation on human resources initiatives • motivating, mentoring, coaching and developing staff.
Problem solving:	• identifying and analysing industrial relations issues, methods to attract job applicants and assisting managers to address performance management issues • implementing processes to resolve issues that are raised by co-workers.
Initiative and enterprise:	• seeking and valuing contributions to develop and refine new ideas and approaches.
Planning and organising:	• gathering, organising and presenting workplace information • scheduling interviews and coordinating selection processes.
Self-management:	• ensuring that key tasks are undertaken to support organisational timeframes for human resources strategies, such as performance appraisal • planning own work including predicting consequences and identifying improvements.
Learning:	• participating in professional networks and associations to obtain and maintain knowledge and skills.
Technology:	• selecting and using a range of functions on a computer application • using business technology to produce reports.

BSB41507 Certificate IV in Project Management

Employability Skill	Industry requirements for this qualification include
Communication:	• assisting the project team to plan communications, facilitate information flow and review communications • communicating verbally with external parties/clients; participating in meetings, questioning and discussions, and making presentations.
Teamwork:	• working with external parties/clients and the project team manager.
Problem solving:	• recommending ways to eliminate causes of unsatisfactory performance of products and processes • resolving and preventing conflict within the team.
Initiative and enterprise:	• generating a range of responses to new and emerging situations • translating ideas into actions and measurable outcomes.
Planning and organising:	• planning work and project tasks for self and others • tracking actual effort against the project plan.
Self-management:	• undertaking the work in accordance with an agreed management plan and within delegated authority.
Learning:	• identifying the learning and development needs of people working on the project and facilitating those needs being met.
Technology:	• using word processing packages to produce written plans, scope definitions, reports of project activities and communications with stakeholders.

BSB50207 Diploma of Business

Employability Skill	Industry requirements for this qualification include
Communication:	• conducting research to collect and analyse information in a range of reports • consulting with others to develop a range of plans and reports • liaising with stakeholders and promoting participative workplace arrangements • negotiating solutions to new and emerging issues.
Teamwork:	• contributing to the development of other team members • providing feedback on team performance to colleagues and managers.
Problem solving:	• applying risk management processes to business operations • assessing financial viability of new opportunities and matching organisational capability with market needs.
Initiative and enterprise:	• encouraging creative and innovative workplace solutions • identifying new and emerging opportunities for the business and developing strategies to capitalise on them • managing, fostering and facilitating change.
Planning and organising:	• developing systems that are flexible and responsive to changing circumstances • planning for contingencies and performance of staff and systems.
Self-management:	• dealing with contingencies • managing own time and priorities • taking responsibility as required by work role and ensuring all organisational polices and procedures are adhered to.
Learning:	• assisting others to acquire new knowledge and skills to improve team and individual performance.
Technology:	• using electronic communication devices and processes such as internet, intranet, email to produce written correspondence and reports • using technology to assist the management of information and to assist the planning process.

BSB50407 Diploma of Business Administration

Employability Skill	Industry requirements for this qualification include
Communication:	• managing organisational systems and processes to ensure usability and compliance by all staff • participating in complex interpersonal exchanges requiring excellent negotiation and writing skills • using effective interpersonal skills and relating to a wide range of internal and external clients.
Teamwork:	• delegating tasks as per job role responsibilities to appropriately skilled team members • working and consulting with others to develop systems and processes.
Problem solving:	• anticipating problems and preparing contingency plans • controlling budgets, reconciling figures, rectifying anomalies and applying estimating skills • researching and analysing data to prepare work plans and processes as required.
Initiative and enterprise:	• being creative and providing innovative solutions to complex issues • choosing appropriate systems to meet organisational needs • designing and developing documentation and related processes • responding to new and changing circumstances to ensure accurate and timely advice.
Planning and organising:	• allocating resources to ensure organisational requirements are met • collecting, collating and analysing information using appropriate workplace business systems • developing contingency plans and strategising to meet client needs • managing meetings and conferences effectively through excellent time management and organisational skills.
Self-management:	• following legislative and regulatory requirements to ensure the safety and security of organisational and employee information • managing own time and priorities and dealing with contingencies • meeting statutory requirements in respect to payroll and recruitment practices • taking responsibility as required by work role and ensuring all organisational polices and procedures are followed.
Learning:	• planning training needs, and monitoring and evaluating training and induction programmes.
Technology:	• using complex functions of computer software to design and develop templates, standard documentation and user manuals • using electronic communication devices and processes i.e. computers, internet, intranet, email to produce written correspondence and reports • using technology to manage organisational information.

BSB50607 Diploma of Human Resources Management

Employability Skill	Industry requirements for this qualification include
Communication:	- consulting with internal and external stakeholders - interviewing, counselling, negotiating and acting as an advocate for the organisation - questioning to clarify and evaluate information - writing in a range of styles to suit different audiences.
Teamwork:	- treating team members with integrity, respect and empathy - working with others and clearly identifying the roles and responsibilities of the human resources team, line managers and external contractors.
Problem solving:	- conducting cost benefit analyses, determining salary packaging and assessing and managing risk - generating a range of options to resolve human resources issues - identifying appropriate data gathering techniques for training needs analyses - managing organisational change and diversity.
Initiative and enterprise:	- being responsive to change and translating ideas into innovative solutions - promoting flexible work practices and encouraging diversity.
Planning and organising:	- analysing strategic and operational plans in order to plan, deliver and evaluate the human resources service delivery/agreement - collecting, collating and analysing information using appropriate workplace business systems.
Self-management:	- complying with legislation and all statutory requirements - planning own work, predicting consequences and identifying improvements - presenting a professional image when representing the organisation.
Learning:	- designing training programs to meet staff and/or external client requirements - identifying and providing training support - mentoring and coaching others.
Technology:	- selecting and using technology to record, track and retrieve information - selecting appropriate human resources systems - using electronic communication devices and processes such as internet, intranet, email to produce written correspondence and reports - using technology to assist the management of information and to assist in the planning process and to facilitate change.

BSB51107 Diploma of Management

Employability Skill	Industry requirements for this qualification include
Communication:	• communicating with business contacts to promote the goals and objectives of the business • obtaining feedback from colleagues and clients.
Teamwork:	• leading, planning and supervising the performance of team members to develop team cohesion and to foster innovative work practices.
Problem solving:	• accessing and assessing information for accuracy and relevance • developing strategies for minimising risks.
Initiative and enterprise:	• identifying networking opportunities and developing operational strategies to ensure the viability of the business • instigating new or different work practices to improve productivity or service delivery.
Planning and organising:	• allocating work to meet time and budget constraints • developing plans and schedules.
Self-management:	• prioritising tasks.
Learning:	• participating in professional networks and associations to obtain and maintain personal knowledge and skills • systematically identifying learning and development needs.
Technology:	• using business technology to access, organise and monitor information.

BSB51407 Diploma of Project Management

Employability Skill	Industry requirements for this qualification include
Communication:	- consulting with stakeholders and others on developing a range of project management related plans - negotiating contracts and solutions to new and emerging issues - utilising excellent interpersonal skills and producing a wide range of reports and charts to document project progress, milestones and outcomes.
Teamwork:	- defining performance measures and managing the work of others through positive leadership - delegating roles and responsibilities to team for the implementation of project plans.
Problem solving:	- analysing data and evaluating the effectiveness of systems - calculating resource requirements and acquiring them - designing control mechanisms and evaluating procedures - implementing continuous improvement processes as required - performing cost benefit analyses, budgeting, assessing and managing risk - solving complex and non-routine difficulties - tracking and monitoring projects - using a variety of problem-solving and decision-making strategies.
Initiative and enterprise:	- responding to new and changing circumstances to ensure project outcomes remain achievable - reviewing processes to inform future activity
Planning and organising:	- developing a quality assurance process and applying appropriate techniques and tools - planning and managing projects in respect to time, cost, quality and resource management - undertaking contingency planning and integrating all project processes.
Self-management:	- managing own time and priorities and dealing with contingencies - taking responsibility as required by work role and ensuring all organisational polices and procedures are followed - using discretion and judgement required within complex environments - using judgement in planning and selecting resources for oneself and others.
Learning:	- providing learning and development opportunities for the project team - counselling staff as required on skill development requirements.
Technology:	- using electronic communication devices and processes such as internet, intranet, email, to produce written correspondence and reports - using project management specific software including time analysis and risk analysis tools - using technology to assist the management of information and to assist the planning process.

ICA10105 Certificate I in Information Technology

The following table contains a summary of the Employability Skills required for a Computer Data Entry Operator. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• communicating with peers and supervisors • reading and interpreting basic work place documents
Teamwork:	• submitting drafted work to appropriate people for approval or feedback
Problem solving:	• using user manuals and help functions to solve problems when using computer applications
Initiative and enterprise:	• customising basic computer settings to meet special needs
Planning and organising:	• organising personal computer files • planning the format of documents and tables
Self-management:	• adjusting the display of internet browsers to suit personal occupational health and safety requirements • researching the applying the principles of 'netiquette'
Learning:	• seeking assistance from people when using a personal computer
Technology:	• using personal computers and applications such as word processing, spreadsheets, databases and presentations

ICA20105 Certificate II in Information Technology

The following table contains a summary of the Employability Skills required for a Basic Data Processing and Application Support Officer. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	- providing client support using verbal and non-verbal communication - reading and writing basic workplace documents and technical manuals
Teamwork:	- reporting detected destructive software to appropriate persons - seeking feedback from users of new or upgraded technology
Problem solving:	- configuring operating systems to suit the working environment - solving organisational problems by applying technology
Initiative and enterprise:	selecting appropriate software and file formats for an activity
Planning and organising:	- Planning and Organising - identifying work to be completed and then prioritising tasks - planning and organising the selection, manufacture and siting of hardware
Self-management:	- establishing own work schedule and taking responsibility for own outputs in work and learning - following occupational health and safety standards and organisational policies to avoid injury or illness
Learning:	- acquiring and using new or upgraded technology skills to enhance learning - having a basic knowledge of current industry accepted hardware and software products
Technology:	selecting, installing and using computer software and hardware

ICA30105 Certificate III in Information Technology

The following table contains a summary of the Employability Skills required for a User Support Specialist. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• communicating with clients to determine requirements and ensuring that requirements are met • interpreting software manual instructions
Teamwork:	• contacting operating system vendors to obtain technical specifications and system requirements • submitting developed user documentation to the target audience for review
Problem solving:	• determining the uses and audience of a simple mark-up language document • troubleshooting the operation of macros
Initiative and enterprise:	• assessing and recording information from various sources • identifying and applying skills and knowledge to a wide variety of contexts • investigating and documenting solutions to client problems
Planning and organising:	• planning for the implementation of software changes by seeking technical and client information and organising the process
Self-management:	• taking responsibility for own and other's outputs in working and learning
Learning:	• adopting and transferring skills and knowledge to new environments • providing one-to-one instruction for clients about operating system software • reviewing client feedback and identifying areas for improvement
Technology:	• selecting, installing and using computer software and hardware

ICA40105 Certificate IV in Information Technology (General)

The following table contains a summary of the Employability Skills appropriate for a person who is a generalist with responsibility for web site development and maintenance. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	- being able to undertake open ended questioning techniques and to exercise active listening skills in relation to dealing with clients and team members (e.g. eliciting information for network troubleshooting) - consulting with end users and clients before, during and after development of services to determine their issues and ensure that their needs are met
Teamwork:	- consulting with the work team to review proposed changes against current and future business requirements - establishing and improving work teams in an IT environment
Problem solving:	- debugging code - determining criteria for writing script for web pages for example, criteria such as dynamic functionality and appropriate language
Initiative and enterprise:	- developing new criteria and procedures for performing current practices identifying, analysing and evaluating information from a variety of sources - providing input into the disaster recovery plan
Planning and organising:	- creating project plans to guide the development of systems methodologies - developing installation plans - preparing feasibility reports taking into account the scope, time, cost, quality, communications and risk management
Self-management:	- taking responsibility for own output in relation to specified quality standards - working within the Australian Computer Society code of ethics regarding security, legal, moral and ethical issues
Learning:	- gathering and organising feedback on draft documentation and client satisfaction - maintaining knowledge of tools and software applications that may be useful and the goods and services provided
Technology:	selecting, sourcing and using appropriate software and tools based on analysis of technical needs

ICA40205 Certificate IV in Information Technology (Support)

The following table contains a summary of the Employability Skills required for a Help Desk Support Officer. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• consulting with end users and clients before, during and after development of services to determine their issues and ensuring that their needs are met • interpreting technical manuals
Teamwork:	• working with clients to maintain security on computer networks and manage problems • working with internal users and third party suppliers to determine and update service level agreements
Problem solving:	• solving client computing problems which may be non-routine and unpredictable • using discretion and judgement to interpret available information and solve problems
Initiative and enterprise:	• identifying, analysing and evaluating information from a variety of sources
Planning and organising:	• creating project plans to guide the development of systems methodologies • organising resources for providing one on one instruction to clients on technical issues • planning the evaluation of system status taking into account time, environment, and internal and external issues
Self-management:	• taking responsibility for own output in relation to specified quality standards • working within the Australian Computer Society code of ethics regarding security, legal, moral and ethical issues
Learning:	• maintaining knowledge of current industry accepted hardware and software products • providing technical advice towards resolution of specified problems • selecting, adapting and transferring skills and knowledge to new environments
Technology:	• selecting, sourcing and using appropriate software and tools based on analysis of technical needs

ICA40405 Certificate IV in Information Technology (Networking)

The following table contains a summary of the Employability Skills required for a Network Administrator. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• writing skills for business, requiring depth in some areas, and analysis and evaluation of information in a defined range of areas (e.g. when hardware and asset recording documentation is completed in line with organisational requirements)
Teamwork:	• consulting with the work team to review proposed changes against current and future business requirements • establishing and improving work teams in an IT environment
Problem solving:	• debugging code • solving network problems related to the installation of hardware, software and networks
Initiative and enterprise:	• developing new criteria and procedures for performing current practices identifying, analysing and evaluating information from a variety of sources
Planning and organising:	• creating project plans to guide the development of systems methodologies • planning and designing an intranet • preparing feasibility reports taking into account the scope, time, cost, quality, communications and risk management
Self-management:	• taking responsibility for own output in relation to specified quality standards • working within the Australian Computer Society code of ethics regarding security, legal, moral and ethical issues
Learning:	• maintaining knowledge of tools and software applications and the goods and services provided • obtaining client evaluation and feedback • providing one-to-one instruction for clients and users
Technology:	• selecting and using software and hardware diagnostic tools, including multimedia contexts and automated testing environments

ICA40505 Certificate IV in Information Technology (Programming)

The following table contains a summary of the Employability Skills required for an Assistant Programmer. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• using plain English literacy and communication skills in relation to analysis, evaluation and presentation of information
Teamwork:	• exchanging messages with other project members and actively participating in community activities
Problem solving:	• analysing project design and functionality to identify reuse components • using an integrated development environment, in particular the language debugging facilities, to debug code • using problem-solving skills involving participation in the development of strategic initiatives
Initiative and enterprise:	• developing new criteria and procedures for performing current practices • identifying, analysing and evaluating information from a variety of sources
Planning and organising:	• preparing feasibility reports taking into account the scope, time, cost, quality, communications and risk management
Self-management:	• taking responsibility for own outputs in relation to specified quality standards • working within the Australian Computer Society code of ethics regarding security, legal, moral and ethical issues
Learning:	• maintaining knowledge of tools and software applications and the goods and services provided • obtaining client evaluation and feedback • providing one-to-one instruction for clients and users
Technology:	• selecting and using software and hardware diagnostic tools, including for multimedia contexts and automated testing environments

ICA50105 Diploma of Information Technology (General)

The following table contains a summary of the Employability Skills required for a General
Application Support Officer. The Employability Skills facets described here are broad industry requirements that
may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• analysing, evaluating and presenting information about computing systems and information technology in conjunction with stakeholders • negotiating the provision of goods and services with service and product suppliers
Teamwork:	• working with a project team to identify business critical functions and the security environment • working with key stakeholders to gather, analyse and report on information
Problem solving:	• solving a range of unpredictable problems, for example when validating system design specifications or preparing a disaster recovery plan
Initiative and enterprise:	• initiating alternative approaches to problem-solving • participating in the development of strategic initiatives
Planning and organising:	• identifying problems, planning solutions and validating results • using project planning skills to take into account scope, time, cost, quality, communications, and risk analysis and management
Self-management:	• using personal responsibility and autonomy in performing complex technical operations and organising others
Learning:	• transferring and applying theoretical concepts, technical information and creative skills in a range of situations
Technology:	• identifying technology needs, sourcing, purchasing, using and testing system components • understanding conflicts and integration capabilities between diverse pieces of equipment

ICA50205 Diploma of Information Technology (Project Management)

The following table contains a summary of the Employability Skills required for a Project Manager of small projects. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• canvassing stakeholders regarding the need for projects • preparing documentation according to standards when analysing behaviour scenarios • using group facilitation and presentation skills in relation to transferring and collecting information and gaining consensus on concepts • using plain English literacy and communication skills in relation to analysis, evaluation and presentation of information
Teamwork:	• participating in teams concerned with planning and evaluation functions • coordinating groups and teams
Problem solving:	• using problem solving skills for a defined range of unpredictable problems, for example when specifying and developing classes, objects and system abstract data types
Initiative and enterprise:	• identifying project opportunities • transferring and applying theoretical concepts and/or technical or creative skills to a range of situations
Planning and organising:	• coordinating resource allocation and usage • planning approaches to technical problems or management requirements • using project planning skills in relation to scope, time, cost, quality, communications and risk management
Self-management:	• acting ethically when managing projects • taking responsibility for own outputs in relation to broad quantity and quality parameters
Learning:	• coaching and mentoring others to acquire new knowledge and skills • managing the performance of team members by regular monitoring and review
Technology:	• identifying technology needs, sourcing, purchasing, using and testing system components • using project management tools such as computer programs

ICA50305 Diploma of Information Technology (Systems Administration)

The following table contains a summary of the Employability Skills required for a Systems Administrator. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• communicating clear concepts and solutions to complex issues in an unambiguous manner to colleagues and clients • using plain English literacy and communication skills in relation to analysis, evaluation and presentation of information, for example when developing polices and procedures • using report writing skills for business, requiring depth in some areas, and analysis and evaluation of information, for example when developing supporting documentation regarding maintenance issues
Teamwork:	• participating in teams concerned with planning and evaluation functions • coordinating groups and teams
Problem solving:	• analysing and planning approaches to technical problems or management requirements • analysing error reports and making changes as required • comparing service standards and infrastructure discrepancies, identifying gaps in existing service and providing solutions
Initiative and enterprise:	• demonstrating creative skills in a range of complex situations • participating in the development of strategic initiatives • transferring and applying theoretical concepts and/or technical or creative skills to a range of situations
Planning and organising:	• creating detailed task lists identifying the breakdown of the logical stages and sequence of work • preparing plans and determining impact appraisal costs to manage protection of assets
Self-management:	• taking personal responsibility and autonomy in performing complex technical operations and organising others
Learning:	• instructing clients on the security shield and their responsibilities according to enterprise security plan
Technology:	• identifying technology needs, sourcing, purchasing, using and testing system components including software and hardware

ICA50405 Diploma of Information Technology (Networking)

The following table contains a summary of the Employability Skills required for a Network/Systems Engineer. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• communicating clear concepts and solutions to complex issues in an unambiguous manner to colleagues and clients • using plain English literacy and communication skills in relation to analysis, evaluation and presentation of information, for example when developing polices and procedures • using report writing skills for business, requiring depth in some areas, and analysis and evaluation of information, for example when developing supporting documentation regarding maintenance issues
Teamwork:	• coordinating groups and teams • liaising with relevant personnel to obtain approval for plans • participating in teams concerned with planning and evaluation functions
Problem solving:	• measuring parameters then modifying, correcting and debugging the network • rapidly deploying solutions to problems involving failure • using problem-solving skills for complex networks, including systems processes
Initiative and enterprise:	• providing alternative solutions with reference to required server application and server features • transferring and applying theoretical concepts and/or technical or creative skills to a range of situations
Planning and organising:	• developing plans, with prioritised tasks and contingency arrangements, for the implementation of the network design with minimum disruption to client • using project planning skills in relation to scope, time, cost, quality, communications and risk management, for example when reviewing user requirements
Self-management:	• taking personal responsibility and autonomy in performing complex technical operations or organising others
Learning:	• determining the support and training requirements needed for network support • gathering and analysing user feedback about using the changed system • preparing and delivering relevant training in a manner appropriate to the audience
Technology:	• identifying technology needs, sourcing, purchasing, installing, configuring and testing network components including software and hardware • using tools such as generic benchmarks, software sizing models, workload testing and performance monitoring

SIR20207 Certificate II in Retail

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive retail experience that reflects store values. Persuade customers to purchase goods by communicating their features and benefits. • Regularly carry out verbal instructions from other team members and supervisors. Read and interpret workplace documents, complete written workplace forms and share work related information with other team members.
Teamwork:	• Work collaboratively with other team members, supporting the team, respecting and understanding others' views and giving and receiving feedback in the context of a retail customer service environment where employees are expected to perform their individual tasks but also look for opportunities to assist others.
Problem solving:	• Demonstrate sensitivity to customer needs and concerns anticipating problems and acting to avoid them where possible. • Solve problems in the context of a team structure where after clarification, customer service issues or recognition of risk may be referred to another team member or a supervisor for resolution depending upon store policy and procedures.
Initiative and enterprise:	• Look for opportunities to do things better and suggest ideas to other team members and supervisors in the context of the job role. • Positively accept and adapt to changes in procedures or arrangements at the store level. • Take positive action to report hazards or risk situations to supervisors.
Planning and organising:	• Understand how a personal job role fits into the context of the wider business values and directions. • Plan daily work tasks and priorities within the context of the job role to achieve outcomes within set timelines. • Plan tasks to work safely and manage risk according to store procedures.
Self-management:	• Understand and follow store policies regarding work availability, rosters and work duties. Work within the store culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and the ability to efficiently prioritise and complete delegated tasks under instruction
Learning:	• Identify personal strengths and weaknesses in the context of the job role and to recognise how to personally learn best at work. • Accept opportunities to learn new ways of doing things and implement changes under instruction within the context of store procedures.
Technology:	• Use of point-of-sale systems and/or select and use a range of other retail technology; in the context of available equipment and store procedures. • Recognise and report faulty equipment and follow store occupational health and safety procedures.

SIR30207 Certificate III in Retail

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive experience that reflects business values. • Regularly carry out verbal instructions from other team members and supervisors. • Read and interpreting simple workplace documents, complete simple written workplace forms and share work related information with other team members.
Teamwork:	• Effectively participate in retail store teams; working independently to complete own tasks and also supporting other team members where appropriate. • Lead small retail teams where required in the context of the job role; mentoring and supporting other team members.
Problem solving:	• Demonstrate sensitivity to customer needs and concerns anticipating problems and acting to avoid them where possible. • Solve a range of operational retail store problems individually or in the context of a team structure where after clarification existing policies and infrastructure may be applied to source information and resources and develop practical and sustainable solutions.
Initiative and enterprise:	• Look for opportunities to do things better and suggest ideas to other team members and supervisors in the context of the job role. • Translate ideas into action by positively accepting and adapting to changes in procedures or arrangements at the store level.
Planning and organising:	• Establish and communicate clear goals and deliverables for self and team members within the context of organisation objectives and the current store situation; and coordinate resources to ensure that work is carried out according to timelines and priorities. • Coordinate and or implement changes arising from continuous improvement processes.
Self-management:	• Understand how a personal job role fits into the context of the wider business values and directions. • Work within the store culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and efficiently prioritise and complete delegated tasks. • Maintain own knowledge of the job role, review own performance and actively seek and act upon advice and guidance.
Learning:	• Identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best at work. • Seek opportunities for formal education in the context of a current role or future retail job opportunities. • Accept opportunities to learn new ways of doing things and share knowledge and skills with other store team members.
Technology:	• Use of point-of-sale systems and/or select and use a range of other retail technology; in the context of available equipment and store procedures. • Recognise and report faulty equipment and follow store occupational health and safety procedures.

SIT20107 Certificate II in Tourism

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• Communicating with colleagues, supervisors and suppliers or agents to assist with the coordination of customer's tourism experience; interpreting verbal and written information on tourism product conditions and customer requirements; providing clear and accurate verbal and written information to customers and suppliers or agents in a culturally appropriate manner to ensure a positive tourism experience.
Teamwork:	• Working as a team member, taking instructions from others and understanding own role in servicing the needs of the tourism customer; supporting other team members to coordinate tourism sales and operational activities to achieve quality service delivery of the tourism product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving:	• Thinking about problems that relate to own role in tourism sales and operational activities; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers or agents in solving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with tourism products.
Initiative and enterprise:	• Identifying and discussing better ways to coordinate tourism sales and operational activities and to manage safety risks by participating in group risk assessment activities.
Planning and organising:	• Collecting, analysing and organising customer, product and supplier or agent information to allow for efficient coordination of tourism sales and operational activities; using appropriate predetermined policies and procedures to guide tourism selling and operational activities.
Self-management:	• Understanding and complying with the legal responsibilities that apply to own role in servicing the tourism customer; knowing own job role and responsibilities in tourism sales and operational activities; seeking feedback and guidance from supervisors on success in coordinating tourism activities.
Learning:	• Knowing the structure of, networks within and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and suppliers or agents
Technology:	• Understanding the operating capability of, selecting and using computer systems and software that assist in tourism sales and operational activities; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

SIT30107 Certificate III in Tourism

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• Communicating with colleagues, other tourism suppliers and agents to plan and deliver the customer's tourism experience; understanding verbal and written information on tourism products to be delivered; determining and interpreting customer requirements; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers, suppliers and agents in a culturally appropriate manner to ensure a positive tourism experience.
Teamwork:	• Working as a team member, giving and receiving instructions and understanding own lead role in servicing the needs of the tourism customer; supporting other team members in their role in providing quality tourism service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving:	• Anticipating problems that may arise with tourism product delivery; mitigating problems by operational planning of all tourism product delivery details; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers or agents in solving operational • or customer service issues; using predetermined policies and procedures to guide solutions to customer or operational problems associated with delivering the tourism product.
Initiative and enterprise:	• Showing independence and initiative required to take a lead role in delivering tourism products that meet or exceed customer expectations; identifying and discussing a range of tourism • product and service concepts to improve existing product and service delivery.
Planning and organising:	• Collecting, analysing and organising customer, product and supplier or agent information to allow for efficient planning and delivery of tourism products and services; setting timelines and organising own work flow to coordinate the delivery of tourism experiences; using appropriate predetermined policies and procedures to guide the planning and delivery of tourism products.
Self-management:	• Understanding and complying with the legal responsibilities that apply to own role in servicing the tourism customer; knowing own job role and responsibilities in planning and delivering the tourism product; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively planning and delivering tourism activities.
Learning:	• Knowing the structure of, networks within, and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism activities and information for customers.
Technology:	• Understanding the operating capability of, selecting and using technologies that assist in planning and delivering tourism products such as computer systems and software, microphones, vehicles, navigation equipment, and recreational and entertainment equipment; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

SIT30407 Certificate III in Tourism (Visitor Information Services)

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• Communicating with colleagues, customers and tourism product suppliers to provide local or regional visitor information; interpreting verbal and written information on tourism product conditions; determining and interpreting customer preferences to sell proactively and persuasively; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers and suppliers to ensure a positive tourism experience.
Teamwork:	• Working as a team member, giving and receiving instructions and understanding own lead role in servicing information needs of the visitor and selling local or regional tourism products; supporting other team members in their role in providing quality information delivery and sales service; respecting the cultural diversity of • team members and seeking their assistance to service the culturally diverse needs of visitors to the local area or region.
Problem solving:	• Anticipating problems that may arise with the customer's local or regional tourism experience; mitigating problems by providing tailored information that meets customer needs; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors and local tourism operators in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or supplier problems associated with the visitor's local or regional tourism experience.
Initiative and enterprise:	• Showing independence and initiative required to take a lead role in making tourism product sales, and providing local or regional information that meets or exceeds customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service options for the visitor information centre.
Planning and organising:	• Collecting, analysing and organising customer, product and supplier information to allow for efficient provision of tailored local or regional tourism information and effective selling and booking • coordination; setting timelines, organising own work flow and using appropriate predetermined policies and procedures to guide the information provision, selling and booking processes.
Self-management:	• Understanding and complying with the legal responsibilities that apply to own role in providing visitor information and selling tourism products; knowing own job role and responsibilities in providing visitor information, selling and coordinating bookings for tourism products; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively servicing the information and booking needs of visitor information centre customers.
Learning:	• Knowing the structure of, networks within and sources of new information on the local or regional tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and local tourism operators.
Technology:	• Understanding the operating capability of, selecting and using computer systems, software and information networks that assist in providing visitor information, selling and coordinating bookings for local or regional tourism products.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

TAA40104: Certificate IV in Training and Assessment

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry requirements for this qualification include
Communication:	• interpreting the needs of the client and writing to these utilising a range of communication skills such as: listening, questioning, reading, interpreting and writing documents writing hazard and incident reports • using effective facilitation and interpersonal skills including verbal and body language which is sensitive to the needs of others • mentoring, coaching and tutoring techniques
Teamwork:	• working with colleagues to compare, review, compare and evaluate assessment processes and outcomes • actively participate in assessment validation sessions • managing work relationships and seeking feedback from colleagues and clients on professional performance • developing and evaluating with others learning programs customised for individual or group needs
Problem solving:	• identifying hazards and assessing risks in the learning environment • using time management skills in designing learning programs • calculating cost of programs, logistics of delivery and accessing appropriate resources • generating a range of options to meet client needs
Initiative and enterprise:	• interpreting the learning environment and selecting delivery approaches which motivate and engage learners • monitoring and improving work practices to enhance inclusivity and learning • being creative to meet clients' training needs • applying design skills to develop innovative and flexible cost effective programs
Planning and organising:	• researching, reading, analysing and interpreting workplace specifications • planning, prioritising and organising workflow • interpreting collected evidence and making judgements of competency • action plans and hazard reports documented • working with clients in developing personal or group learning programs • organising the human, physical and material resources required for learning and assessment
Self-management:	• working within policy and organisational frameworks • managing work and work relationships. • Adhere to ethical and legal responsibilities • taking personal role and responsibility in the planning, delivery and review of training • being a role model for inclusiveness and demonstrate professionalism • personal perceptions and attitudes examined
Learning:	• undertaking self evaluation and reflection practices • researching information and accessing policies and frameworks to maintain currency of knowledge and skills • promoting a culture of learning in the workplace, seek feedback from colleagues • facilitating individual, group based and work based learning
Technology:	• using technology to enhance outcomes ie: online delivery, research using the web • using student information management systems to record assessments. • technology and equipment needs are identified and organised prior to training • ability to use a range of software including presentation packages

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.