



Unlocking Employability Skills: Words and phrases that provide the key

As you unpack a qualification or unit/module, this list of key words and phrases will help you discover where a particular employability skill is embedded. Remember, the list represents a sample only and is **not** exhaustive!

This table should be used in conjunction with Training Packages or curriculum documents that have not been recently reviewed or newly developed. New or recently revised Training Packages/curriculum documents explicitly identify where each of the Employability Skills is embedded with specific units/modules, elements/learning outcomes, and performance/assessment criteria.

Communication	Teamwork	Problem solving	Planning and organizing
<ul style="list-style-type: none"> • Clarify expectations • Build client relationships • Seek assistance from interpreters • Appropriate rapport is established • Use numeracy effectively • Seek customer feedback/provide feedback • Share information • Consult/consultation • Communicate with multilingual • Report on • Deal with / cater for • Listen and understand • Receive calls • Discuss technical • Empathize with • Exercise effective communication • Seek assistance from interpreters • Confirm/apply statistics • Confirm resource requirements 	<ul style="list-style-type: none"> • Handle complaints • Report to/report on • Work with/share • Treat people with integrity, respect • Consult/collaborate with • Seek assistance from • Define role as part of a team • Give/receive instructions • Interact with customers • Coordinate effectively with others • Assist/support others • Participate positively • Liaise with/negotiate • Develop teams and individuals • Reflect sensitivity to individual differences • Deal with people openly and fairly • Maintain effective relationships • Provide coaching and support • Facilitate group processes 	<ul style="list-style-type: none"> • Select appropriate options • Assess and monitor • Interpret behavior • Identify needs and expectations • Determine priorities • Handle complaints • Monitor service delivery • Use critical thinking skills • Analyze feedback • Apply judgment • Apply creative strategies • Sensitively resolve differences • Calculate • Weigh/measure/rule • Analyze the function of • Analyze the issue or problem • Achieve agreed outcomes • Apply problem-solving • Carry out off-site • Consider a range of 	<ul style="list-style-type: none"> • Assess needs/work requirements • Ensure completion of • Plan and manage • Review regularly • Monitor procedures • Make decisions within organizational requirements • Collect over a period of time and in a variety of contexts • Design systematic ways • Create/develop systems • Implement processes • Make time available for • Coordinate tasks • Work completed in agreed time • Schedule • Prepare, assist and maintain • Budget/be resourceful • Predict, weigh up risks • Organize resources
Self-management	Learning	Technology	Initiative and enterprise



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<ul style="list-style-type: none"> • Provide feedback/analyze feedback/seek feedback/act on feedback • Review and trial • Check against evaluation criteria • Develop and review • Quality performance • Follow procedures • Obtain advice • Take responsibility for own work • Evaluate performance • Assess personal knowledge and skills 	<ul style="list-style-type: none"> • Continuously reflect and assess • Research and compare • Contribute to the community • Apply new ideas/learning • Assess new methods • Assess the effects of • Review systems • Review and trial • Manage own learning • Access learning opportunities • Invest time and effort in learning new skills 	<ul style="list-style-type: none"> • Keep records/list/chart • Apply IT • Provide information • Use tools/operate systems • Select/maintain tools and equipment • Record client details • Record results • Select and utilize technology • Use appropriate technology media • Store and retrieve information • Develop database query 	<ul style="list-style-type: none"> • Identify a range of options • Research opportunities • Take responsive action • Exercise initiative • Lead • Recommend options • Encourage, try and recognize new ideas • Develop strategic vision • Promptly resolve • Assess risks and take action • Adapt to new situations • Be creative
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Global and Sustainable Perspective

(This skill does not appear in the DEST list of employability skills. Through its involvement in the National Centre for Sustainability, the University of Ballarat is committed to embedding these principles of sustainability in all course delivery:

- Demonstrate respect for the interdependence of life by:
 - Applying principles of sustainability to work practices (e.g. Minimising waste, conservation of scarce resources, etc)
 - Engage in ethical work practices
- Develop a strategic, creative, long-term vision

Look for some of the following key words and phrases in your Unit or Module to identify where sustainable practices may appear:

<ul style="list-style-type: none"> • Follow organizational requirements • Proceed according to legislative requirements (anti-discrimination, EO, sustainability, etc.) • Follow regulations • Dispose of wastes 	<ul style="list-style-type: none"> • Remove chemicals • Maintain safety • Apply sustainable energy practices • Follow ethical standards/requirements • Develop/follow inclusive practices • Seek assistance from interpreters
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