

Employability Skills

Employability Skills Set	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
COMMUNICATION										
Listening and understanding	<ul style="list-style-type: none"> ▫ using active listening and questioning techniques to: <ul style="list-style-type: none"> – facilitate effective two-way communication with industry/community mentors and teacher/tutors and other team members – clarify and confirm own responsibilities and tasks to be undertaken ▫ using congruent verbal and non-verbal cues to indicate active listening and understanding in face-to-face interactions ▫ listening to the ideas of industry/community mentors, teachers/tutors, team members and peers in networks with an open mind 	<ul style="list-style-type: none"> ▫ using active listening and questioning techniques to facilitate effective two-way communication in order to achieve effective and purposeful exchange of information: <ul style="list-style-type: none"> – in all interactions – when dealing with difficult situations, in particular ▫ using congruent verbal and non-verbal cues to indicate active listening and understanding: <ul style="list-style-type: none"> – in face-to-face interactions – when dealing with difficult situations, in particular ▫ listening to the advice and feedback from supervisor and experienced co-workers with an open mind 	<ul style="list-style-type: none"> ▫ using active listening and questioning techniques to clarify and confirm: <ul style="list-style-type: none"> – <u>off-the-job</u>: correct understanding of concepts, processes and factual information to develop knowledge and understanding of industrial/workplace relations – <u>on-the-job</u>: specific workplace procedures and practices to be complied with in order to meet employee responsibilities (eg. working hours arrangements, WHS procedures and practices) ▫ using congruent verbal and non-verbal cues in face-to-face interactions to indicate active listening and understanding of safe work procedures to follow ▫ listening to advice and feedback from supervisor and experienced co-workers with an open mind 	<ul style="list-style-type: none"> ▫ using active listening and questioning skills when networking to identify job leads ▫ using congruent verbal and non-verbal cues to indicate active listening and understanding in the interview ▫ demonstrating ability to listen and understand through providing appropriate responses to interview questions ▫ listening to advice and feedback from pertinent persons about the standard/quality of job application and interview with an open mind 	<ul style="list-style-type: none"> ▫ using active listening and questioning techniques to clarify and confirm: <ul style="list-style-type: none"> – OHS workplace procedures for hazard recognition, assessment, control and reporting – OHS workplace procedures for responding to emergency situations – safe work procedures to follow for a specific job role/tasks ▫ using congruent verbal and non-verbal cues in face-to-face interactions to indicate active listening and understanding of safe work procedures to follow ▫ listening to advice and feedback from supervisor and experienced co-workers with an open mind 	<ul style="list-style-type: none"> ▫ using active listening and questioning techniques to: <ul style="list-style-type: none"> – clarify and confirm with others (management, co-workers, customers/clients) understanding of request or requirements/instructions for undertaking tasks – facilitate effective two-way communication in workplace interactions ▫ using congruent verbal and non-verbal cues to indicate active listening and understanding in face-to-face interactions ▫ listening to the advice and feedback from supervisor and experienced co-workers with an open mind 	<ul style="list-style-type: none"> ▫ using active listening and questioning techniques to clarify and confirm correct understanding of concepts and factual information needed to be considered when identifying possible employment opportunities using labour market trends, defining employment preferences and preferred employment options and attendant education and training needs and incorporating pertinent information in personal career plan ▫ using congruent verbal and non-verbal cues to indicate active listening and understanding ▫ listening to advice and feedback from supervisor and experienced co-workers with an open mind 	<ul style="list-style-type: none"> ▫ using active listening and questioning techniques to clarify and confirm with others requirements/instructions for undertaking tasks ▫ using congruent verbal and non-verbal cues to indicate active listening and understanding ▫ listening to the advice and feedback from supervisor and experienced co-workers with an open mind 	<ul style="list-style-type: none"> ▫ using active listening and questioning techniques to: <ul style="list-style-type: none"> – facilitate effective two-way communication with other team members – clarify and confirm own responsibilities and tasks to be undertaken ▫ using congruent verbal and non-verbal cues to indicate active listening and understanding in face-to-face interactions ▫ listening to the ideas of and advice and feedback from team members with an open mind 	<ul style="list-style-type: none"> ▫ attending to person speaking and using active listening and questioning techniques to: <ul style="list-style-type: none"> – clarify and confirm with others (management, co-workers, customers/clients) understanding of request or requirements/instructions for undertaking tasks – facilitate effective two-way communication in workplace interactions ▫ using congruent verbal and non-verbal cues to indicate active listening and understanding in face-to-face interactions ▫ listening to the advice and feedback from supervisor and experienced co-workers with an open mind
Speaking clearly and directly	<ul style="list-style-type: none"> ▫ organising and communicating ideas and information clearly and concisely using appropriate language, volume, tone and pace, in interactions with relevant persons and when presenting the final report 	<ul style="list-style-type: none"> ▫ organising and communicating ideas and information clearly and concisely, using appropriate language, volume, tone and pace, in all workplace interactions with management, co-workers, customers or clients 	<ul style="list-style-type: none"> ▫ organising and communicating ideas, information and opinions clearly and concisely using appropriate language, volume, tone and pace when demonstrating understanding of industrial/workplace relations both off- and on-the-job 	<ul style="list-style-type: none"> ▫ organising and communicating ideas and information clearly and concisely using appropriate language, volume, tone and pace when: <ul style="list-style-type: none"> – networking with personal contacts to inform them of type of employment wanted, relevant skills and qualifications, etc. – obtaining additional information from organisations on employment opportunities or to prepare for an interview – responding to interview questions 	<ul style="list-style-type: none"> ▫ organising and communicating ideas and information clearly and concisely, using appropriate language, volume, tone and pace, when reporting potential hazards to designated personnel 	<ul style="list-style-type: none"> ▫ organising and communicating ideas and information clearly and concisely using appropriate language, volume, tone and pace in workplace interactions with management, co-workers, customers or clients ▫ using work-related and job-specific terminology to explain or clarify ideas when communicating with colleagues 	<ul style="list-style-type: none"> ▫ organising and communicating ideas, information and opinions clearly and concisely, using appropriate language, volume, tone and pace, when consulting with relevant persons in the development of personal career plan 	<ul style="list-style-type: none"> ▫ organising and communicating ideas and information clearly and concisely using appropriate language, volume, tone and pace, when clarifying and confirming task requirements ▫ using work-related and job-specific terminology to clarify requirements or explain ideas 	<ul style="list-style-type: none"> ▫ organising and communicating ideas and information clearly and concisely using appropriate language, volume, tone and pace, in interactions with other team members ▫ using work-related and job-specific terminology to explain or clarify ideas when communicating with colleagues 	<ul style="list-style-type: none"> ▫ organising and communicating ideas and information clearly and concisely, using appropriate language, volume, tone and pace, in workplace interactions with management, co-workers, customers or clients ▫ using work-related and job-specific terminology to explain or clarify ideas when communicating with colleagues
Writing to the needs of the audience	<ul style="list-style-type: none"> ▫ preparing project documentation (proposal, action plan, final report and presentation) in the specified format, organising and communicating ideas and information in appropriate language and style, and ensuring content includes all necessary information ▫ checking, editing and revising documents for accuracy of information, grammar, spelling and punctuation, and making necessary changes 	<ul style="list-style-type: none"> ▫ completing workplace documentation to meet required standards and functions (eg. letters, emails, telephone messages, timesheets, incident or accident reports) 	<ul style="list-style-type: none"> ▫ completing workplace documentation to meet required standards and functions (eg. time sheets, incident or accident reports) 	<ul style="list-style-type: none"> ▫ preparing written application in the specified format, organising and communicating ideas and information in appropriate language and style, and ensuring content includes all necessary information ▫ checking, editing and revising application for accuracy of information, grammar, spelling and punctuation, and making necessary changes before forwarding final version to employer 	<ul style="list-style-type: none"> ▫ completing OHS documentation to meet required standards and functions (eg. incident or accident reports) 	<ul style="list-style-type: none"> ▫ completing workplace documentation to meet required standards and functions (eg. time sheets, incident or accident reports) 	<ul style="list-style-type: none"> ▫ preparing or updating personal career plan in an appropriate format, organising and communicating ideas and information in appropriate language and style, and ensuring content includes all necessary information (eg. goals, education and training pathway, timeframes, etc.) ▫ checking plan for accuracy of information, grammar, spelling and punctuation, and making necessary changes 	<ul style="list-style-type: none"> ▫ completing formal documentation to meet workplace standards and functions (eg. time sheets, incident or accident reports) 	<ul style="list-style-type: none"> ▫ completing documentation required as part of own activity when undertaking a team task to workplace standards (eg. details of a diner's meal order to give to the chef, incident or accident reports) 	<ul style="list-style-type: none"> ▫ completing workplace documentation to meet required standards and functions (eg. time sheets, incident or accident reports)

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Negotiating responsively	<ul style="list-style-type: none"> negotiating timelines, roles and responsibilities with industry/community mentors, teachers/tutors and other team members 	<ul style="list-style-type: none"> dealing with difficult issues, conflict or disagreements constructively to strive for a win-win outcome to avoid disruption to workplace outcomes, should the need arise 	<ul style="list-style-type: none"> dealing with difficult issues, conflict or disagreements constructively to strive for a win-win outcome to avoid disruption to workplace outcomes, should the need arise 		<ul style="list-style-type: none"> dealing with difficult issues, conflicts or disagreements (eg. being asked to do unsafe work) constructively to strive for a win-win outcome to avoid disruption to workplace outcomes, should the need arise 	<ul style="list-style-type: none"> negotiating timelines with supervisor or relevant co-workers if unable to complete tasks on time due to emergent issues dealing with difficult issues, conflicts or disagreements constructively to strive for a win-win outcome to avoid disruption to workplace outcomes, should the need arise 		<ul style="list-style-type: none"> negotiating timelines with supervisor or relevant co-workers if unable to complete tasks on time due to emergent issues dealing with difficult issues, conflicts or disagreements constructively to strive for a win-win outcome to avoid disruption to workplace outcomes, should the need arise 	<ul style="list-style-type: none"> negotiating timelines, roles and responsibilities with other team members dealing with difficult issues, conflicts or disagreements constructively to strive for a win-win outcome to avoid disruption to workplace outcomes, should the need arise 	<ul style="list-style-type: none"> negotiating timelines with supervisor or relevant co-workers if unable to complete a task on time due to emergent issues dealing with difficult issues, conflicts or disagreements constructively to strive for a win-win outcome to avoid disruption to workplace outcomes, should the need arise
Reading independently	<ul style="list-style-type: none"> locating, understanding and using information about enterprise education and applying to the project process 	<ul style="list-style-type: none"> locating, understanding and applying information in workplace policies and procedures to performance on-the-job to meet standards relating to: <ul style="list-style-type: none"> communication protocols, including telephone, email and fax communications formal and informal workplace documentation and written correspondence conflict resolution and handling of complaints 	<ul style="list-style-type: none"> locating, understanding and using information on: <ul style="list-style-type: none"> off-the-job: information about industrial/workplace relations to develop knowledge and understanding of legislative and statutory employee and employer rights and responsibilities in the workplace to prepare for the workplace on-the-job: workplace policies and procedures to identify pertinent employee obligations to be met in the workplace 	<ul style="list-style-type: none"> locating, understanding and using written information on: <ul style="list-style-type: none"> 'hidden' and 'open' job markets job search methods job advertisements to identify relevant details of advertised position 	<ul style="list-style-type: none"> understanding and using information about OHS employee responsibilities to define fundamental OHS principles and procedures to follow in the workplace referring to workplace OHS documents to identify context-specific: <ul style="list-style-type: none"> OHS requirements relevant to job role/task to be undertaken relevant safe work practices in any written work instruction 	<ul style="list-style-type: none"> locating, understanding and applying information in workplace policies and procedures to performance on-the-job to meet workplace standards relating to: <ul style="list-style-type: none"> personal presentation routine workplace procedures (eg. working hours arrangements) completing tasks to quality standards communication standards and protocols 	<ul style="list-style-type: none"> locating, understanding and using information about labour market, industry/occupational areas, career planning and further education and training options and applying to career planning process 	<ul style="list-style-type: none"> locating, understanding and applying information in workplace policies and procedures to performance on-the-job to meet workplace expectations for working effectively in a team environment 	<ul style="list-style-type: none"> locating, understanding and applying information in workplace policies and procedures to performance on-the-job to meet employer expectations 	
Empathising	<ul style="list-style-type: none"> using non-discriminatory language in interactions with team members and other persons (eg. industry/community mentors, customers or clients of the product, service or activity) demonstrating respect for and understanding of individual differences (cultural, ethnic, religious, gender, impairments, etc.) understanding other team members' point of view 	<ul style="list-style-type: none"> using communication strategies that reflect sensitivity to individual, social and cultural diversity understanding difficult situations from other person's point of view to seek a win-win outcome 	<ul style="list-style-type: none"> understanding the obligations of employers to meet legislative and statutory requirements (ie. understanding workplace relations from their point of view), hence the need for employees to comply with pertinent policies and procedures 	<ul style="list-style-type: none"> using non-discriminatory language during the interview demonstrating respect for and understanding of individual differences (cultural, ethnic, religious, gender, impairments, etc.) 	<ul style="list-style-type: none"> demonstrating respect for and understanding of individual differences (cultural, ethnic, religious, gender, impairments, etc.) when contributing to OHS participatory arrangements in the workplace 	<ul style="list-style-type: none"> using communication strategies that reflect sensitivity to individual, social and cultural diversity dealing with negativity and conflict constructively by understanding other person's point of view to arrive at a win-win outcome to maintain harmonious and productive working relationships 		<ul style="list-style-type: none"> using communication strategies that reflect sensitivity to individual, social and cultural diversity understanding conflict situations or team disagreements from other team members' points of view to arrive at a win-win outcome to maintain harmonious and productive working relationships 	<ul style="list-style-type: none"> using communication strategies that reflect sensitivity to individual, social and cultural diversity reacting positively to constructive feedback by understanding the situation from management's point of view for efficient and effective work performance to maintain the profitability, hence viability of the organisation, business or enterprise 	<ul style="list-style-type: none"> using communication strategies that reflect sensitivity to individual, social and cultural diversity reacting positively to constructive feedback by understanding the situation from management's point of view for efficient and effective work performance to maintain the profitability, hence viability of the organisation, business or enterprise
Using numeracy effectively	<ul style="list-style-type: none"> estimating time and quantities of material resources required costing resources applying knowledge of basic financial management processes to prepare and manage project budget (develop budget, record transactions, maintain records) monitoring timelines when undertaking tasks to ensure own task is completed on time to meet inter-related operating processes and timelines for the overall team activity to be completed within given timeframe 		<ul style="list-style-type: none"> recording times of attendance (eg. time sheet) monitoring timelines when undertaking tasks to ensure prompt completion of tasks 	<ul style="list-style-type: none"> estimating and calculating time allocations to prepare application and submit by due date working to scheduled timeframes and completing and submitting application by due date calculating traveling time to arrive at interview on time, if applicable 		<ul style="list-style-type: none"> recording times of attendance (eg. time sheet) monitoring timelines when undertaking tasks to complete tasks within given timeframes as part of working efficiently and effectively 	<ul style="list-style-type: none"> using timeframes of courses of study and/or training when developing career plan monitoring progress against timelines/milestones 	<ul style="list-style-type: none"> monitoring timelines when undertaking tasks to ensure tasks are completed within given timeframes as part of managing personal performance 	<ul style="list-style-type: none"> monitoring timelines when undertaking tasks to ensure own task is completed on time to meet inter-related operating processes and timelines for the overall team activity to be completed within given timeframe 	<ul style="list-style-type: none"> recording times of attendance (eg. time sheet) monitoring timelines when undertaking tasks to ensure tasks are completed promptly to contribute to overall efficiency of the 'core business' of the workplace

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Understanding the needs of internal and external customers	<ul style="list-style-type: none"> ▫ basing the project on identified 'client/customer' (eg. school, community, or industry) needs for a product, service or activity ▫ producing the product, service or activity to meet the needs of 'client/customer' ▫ clarifying and confirming requirements of own activity/task with other team members and completing task to contribute to the team's success in producing the required product, service or activity to 'client/customer's' satisfaction 	<ul style="list-style-type: none"> ▫ understanding employer expectations of employees to use effective two-way communication skills and comply with workplace communication standards to: <ul style="list-style-type: none"> – develop effective working relationships with others – identify accurately and politely customer or client request, need or issue to provide the required service or appropriate response (eg. refer to designated person) 	<ul style="list-style-type: none"> ▫ understanding employer expectations of employees by complying with: <ul style="list-style-type: none"> – working hours arrangements and attendance requirements – workplace health and safety policies and procedures – anti-discrimination and workplace harassment policies and procedures 	<ul style="list-style-type: none"> ▫ identifying skill, qualification and experience requirements of an industry/occupation and business/employer ▫ clarifying and confirming the information required by the employer in the job application ▫ providing the required information in the application in the specified format 	<ul style="list-style-type: none"> ▫ understanding that workplace health and safety is a shared responsibility among all people in the workplace and the importance of not jeopardising the health and safety of co-workers by working in a safe and responsible manner at all times 	<ul style="list-style-type: none"> ▫ understanding employer expectations for employees to project a positive image of the organisation, business or enterprise through meeting: <ul style="list-style-type: none"> – personal presentation standards – bring a positive attitude and effective work habits to the job to provide a quality and cost-effective product or service to retain the business of customers or clients – standards of interaction and communication that show respect for all people in the workplace and that underpin harmonious and productive working relationships 		<ul style="list-style-type: none"> ▫ understanding employer expectations for employees to effectively manage personal work performance to ensure the undertaking of tasks contributes to efficiency/productivity of workplace activities 	<ul style="list-style-type: none"> ▫ understanding the contribution the overall team activity makes to 'core business' ▫ understanding the need for a team member to meet the exact requirements of own role and responsibilities to make a positive contribution to the team successfully meeting workplace outcomes 	<ul style="list-style-type: none"> ▫ understanding employer expectation for employees to follow workplace policies and procedures, work instructions, including requests, to contribute to efficiency/productivity of workplace activities undertaken individually or as a member of a team
Persuading effectively										
Establishing and using networks				<ul style="list-style-type: none"> ▫ developing a network of contacts to find job leads ('hidden' job market job-search strategy) 						
Being assertive	<ul style="list-style-type: none"> ▫ asking directly and openly in an appropriate manner for clarification if meaning of information, own role and responsibilities in contributing to project activities is not understood and ensuring that own understanding is correct to make an effective contribution to all phases of the project ▫ using assertiveness skills to communicate own point clearly and positively (ie. in a non-threatening manner) 	<ul style="list-style-type: none"> ▫ using assertiveness skills to clarify and confirm information being exchanged as part of communicating in a professional manner in interactions with management, co-workers, customers or clients 	<ul style="list-style-type: none"> ▫ using assertiveness skills to communicate own point clearly and positively (ie. in a non-threatening manner) to deal with discrimination or harassment in the workplace in accordance with workplace policies, procedures and practices, should it occur 	<ul style="list-style-type: none"> ▫ having the confidence to: <ul style="list-style-type: none"> – contact employer/business directly to ask about employment opportunities ('hidden' job market job-search strategy) – ask directly and openly in an appropriate manner for clarification if meaning of interview question is not understood 	<ul style="list-style-type: none"> ▫ using assertiveness skills to: <ul style="list-style-type: none"> – ask for clarification if meaning of OHS workplace procedures and work instructions are not understood to ensure that own understanding is correct – say "no" if asked to undertake a task that one considers unsafe because of lack of training or knowing that workplace health and safety procedures or standards will have to be disregarded and to reach an appropriate resolution 	<ul style="list-style-type: none"> ▫ using assertive skills as part of communicating in a professional manner with management, co-workers, customers/clients to ask directly and openly in an appropriate manner for clarification if meaning of information is not understood and ensuring that own understanding is correct to ensure purposeful and accurate exchange of information 	<ul style="list-style-type: none"> ▫ asking directly and openly in an appropriate manner for clarification if meaning of information is not understood and ensuring that own understanding is correct 	<ul style="list-style-type: none"> ▫ using assertiveness skills as part of communicating in a professional manner to ask supervisor and co-workers directly and openly in an appropriate manner to clarify task requirements if meaning is not understood and to confirm own understanding is correct to ensure tasks will be completed to the required standards and on time 	<ul style="list-style-type: none"> ▫ asking directly and openly in an appropriate manner for clarification if meaning of information, own role and responsibilities in contributing to team activity is not understood and ensuring that own understanding is correct to make an effective contribution to all phases of the team activity ▫ using assertiveness skills to communicate own point clearly and positively (ie. in a non-threatening manner) to resolve disagreements or conflicts with other team members to avoid disruption to the team's schedule for completing the activity 	<ul style="list-style-type: none"> ▫ using assertiveness skills to ensure clarification and confirmation of expectations of job role and responsibilities in the interests of managing personal performance on-the-job and working harmoniously and productively with in a team environment to make a positive contribution to workplace outcomes
Sharing information	<ul style="list-style-type: none"> ▫ reporting on and/or discussing ideas and information with others about the project overall and responsibilities and tasks to ensure successful outcomes for all phases of the team enterprise from conceptualisation to evaluation and presentation of final report ▫ participating in meetings with community/industry mentors, teachers/tutors and the team to share information, knowledge and experiences as part of monitoring the progress of the project and to make any adjustments to operating procedures ▫ participating in de-briefing sessions to share information, knowledge, experiences and insights gained 	<ul style="list-style-type: none"> ▫ participating in meetings to discuss issues, share information and ideas, and report on individual or team tasks 	<ul style="list-style-type: none"> ▫ participating in on-site meetings to discuss issues and report on activities that have direct relevance to workplace relations 		<ul style="list-style-type: none"> ▫ reporting on and/or discussing OHS issues with designated personnel ▫ participating in team meetings and sharing information about OHS issues 	<ul style="list-style-type: none"> ▫ participating in team processes to report progress of own and team work activities, identify any difficulties and solutions to ensure overall activity is completed successfully 	<ul style="list-style-type: none"> ▫ reporting on and/or discussing with relevant persons issues associated with labour market trends, employment options, interests and preferences, education and training requirements and providers, career planning 	<ul style="list-style-type: none"> ▫ participating in meetings to discuss issues, share information and ideas, and report on individual or team tasks 	<ul style="list-style-type: none"> ▫ participating in team meetings to: <ul style="list-style-type: none"> – report on the progress of the overall team task, and/or discuss ideas, identify problems and find solutions to ensure workplace outcome is achieved – report progress of own tasks, identify any difficulties and discuss solutions to ensure work is completed successfully – share information, knowledge and experiences as part of monitoring the progress of the task and to make any adjustments to operating procedures – participate in de-briefing sessions to share information, knowledge, experiences and insights gained 	<ul style="list-style-type: none"> ▫ participating in workplace meeting to discuss ideas and information about team or individual tasks, report own progress and identify any difficulties encountered in performing work activities and seeking information from others that will assist in carrying out tasks more efficiently and effectively
Speaking and writing in languages other than English										

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TEAMWORK										
Working with people of different ages, gender, race, religion or political persuasion	<ul style="list-style-type: none"> ▫ working harmoniously and communicating/interacting with all people associated with the project in a non-discriminatory manner showing respect for individual differences and the ideas, opinions, values and beliefs of others 	<ul style="list-style-type: none"> ▫ working harmoniously and communicating/interacting with all people in the workplace in a non-discriminatory manner showing respect for individual differences and the ideas, opinions, values and beliefs of others 	<ul style="list-style-type: none"> ▫ working harmoniously and communicating/interacting with all people in the workplace in a non-discriminatory manner showing respect for individual differences and the ideas, opinions, values and beliefs of others 		<ul style="list-style-type: none"> ▫ contributing to and maintaining a healthy and safe working environment by working harmoniously and communicating/interacting with all people in the workplace in a non-discriminatory manner showing respect for individual differences and the ideas, opinions, values and beliefs of others 	<ul style="list-style-type: none"> ▫ working harmoniously and communicating/interacting with all people in the workplace in a non-discriminatory manner showing respect for individual differences and the ideas, opinions, values and beliefs of others 		<ul style="list-style-type: none"> ▫ working harmoniously and communicating/interacting with all people in the workplace in a non-discriminatory manner showing respect for individual differences and the ideas, opinions, values and beliefs of others 	<ul style="list-style-type: none"> ▫ working harmoniously and communicating/interacting with other team members in a non-discriminatory manner showing respect for individual differences and the ideas, opinions, values and beliefs of others 	<ul style="list-style-type: none"> ▫ working harmoniously and communicating/interacting with all people in the workplace in a non-discriminatory manner showing respect for individual differences and the ideas, opinions, values and beliefs of others
Working as an individual and as a member of a team	<ul style="list-style-type: none"> ▫ taking responsibility for own work, working conscientiously and completing work on time and to quality standards ▫ working cooperatively and productively with other team members throughout all phases and activities of the project ▫ seeking help and advice when needed and offering assistance to support other team members when required 	<ul style="list-style-type: none"> ▫ taking responsibility for the effectiveness of own communication/interaction with others ▫ using two way communication skills and following workplace communication standards and protocols to develop and manage co-operative and productive working relationships with others 	<ul style="list-style-type: none"> ▫ following lawful instructions, working competently and industriously ('putting in a fair day's work') and complying with safe work practices when working on individual tasks ▫ working cooperatively and productively with others to achieve a successful outcome on collaborative tasks by: <ul style="list-style-type: none"> – complying with working hours arrangements (eg. arriving at work on time, being punctual in returning to work station after a meal break) – following lawful instructions – working competently and industriously to completed allocated task on time and to quality standards – working in a non-discriminatory manner – working safely to ensure safety of others and self – seeking help and advice from others when needed and offering assistance to others when required or appropriate 		<ul style="list-style-type: none"> ▫ taking responsibility for own safety by following prescribed OHS policies and procedures, workplace practices and work instructions ▫ contributing to a safe and healthy workplace environment by following all workplace health and safety procedures and instructions to protect the health and safety of others ▫ seeking help and advice when needed and offering assistance to support other team members when required 	<ul style="list-style-type: none"> ▫ taking responsibility for own work, following instructions and working conscientiously to complete work within timelines and to workplace standards ▫ working cooperatively and productively with others to complete collaborative tasks ▫ seeking help and advice from others when needed and offering assistance to others when required or appropriate 		<ul style="list-style-type: none"> ▫ taking responsibility for own work, following instructions and working conscientiously to complete work within timelines and to workplace standards ▫ working cooperatively and productively with others to complete collaborative tasks ▫ seeking help and advice from others when needed and offering assistance to others when required or appropriate 	<ul style="list-style-type: none"> ▫ taking responsibility for own work, working conscientiously and completing work on time and to quality standards ▫ working cooperatively and productively with other team members throughout all phases and activities of the project ▫ seeking help and advice when needed and offering assistance to support other team members when required 	<ul style="list-style-type: none"> ▫ taking responsibility for own work, following instructions and working conscientiously to complete work within timelines and to workplace standards ▫ working cooperatively and productively with others to complete collaborative tasks ▫ seeking help and advice from others when needed and offering assistance to others when required or appropriate

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Knowing how to define role as part of a team	<ul style="list-style-type: none"> ▫ understanding the nature and purpose of the overall project and participating in the identification of roles and responsibilities (activities/tasks) of the team as a whole ▫ understanding the interrelated and interdependent nature of: <ul style="list-style-type: none"> – the roles and responsibilities (activities/tasks) of the team as a whole required to successfully complete each stage of the project – own role and responsibility in contributing to the successful completion of each stage of the project ▫ identifying, clarifying and confirming understanding of own role/responsibilities (details of activity/task including timelines, resources required, etc.) to ensure effective contribution is made to the team's successful completion of each stage of the project 				<ul style="list-style-type: none"> ▫ understanding the nature and purpose of the overall activity and the roles and responsibilities of team members ▫ understanding the interdependence of performing tasks safely and competently to avoid placing others at risk ▫ identifying, clarifying and confirming own responsibilities/tasks as part of the team 	<ul style="list-style-type: none"> ▫ understanding the nature and purpose of the overall team activity and the roles and responsibilities of team members ▫ understanding the interrelated and interdependent nature of the variety of tasks which make up the team activity ▫ identifying, clarifying and confirming own responsibilities/tasks as part of the team 			<ul style="list-style-type: none"> ▫ understanding the nature and purpose of the overall task, roles and responsibilities (activities/tasks) of the team as a whole ▫ understanding the interrelated and interdependent nature of: <ul style="list-style-type: none"> – the roles and responsibilities (activities/tasks) of the team as a whole – own role and responsibility in contributing to the successful completion of the team activity ▫ identifying, clarifying and confirming understanding of own role/responsibilities (details of activity/task including timelines, resources required, etc.) to ensure effective contribution is made to the team's successful completion of the activity 	<ul style="list-style-type: none"> ▫ understanding the nature and purpose of the overall team activity and the roles and responsibilities of team members ▫ understanding the interrelated and interdependent nature of the variety of tasks which make up the team activity ▫ identifying, clarifying and confirming own responsibilities/tasks as part of the team
Applying teamwork skills to a range of situations, eg. futures planning, crisis problem solving										
Identifying the strengths of team members	<ul style="list-style-type: none"> ▫ allocating roles and responsibilities (activities/tasks) based on knowledge of known individual team members' abilities to complete task requirements (personal profiling undertaken in GENPCD101B could assist in this task) ▫ gaining further insights into individual strengths through monitoring the progress of the project, review and debriefing processes 				<ul style="list-style-type: none"> ▫ observing individual team members' abilities and capacity to work safely and seeking advice when specific difficulties arise or advice is needed to perform work safely ▫ emulating specific work practices of relevant team member(s) to enhance own skill level in working safely ▫ gaining further insights into individual strengths in team meetings 	<ul style="list-style-type: none"> ▫ seeking advice and feedback from skilled co-workers to assist with completion of tasks when difficulties arise or advice is needed to perform tasks competently ▫ emulating work practices of skilled co-workers to enhance own work performance 			<ul style="list-style-type: none"> ▫ observing individual team members' abilities and capacity to complete task requirements and seeking advice when specific difficulties arise or advice is needed to perform work competently ▫ emulating specific work practices of relevant team member(s) to enhance own skill level with specific tasks ▫ gaining further insights into individual strengths in team meetings 	<ul style="list-style-type: none"> ▫ seeking advice and feedback from skilled co-workers to assist with completion of tasks when difficulties arise ▫ emulating work practices of skilled co-workers to enhance own work performance
Coaching and mentoring skills including giving feedback	<ul style="list-style-type: none"> ▫ sharing knowledge to show/help other team members undertake specific tasks, if applicable ▫ providing feedback in a constructive and considerate manner to team members when required and when appropriate 	<ul style="list-style-type: none"> ▫ providing feedback in a constructive and considerate manner to others in a team environment when required and when appropriate 				<ul style="list-style-type: none"> ▫ providing feedback in a constructive and considerate manner to team members when required and when appropriate 		<ul style="list-style-type: none"> ▫ providing feedback in a constructive and considerate manner to team members when required and when appropriate 	<ul style="list-style-type: none"> ▫ sharing knowledge to show/help other team members undertake specific tasks, if applicable ▫ providing feedback in a constructive and considerate manner to team members when required and when appropriate 	<ul style="list-style-type: none"> ▫ providing feedback in a constructive and considerate manner to team members when required and when appropriate

Employability Skills Set	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
PROBLEM SOLVING										
Developing creative, innovative solutions	<ul style="list-style-type: none"> ▫ generating, identifying and assessing opportunities with others to provide a new product, service or activity ▫ identifying ways to improve existing products, services or activities ▫ considering ways of applying new ideas and technologies using idea generation techniques (eg. lateral thinking, brainstorming, 'what-iffing') 									
Developing practical solutions	<ul style="list-style-type: none"> ▫ identifying perceived difficulties or constraints to achieving team project goals and objectives and suggesting possible strategies to resolve issues/dilemmas 						<ul style="list-style-type: none"> ▫ identifying perceived difficulties or constraints to achieving goals and suggesting possible strategies to resolve issues/dilemmas 	<ul style="list-style-type: none"> ▫ identifying perceived difficulties or constraints to achieving team goals and objectives and suggesting possible strategies to resolve issues/dilemmas 		
Showing independence and initiative in identifying problems and solving them	<ul style="list-style-type: none"> ▫ identifying any difficulties or constraints that hinder the completion of own or team activity/task ▫ seeking advice from industry/community personnel, teacher/tutor, other team members ▫ determining appropriate action to take to rectify the problem to continue with the activity/task 	<ul style="list-style-type: none"> ▫ identifying any difficulties or constraints that hinder effective communication/interaction with others and taking appropriate action to rectify the problem (within scope of responsibilities and level of competency) ▫ identifying nature of customer/client complaint and taking appropriate action to resolve the matter (within scope of responsibilities and level of competency) or referring the complaint promptly to designated person in accordance with workplace policies and procedures 			<ul style="list-style-type: none"> ▫ identifying and reporting hazardous workplace situations promptly to designated person to minimise or eliminate risk to self and others ▫ recognising potential hazardous situations without prompting, determining and initiating appropriate course of action, within the scope of responsibilities and competencies, to avoid a critical incident from occurring 	<ul style="list-style-type: none"> ▫ identifying any difficulties or constraints that hinder the completion of allocated tasks and taking appropriate action to rectify the problem (within scope of responsibilities and level of competency) ▫ recognising workplace hazards, assessing associated risk(s) and taking appropriate action to control risk(s) within scope of responsibilities and level of competency 		<ul style="list-style-type: none"> ▫ identifying any difficulties or constraints that hinder the completion of allocated tasks and taking appropriate action to rectify the problem (within scope of responsibilities and level of competency) 	<ul style="list-style-type: none"> ▫ identifying any difficulties or constraints that hinder the completion of own task ▫ determining appropriate action to take to rectify the problem to continue with the task (within scope of responsibilities and level of competency) 	<ul style="list-style-type: none"> ▫ identifying any difficulties or constraints that hinder the completion of allocated tasks and taking appropriate action to rectify the problem (within scope of responsibilities and level of competency) ▫ recognising workplace hazards, assessing associated risk(s) and taking appropriate action to control risk(s) within scope of responsibilities and level of competency
Solving problems in teams	<ul style="list-style-type: none"> ▫ working cooperatively with others to assess situations, identify problems, explore possible solutions, evaluate solutions, decide on solution, implement solution ▫ using a consensus approach to decision making and supporting the team's decision 	<ul style="list-style-type: none"> ▫ working cooperatively with others in a team environment to assess difficult situations, identify problems, explore possible solutions, evaluate solutions, decide on solution, implement solution 			<ul style="list-style-type: none"> ▫ working cooperatively with others in a team environment to assess OHS situations, identify problems, explore possible solutions, evaluate solutions, decide on solution, implement solution 	<ul style="list-style-type: none"> ▫ working cooperatively with others in a team environment to assess situations, identify problems, explore possible solutions, evaluate solutions, decide on solution, implement solution 		<ul style="list-style-type: none"> ▫ working cooperatively with supervisor and relevant co-workers to assess situations, identify problems, explore possible solutions, evaluate solutions, decide on solution, implement solution 	<ul style="list-style-type: none"> ▫ working cooperatively with other team members to assess situations, identify problems, explore possible solutions, evaluate solutions, decide on solution, implement solution ▫ using a consensus approach to decision making and supporting the team's decision 	<ul style="list-style-type: none"> ▫ working cooperatively with supervisor and relevant co-workers to assess situations, identify problems, explore possible solutions, evaluate solutions, decide on solution, implement solution
Applying a range of strategies to problem solving										
Using mathematics including budgeting and financial management to solve problems	<ul style="list-style-type: none"> ▫ estimating project costs (including quantities/cost of resources) as part of determining if the project is feasible ▫ working within the approved budget by re-allocating funds should a 'short-fall' arise due to an emergent issue (eg. shortage of a particular resource) 									
Applying problem solving strategies across a range of areas										

PROBLEM SOLVING (cont.)	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
Testing assumptions taking the context and data and circumstances into account										
Resolving customer concerns in relation to complex project issues										

Employability Skills Set	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
INITIATIVE AND ENTERPRISE										
Adapting to new situations	<ul style="list-style-type: none"> ▫ considering other ideas and being open to make changes to the original idea ▫ modifying ideas to make improvements or develop idea(s) based on feedback received from industry/community mentors, other team members, teachers/tutors ▫ being flexible by working on a variety of tasks or working individually, in pairs, or as a team 	<ul style="list-style-type: none"> ▫ understanding and operating effectively within structure and culture of the workplace ▫ using feedback from supervisor and relevant co-workers to enhance communication/interaction with others 	<ul style="list-style-type: none"> ▫ demonstrating required behaviours and attitudes consistent with employee obligations 			<ul style="list-style-type: none"> ▫ understanding and operating effectively within structure and culture of the workplace ▫ considering other ideas and being open to make changes ▫ using feedback from supervisor and relevant co-workers to make improvements to work performance ▫ being flexible by working on a variety of tasks or working individually, in pairs, or in a team 		<ul style="list-style-type: none"> ▫ understanding and operating effectively within structure and culture of the workplace ▫ considering other ideas and being open to make changes ▫ using feedback from supervisor and relevant co-workers to make improvements to work performance ▫ being flexible by working on a variety of tasks or working individually, in pairs, or in a team 	<ul style="list-style-type: none"> ▫ understanding and operating effectively within structure and culture of the team ▫ considering other ideas and being open to make changes ▫ using feedback from team members to make improvements to work performance ▫ being flexible by working on a variety of tasks individually, in pairs, or with the whole team 	<ul style="list-style-type: none"> ▫ understanding and operating effectively within structure and culture of the workplace ▫ considering other ideas and being open to make changes ▫ using feedback from supervisor and relevant co-workers to make improvements to work performance ▫ being flexible by working on a variety of tasks or working individually, in pairs, or in a team
Developing a strategic, creative, long-term vision							<ul style="list-style-type: none"> ▫ identifying career/occupational/employment interests and preferences ▫ defining education and training needs aligned with interests and preferences ▫ developing career plan based on further/future education and training needs 			
Being creative	<ul style="list-style-type: none"> ▫ using creative thinking techniques (eg. brainstorming, what-iffing) to identify possibilities/ideas for a new or refined product, service or activity 									
Identifying opportunities not obvious to others	<ul style="list-style-type: none"> ▫ generating new ideas or solutions or uses for old ideas (eg. product/service/activity) and improving (eg. by value adding) 			<ul style="list-style-type: none"> ▫ using networking and contacting employer/business directly to identify possible job opportunities in the 'hidden' job market 				<ul style="list-style-type: none"> ▫ planning and organising steps to be undertaken to complete allocated tasks ▫ managing and completing tasks to required outcomes and workplace standards 		
Translating ideas into action	<ul style="list-style-type: none"> ▫ planning and organising steps to be undertaken to develop the idea ▫ developing project proposal and action plan 			<ul style="list-style-type: none"> ▫ using appropriate job-search strategies to identify employment opportunities that match employment preferences 			<ul style="list-style-type: none"> ▫ completing career plan outlining specific education and training to be undertaken to progress/attain preferred career/occupational/employment aspirations 	<ul style="list-style-type: none"> ▫ planning and organising steps to be undertaken to complete allocated tasks ▫ managing and completing tasks to required outcomes and workplace standards 		
Generating a range of options										
Initiating innovative solutions	<ul style="list-style-type: none"> ▫ implementing the project and monitoring and reviewing own and team performance ▫ making any adjustments required to own or team activities/tasks/timelines to achieve project goals if required 									

Employability Skills Set	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
PLANNING AND ORGANISING										
Managing time and priorities – setting timelines, coordinating tasks for self and with others	<ul style="list-style-type: none"> ▫ identifying and planning/organising a logical sequence of own and team activities/tasks and the resources and timelines required to meet identified project goals and achieve a successful outcome ▫ organising own task in terms of overall requirements, steps to take, resources needed and timeline for completion ▫ gathering required resources to undertake task ▫ following instructions to perform task efficiently to avoid having to repeat the task ▫ monitoring own performance to ensure task is completed on time and to specified requirements 			<ul style="list-style-type: none"> ▫ identifying a logical sequence of tasks, timelines to meet, and resources needed to apply for a job ▫ gathering required information/resources to undertake the task ▫ undertaking and completing job application process within set timelines 	<ul style="list-style-type: none"> ▫ identifying with supervisor and/or team members safety procedures/practices to follow for undertaking task, appropriate sequence of steps to follow, timeline(s) to meet, and resources required, including personal protective equipment/clothing ▫ gathering required resources ▫ following OHS procedures and instructions to ensure own safety and that of others ▫ monitoring own work performance, in conjunction with supervisor and/or team members, to ensure: <ul style="list-style-type: none"> – work is undertaken in accordance with workplace health and safety procedures/instructions – task is completed on time and to specified requirements 	<ul style="list-style-type: none"> ▫ identifying task requirements in terms of 'what' has to be done, 'how' it has to be done, 'when' it has to be done, and 'who' to report to ▫ assuming responsibility for own work by following through on instructions to provide high-quality products and services that are cost-effective ▫ monitoring own work performance to ensure task is completed to required standards 	<ul style="list-style-type: none"> ▫ identifying a logical sequence of learning (course work and work experience) and related timeframes to meet employment requirements for preferred occupation 	<ul style="list-style-type: none"> ▫ planning and following a daily or weekly schedule of tasks ▫ identifying priorities and re-organising schedule/time when necessary ▫ identifying task requirements in terms of 'what' has to be done, 'how' it has to be done, 'when' it has to be done, and 'who' to report to ▫ monitoring own work performance to ensure tasks are completed on time and to specified requirements 	<ul style="list-style-type: none"> ▫ organising own task in terms of overall requirements, steps to take, resources needed and timeline for completion ▫ gathering required resources to undertake tasks, as required ▫ following instructions to perform tasks efficiently to avoid having to repeat work ▫ monitoring own performance to ensure tasks are completed on time and to specified requirements 	<ul style="list-style-type: none"> ▫ planning and following a daily or weekly schedule of tasks ▫ identifying priorities and re-organising schedule/time when necessary ▫ identifying task requirements in terms of 'what' has to be done, 'how' it has to be done, 'when' it has to be done, and 'who' to report to ▫ monitoring own work performance to ensure tasks are completed on time and to specified requirements
Being resourceful	<ul style="list-style-type: none"> ▫ organising and using project material resources, including time, efficiently to minimise waste, avoid repetition and/or delay to produce cost-effective product, service or activity 			<ul style="list-style-type: none"> ▫ using appropriate job-search strategies to look for and identify employment opportunities in-keeping with personal employment preferences ▫ demonstrating, via the use of contextual information in written application and interview, the undertaking of research on the business/organisation in order to develop knowledge and understanding of the industry area, its products/services, job role of advertised position, etc. 	<ul style="list-style-type: none"> ▫ organising and using resources (eg. materials, equipment, tools, machinery, including time), in accordance with workplace health and safety policies, procedures, practices and instructions of supervisor and/or team members to: <ul style="list-style-type: none"> – ensure own safety and that of others – eliminate damaging materials, equipment, tools or machinery – minimise waste and avoid repetition or delay to produce cost-effective product or service 	<ul style="list-style-type: none"> ▫ using workplace resources, including time, efficiently to eliminate waste and avoid repetition or delay ensuring a timely and cost-effective quality product or service is provided 	<ul style="list-style-type: none"> ▫ identifying and accessing relevant people (eg. people from industry/community, career advisory services, education and training institutions) to obtain information, discuss options, and provide advice 	<ul style="list-style-type: none"> ▫ organising and using material resources, including time, efficiently to minimise waste, avoid repetition and/or delay to complete tasks cost-effectively 	<ul style="list-style-type: none"> ▫ organising and using material resources, including time, efficiently to minimise waste, avoid repetition and/or delay to complete tasks cost-effectively 	<ul style="list-style-type: none"> ▫ using workplace resources, including time, efficiently to eliminate waste and avoid repetition or delay
Taking initiative and making decisions	<ul style="list-style-type: none"> ▫ responding to emergent problems or constraints, considering alternatives and making decision as to how to modify activity/task or method of operation to ensure activity/task proceeds 		<ul style="list-style-type: none"> ▫ recognising workplace hazards, assessing associated risk(s) and taking appropriate action to control risk(s) within scope of responsibilities and competencies 	<ul style="list-style-type: none"> ▫ making decisions about: <ul style="list-style-type: none"> – personal employment preferences – using most relevant job-search method to identify employment opportunities – suitability of advertised positions by evaluating details of advertised position against personal profile and employment/career/occupational interests and preferences 	<ul style="list-style-type: none"> ▫ recognising hazardous situations and taking the necessary action, within the scope of responsibilities and competencies, to eliminate or minimise the potential risk posed to own health and safety and that of others 	<ul style="list-style-type: none"> ▫ being a 'self-starter' and recognising tasks to be done without waiting to be told what to do ▫ taking appropriate action to control risk(s) within scope of responsibilities and competencies 	<ul style="list-style-type: none"> ▫ making decisions about career/occupational options and education and training needs 	<ul style="list-style-type: none"> ▫ responding to emergent problems or constraints, considering alternatives and making decision as to how to modify activity/task or method of operation to ensure task is completed to required outcomes 	<ul style="list-style-type: none"> ▫ responding to emergent problems or constraints, considering alternatives and making decision as to how to modify activity/task or method of operation to ensure activity/task proceeds 	<ul style="list-style-type: none"> ▫ recognising workplace hazards, assessing associated risk(s) and taking appropriate action to control risk(s) within scope of responsibilities and competencies
Adapting resource allocations to cope with contingencies										

PLANNING AND ORGANISING (cont.)	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
Establishing clear project goals and deliverables	<ul style="list-style-type: none"> ▫ defining project goals and outcomes in project proposal and action plan ▫ clarifying and confirming with industry/community mentors and/or teachers/tutors that overall project goals and objectives as outlined in the project's proposal and action plan will deliver the required product, service or activity to meet 'client/customers' needs/satisfaction 			<ul style="list-style-type: none"> ▫ identifying, clarifying and confirming activities/tasks requirements (eg. step 1: identify appropriate employment opportunities by searching databases, etc.) and deliverables (eg. written job application) 	<ul style="list-style-type: none"> ▫ defining and establishing in conjunction with supervisor and/or team members own task requirements and deliverables in terms of workplace safety standards 	<ul style="list-style-type: none"> ▫ identifying, clarifying and confirming allocated task requirements and deliverables in terms of quality standards and timelines to be met 	<ul style="list-style-type: none"> ▫ defining career/occupational preferences and associated education and training needs in a career plan 	<ul style="list-style-type: none"> ▫ identifying, clarifying and confirming allocated task requirements and deliverables in terms of quality standards and timelines to be met 		<ul style="list-style-type: none"> ▫ identifying, clarifying and confirming allocated task requirements and deliverables in terms of quality standards and timelines to be met
Allocating people and other resources to tasks	<ul style="list-style-type: none"> ▫ identifying most suitable team members to undertake roles and responsibilities and allocating members to specific activity/task ▫ allocating resources to specific activity/task/individual 									
Planning the use of resources including time management	<ul style="list-style-type: none"> ▫ identifying (with industry/community mentors, teachers/tutors, other team members) resource requirements (materials, equipment, tools, time) for specific project activities/tasks ▫ identifying, clarifying and confirming (with industry/community mentors, teachers/tutors, other team members) methods for using (way to use and/or how to use) resources, including time, effectively and efficiently to eliminate waste, avoid repetition, delay or damaging resources in order to develop and/or deliver a cost-effective product or service 			<ul style="list-style-type: none"> ▫ identifying resource requirements to complete job search activity (eg. information sources to access and identify employment opportunities, copy of advertised position, resume) ▫ working backwards from due date for submitting application to estimate and calculate time allocations to undertake activities/tasks to prepare application in order that it is completed and submitted on time 	<ul style="list-style-type: none"> ▫ organising and using resources, including personal protective equipment/clothing, to meet workplace health and safety standards ▫ identifying, clarifying and confirming with supervisor, safe methods of using (ways to use and/or how to use) workplace materials, equipment or tools and time (eg. not rushing a task) to ensure own safety and that of others and to eliminate damaging materials, equipment or tool 	<ul style="list-style-type: none"> ▫ identifying required resources based on task to be completed ▫ estimating amount and variety of resources needed to complete a task, if applicable ▫ ascertaining most appropriate methods to use (ways to use and/or how to use) workplace resources, including time, effectively and efficiently to eliminate waste and avoid repetition, delay or damaging resources thereby contributing to the development and/or delivery of a cost-effective product or service 		<ul style="list-style-type: none"> ▫ identifying resource requirements (materials, equipment, tools, time) for specific tasks ▫ identifying, clarifying and confirming methods for using (way to use and/or how to use) resources, including time, effectively and efficiently to eliminate waste, avoid repetition, delay or damaging resources in order to ensure own work is cost-effective 	<ul style="list-style-type: none"> ▫ identifying with other team members resource requirements (materials, equipment, tools, time) for specific tasks ▫ identifying, clarifying and confirming with other team members methods for using (way to use and/or how to use) resources, including time, effectively and efficiently to eliminate waste, avoid repetition, delay or damaging resources in order to ensure own work is cost-effective 	<ul style="list-style-type: none"> ▫ identifying required resources based on task to be completed ▫ estimating amount and variety of resources needed to complete a task, if applicable ▫ ascertaining most appropriate methods to use (ways to use and/or how to use) workplace resources, including time, effectively and efficiently to eliminate waste and avoid repetition, delay or damaging resources, thereby contributing to the development and/or delivery of a cost-effective product or service
Participating in continuous improvement and planning processes	<ul style="list-style-type: none"> ▫ using advice and feedback (from industry/community mentor, teacher/tutor, other team members) to improve: <ul style="list-style-type: none"> – own and team performance – the standard/quality of the product, service or activity being produced ▫ own knowledge and skills about being enterprising; planning, organising and undertaking tasks; working effectively as a member of a team 	<ul style="list-style-type: none"> ▫ participating in workplace induction program ▫ accepting and using constructive criticism to meet workplace communication standards 	<ul style="list-style-type: none"> ▫ participating in workplace induction program (including workplace health and safety) ▫ accepting and using constructive criticism to enhance capacity to meet employee obligations in the workplace 	<ul style="list-style-type: none"> ▫ using advice and feedback about the standard/quality of the application and interview from relevant persons to improve knowledge and skills in job search and interview processes 	<ul style="list-style-type: none"> ▫ participating in workplace health and safety induction program and training ▫ participating in hazard inspection of own area ▫ using feedback from supervisor and/or team members to improve own work performance in accordance with workplace health and safety procedures and practices 	<ul style="list-style-type: none"> ▫ planning activities/tasks with others and identifying most effective and efficient ways to undertake activity/task to meet workplace outcomes ▫ working efficiently and effectively to meet workplace standards to produce quality products or deliver quality services that are cost-effective ▫ accepting and using constructive criticism to meet workplace performance standards 	<ul style="list-style-type: none"> ▫ using advice and feedback from relevant persons to improve knowledge and skills in career planning 	<ul style="list-style-type: none"> ▫ planning tasks with others and identifying most effective and efficient ways to undertake tasks to meet workplace outcomes ▫ using advice and feedback to improve: <ul style="list-style-type: none"> – own performance – the standard/quality of the product or service or activity being produced – own knowledge and skills about planning, organising, managing and completing tasks to workplace standards 	<ul style="list-style-type: none"> ▫ using advice and feedback from other team members to improve: <ul style="list-style-type: none"> – own and team performance – the standard/quality of the product or service or activity being produced – own knowledge and skills about planning, organising and undertaking tasks, and working effectively as a member of a team 	<ul style="list-style-type: none"> ▫ participating in workplace induction program (including workplace health and safety) ▫ working efficiently and effectively to meet workplace standards to produce quality products or deliver quality services that are cost-effective ▫ accepting and using constructive criticism to meet workplace performance standards
Developing a vision and proactive plan to accompany it	<ul style="list-style-type: none"> ▫ identifying a project and developing the proposal and action plan to undertake the individual or team enterprise 			<ul style="list-style-type: none"> ▫ defining a personal strategy to direct future job-search activities to gain employment in industry/occupational area of interest 			<ul style="list-style-type: none"> ▫ identifying employment interests and preferences and the necessary education and training requirements to obtain employment in preferred career/occupational area(s) and developing a career plan to follow to realise employment aspirations 			

PLANNING AND ORGANISING (cont.)	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
Predicting – weighing up risk, evaluating alternatives and applying evaluation criteria					<ul style="list-style-type: none"> ▫ identifying potential hazardous situations, defining possible consequences of not taking appropriate action, and determining most appropriate action to take in accordance with workplace health and safety policies and procedures, within the scope of responsibilities and competencies 		<ul style="list-style-type: none"> ▫ using labour market trends on declining, growing and emerging industry/occupational areas to predict and identify possible employment opportunities and inform future employment options ▫ taking into account potential barriers and changing circumstances (eg. changes in labour market/employment opportunities/education and training requirements, personal preferences and interests changing after work experience) when developing career plan 			
Collecting, analysing and organising information	<ul style="list-style-type: none"> ▫ locating and gathering information on enterprise education ▫ using the information to expand or confirm ideas in identifying an appropriate idea for a project ▫ collecting, analysing and organising evaluative data on project (including external stakeholders in industry/community/school) to prepare and present final report on individual or team enterprise 	<ul style="list-style-type: none"> ▫ locating, interpreting and applying information in workplace documents to meet workplace standards for communicating and interacting effectively with others 	<ul style="list-style-type: none"> ▫ locating and using: <ul style="list-style-type: none"> – <u>off-the-job</u>: information from a variety of sources to learn about employee rights and responsibilities, as well as employer rights and obligations, in preparation for entering the workplace – <u>on-the-job</u>: specific workplace procedures and practices to be complied with in order to meet employee responsibilities (eg. working hours arrangements, WHS procedures and practices) 	<ul style="list-style-type: none"> ▫ locating and gathering necessary information about employment opportunity(ies) in area(s) of interest ▫ comparing information against own employment preferences and aspirations, current skills, qualifications and experience, etc. to determine suitability of position ▫ identifying and obtaining information requirements for the written application ▫ organising information to provide the required content in the specified format in the written application 	<ul style="list-style-type: none"> ▫ obtaining and using information about OHS employee responsibilities to develop knowledge and skills of safe work practices to prepare to work safely ▫ obtaining, understanding and complying with workplace documentation about workplace health and safety standards on-the-job 	<ul style="list-style-type: none"> ▫ locating, interpreting and applying information in workplace documents to meet workplace requirements for personal presentation (including OHS requirements), performing tasks to workplace standards, and communication protocols and standards ▫ compiling, organising and communicating information required (eg. time sheets, WHS reports) 	<ul style="list-style-type: none"> ▫ gathering information about labour markets, industry and occupational areas, career planning, education and training provision ▫ comparing information against own employment preferences and aspirations, current skills and knowledge to determine employment opportunities/options ▫ analysing information about preferred employment choice(s) to identify necessary education and training requirements and identify pertinent providers ▫ organising information to provide the required content in the career plan 	<ul style="list-style-type: none"> ▫ locating, interpreting and applying information in workplace documents to meet workplace requirements for performing tasks to workplace standards 	<ul style="list-style-type: none"> ▫ locating, interpreting and applying information in workplace documents to meet routine workplace requirements ▫ compiles, organises and communicates information to meet workplace requirements (eg. time sheets, WHS reports) 	
Understanding basic business systems and their relationship	<ul style="list-style-type: none"> ▫ developing an understanding of basic business functions particularly if the project is a simulated enterprise, such as Australian Business Week Enterprise Education, Australian Network of Practice Firms, Young Achievement Australia 	<ul style="list-style-type: none"> ▫ learning about the specific organisation, business or enterprise: its mission, goals and products/services ▫ identifying and using communication structures (eg. chain of command) in the organisation 	<ul style="list-style-type: none"> ▫ understanding employee/employer rights and responsibilities in a workplace, in general, and those that specifically relate to: <ul style="list-style-type: none"> – meeting employer expectations for everyday work practices (eg. being punctual, putting in a fair day's work, obeying lawful instructions, working safely) – employee and employer obligations under Workers' Compensation insurance – anti-discrimination and workplace harassment legislative requirements to ensure the workplace is free from discrimination and harassment 		<ul style="list-style-type: none"> ▫ developing an understanding of: <ul style="list-style-type: none"> – employee/employer OHS rights and responsibilities in a workplace – workplace health and safety systems (policies, procedures, practices) used in the workplace to control risks 	<ul style="list-style-type: none"> ▫ learning about the specific organisation, business or enterprise: its mission, goals and products/services ▫ understanding and carrying out own role and responsibilities in developing a quality product or delivering a quality service to contribute to the overall/on-going success (ie. profitability) of the organisation, business or enterprise ▫ understanding industry/workplace standards and using standards for benchmarking own performance and improvement ▫ identifying and using communication structures (eg. chain of command) in the organisation 		<ul style="list-style-type: none"> ▫ learning about the specific organisation, business or enterprise: its mission, goals and products/services ▫ understanding own job role, including expectations, and how it fits into 'core business' ▫ understanding how personal performance supports or impacts on the 'core business' ▫ carrying out tasks to develop a quality product or delivering a quality service to contribute to the overall/on-going success (ie. profitability) of the organisation, business or enterprise ▫ understanding industry/workplace standards and using standards for benchmarking own performance and improvement ▫ identifying and using communication structures (eg. chain of command) in the workplace 	<ul style="list-style-type: none"> ▫ learning about the specific organisation, business or enterprise: its mission, goals and products/services ▫ understanding and carrying out own role and responsibilities in developing a quality product or delivering a quality service to contribute to the overall/on-going success (ie. profitability) of the organisation, business or enterprise ▫ understanding industry/workplace standards and using standards for benchmarking own performance and improvement ▫ identifying and using communication structures (eg. chain of command) in the team and the workplace 	<ul style="list-style-type: none"> ▫ learning about the specific organisation, business or enterprise: its mission, goals and products/services ▫ understanding and carrying out own role and responsibilities in developing a quality product or delivering a quality service to contribute to the overall/on-going success (ie. profitability) of the organisation, business or enterprise ▫ understanding industry/workplace standards and using standards for benchmarking own performance and improvement ▫ identifying and using communication structures (eg. chain of command) in the organisation

Employability Skills Set	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
SELF MANAGEMENT										
Having a personal vision and goals				▫ gaining employment in industry/occupational area of interest			▫ defining career goals and objectives to learn knowledge and skills to progress career aspirations and gain employment in preferred industry area/occupation			▫ using workplacement to: – identify, confirm and/or revise personal employment preferences, vocational aspirations and future employment opportunities – gain skills and knowledge to enhance employability
Evaluating and monitoring own performance	▫ reviewing and reflecting on own performance identifying strengths and areas for improvement ▫ incorporating both positive and negative feedback from industry/community mentors, teachers/tutors and other team members to improve own performance	▫ reviewing and reflecting on own ability to communicate/interact effectively with others, identifying strengths and areas for improvement ▫ incorporating both positive and negative feedback to improve effectiveness of communication/interaction with others	▫ reviewing and reflecting on own performance in meeting employee obligations and identifying strengths and areas for improvement ▫ incorporating both positive and negative feedback to improve effectiveness of meeting employee obligations	▫ using both positive and negative feedback about the standard/quality of the job application and performance in the interview to identify strengths and areas of improvement in the application and interview process	▫ reviewing and reflecting on own performance, in conjunction with supervisor, and/or team members, identifying strengths and areas for improvement to ensure own safety and that of others ▫ incorporating both positive and negative feedback to improve safe work practices	▫ monitoring progress of tasks against timelines ▫ constantly checking for errors or mistakes and making any necessary corrections or adjustments to ensure quality product is produced or quality service is provided ▫ reviewing and reflecting on own performance identifying strengths and areas for improvement ▫ incorporating both positive and negative feedback to improve work practices against workplace standards	▫ developing employment preference profile and using profile to determine possible employment options and further education and training needs in industry/occupational area(s) of interest ▫ reviewing career plan following work experience	▫ monitoring progress of tasks against timelines ▫ constantly checking for errors or mistakes and making any necessary corrections or adjustments to ensure quality product is produced or quality service is provided ▫ reviewing and reflecting on own performance identifying strengths and areas for improvement ▫ incorporating both positive and negative feedback to improve work practices against workplace standards	▫ monitoring progress of tasks against timelines ▫ constantly checking for errors or mistakes and making any necessary corrections or adjustments to ensure tasks are completed to quality standards ▫ reviewing and reflecting on own performance identifying strengths and areas for improvement ▫ incorporating both positive and negative feedback to improve work practices against workplace standards for team performance	▫ monitoring progress of tasks against timelines ▫ constantly checking for errors or mistakes and making any necessary corrections or adjustments to ensure quality product is produced or quality service is provided ▫ reviewing and reflecting on own performance identifying strengths and areas for improvement ▫ incorporating both positive and negative feedback to improve work practices against workplace standards
Having knowledge and confidence in own ideas and vision	▫ developing confidence in own ability to be enterprising, plan and organise tasks, evaluate own performance, and organise and communicate ideas and information in an appropriate format to meet audience requirements	▫ developing confidence in own ability to meet workplace communication standards and to apply effective communication and interpersonal skills to the development and management of harmonious and productive working relationships with management, co-workers, customers/clients	▫ developing confidence in own ability to meet employer expectations/workplace standards by: – meeting employee obligations and responsibilities in the workplace – complying with established industrial relations and workplace health and safety legislative requirements and practices (eg. anti-discrimination and harassment in the workplace) – contributing to positive workplace relations (eg. treating all people in the workplace in a non-discriminatory manner)	▫ developing confidence in own ability to determine suitability of employment opportunities against personal employment preferences and aspirations in industry/occupational area(s) of interest, write and submit an application, and participate in an interview	▫ developing confidence in own ability to perform work tasks safely and competently	▫ developing confidence in own ability meet workplace standards relating to: – workplace health and safety – working hours arrangements – personal presentation – completion of allocated tasks to workplace standards – interacting effectively and working cooperatively and productively with management, co-workers, team members, customers/clients	▫ developing knowledge of and confidence in: – defining career options that reflect personal career/occupational/employment interests, preferences and aspirations ▫ identifying education and training needs to support these aspirations	▫ developing confidence in own ability to manage personal work performance to complete allocated tasks to workplace standards	▫ developing confidence in own ability to plan and organise tasks, evaluate own performance, and organise and communicate ideas and information within a team environment	▫ developing confidence in own ability meet workplace standards relating to: – workplace health and safety – working hours arrangements – personal presentation – completion of allocated tasks to workplace standards – interacting effectively and working cooperatively and productively with management, co-workers, team members, customers/clients
Articulating own ideas and vision	▫ expressing clearly and concisely, in writing, the information required in project documentation (proposal, action plan, final report and project presentation) ▫ expressing oneself clearly, concisely and confidently when: – discussing pertinent aspects of the project with industry/community mentors, teachers/tutors and other team members – presenting the report on the project to a wider audience	▫ expressing own ideas and opinions clearly, concisely and in an appropriate manner in interactions with others and when resolving difficult issues		▫ expressing employment aspirations clearly and concisely when networking with personal contacts about possible job leads ▫ expressing clearly and concisely, in writing, the information required by the employer/organisation in the job application ▫ expressing oneself clearly, concisely and confidently when responding to questions in the interview	▫ explaining clearly and concisely any OHS issues encountered with supervisor and/or team members	▫ expressing own ideas and opinions clearly, concisely and in an appropriate manner in meetings	▫ expressing clearly and concisely personal career/occupational aspirations and the necessary education and training required to progress aspirations and gain employment in preferred field	▫ expressing own ideas and opinions clearly, concisely and in an appropriate manner when discussing tasks being undertaken	▫ expressing own ideas and opinions clearly, concisely and in an appropriate manner in team meetings	▫ expressing own ideas and opinions clearly, concisely and in an appropriate manner in meetings

SELF MANAGEMENT (cont.)	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENEM201B	GENSWL201B
Taking responsibility	<ul style="list-style-type: none"> ▫ acknowledging and accepting responsibility for: <ul style="list-style-type: none"> – contributing to the overall success of the project – completing own activity/task to required standards and within given timeframe 	<ul style="list-style-type: none"> ▫ acknowledging and accepting own responsibility for: <ul style="list-style-type: none"> – complying with workplace communication standards – developing and maintaining positive working relationships with management, co-workers, customers or clients by communicating and behaving in a non-discriminatory manner, using communication protocols, courtesies and skill 	<ul style="list-style-type: none"> ▫ acknowledging and accepting own responsibilities and obligations in contributing to positive workplace relations 	<ul style="list-style-type: none"> ▫ acknowledging and accepting own responsibility for seeking employment and demonstrating responsibility by: <ul style="list-style-type: none"> – identifying suitable employment opportunities – obtaining and organising required information to respond appropriately to the requirements of the application – completing and forwarding job application in the specified format by the due date – preparing for the interview – being punctual for interview 	<ul style="list-style-type: none"> ▫ acknowledging and accepting own responsibility in contributing to a safe and healthy work environment ▫ demonstrating responsibility by: <ul style="list-style-type: none"> – consistently and accurately following specified workplace procedures and instructions for hazard control and emergency situations – reporting hazardous and emergency situations according to workplace procedures to designated personnel – clarifying and confirming workplace health and safety requirements pertinent to job role/tasks – complying with workplace health and safety requirements pertinent to job role/tasks – asking for advice, help or assistance, when required, to ensure tasks are performed according to workplace health and safety standards 	<ul style="list-style-type: none"> ▫ acknowledging and accepting own responsibility for: <ul style="list-style-type: none"> – complying with all workplace health and safety instructions, working hours arrangements, and workplace standards of personal presentation – completing tasks without undue delay and to the required standard – developing positive working relationships with management, co-workers, customers or clients by: <ul style="list-style-type: none"> · communicating and behaving in a non-discriminatory manner, using communication protocols, courtesies and skills · working productively and cooperatively with relevant people 	<ul style="list-style-type: none"> ▫ acknowledging and accepting own responsibility in determining future employment possibilities and the required education and training to advance those interests ▫ demonstrating responsibility by: <ul style="list-style-type: none"> – undertaking the necessary steps to effectively plan personal education and training pathway – asking for advice, help or assistance when required to ensure plan contains all information required – completing personal career plan 	<ul style="list-style-type: none"> ▫ acknowledging and accepting responsibility for completing tasks to required standards and within given timeframe 	<ul style="list-style-type: none"> ▫ acknowledging and accepting responsibility for: <ul style="list-style-type: none"> – contributing to the overall success of the team activity – completing own activity/task to required standards and within given timeframe 	<ul style="list-style-type: none"> ▫ acknowledging and accepting own responsibility: <ul style="list-style-type: none"> – in complying with all workplace health and safety instructions, working hours arrangements, and workplace standards of personal presentation – in completing tasks without undue delay and to the required standard – in engendering positive working relationships with management, co-workers, customers or clients by: <ul style="list-style-type: none"> · communicating and behaving in a non-discriminatory manner, using communication protocols, courtesies and skills · working productively and cooperatively with relevant people

Employability Skills Set	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
LEARNING										
Managing own learning	<ul style="list-style-type: none"> ▫ using project to develop knowledge and skills that are applicable/required in the workplace: <ul style="list-style-type: none"> – working cooperatively and productively with others – planning, organising and completing own or team activity/task to meet specified requirements – exercising personal initiative and applying enterprising attributes within defined project parameters – evaluating own performance (with industry/community mentors, teachers/tutors and other team members) to identify strengths and areas for improvement – using feedback and advice from others to improve own performance 	<ul style="list-style-type: none"> ▫ combining off-the-job learning with on-the-job experience to develop essential communication and interpersonal skills that employers highly value in the workplace 	<ul style="list-style-type: none"> ▫ combining off-the-job learning with on-the-job experience to develop essential knowledge and skills that employers require in the workplace to meet employee obligations 	<ul style="list-style-type: none"> ▫ using the job search, job application and interview processes to develop knowledge and skills to enhance employment prospects <ul style="list-style-type: none"> – using appropriate job-search method to identify employment opportunities in 'open' and/or 'hidden' job markets – initiating access to and identification and collection of pertinent employment information and resources; organising information to complete and forward job application and prepare for interview process – evaluating own performance in conjunction with employer/organisation regarding the standard/quality of job application and interview to identify strengths and areas requiring improvement – using feedback and advice to improve standard/quality of job application and interview to meet standards expected by employers/organisations 	<ul style="list-style-type: none"> ▫ combining initial off-the-job learning with learning on-the-job <ul style="list-style-type: none"> – defining learning task (eg. identify employee responsibilities); researching information sources on OHS legislation/guidelines and industry codes of practice; identifying information required – using information to acquire basic knowledge and understanding of OHS policies and procedures – applying knowledge and understanding of OHS in the workplace – evaluating own performance, in conjunction with supervisor and/or team members, to identify strengths and areas requiring improvement – using feedback and advice to improve own performance to meet workplace health and safety standards 	<ul style="list-style-type: none"> ▫ combining off-the-job learning with on-the-job experience to develop essential knowledge and skills that employers require in the workplace in relation to: <ul style="list-style-type: none"> – working in a responsible manner – completing tasks according to given instructions – using effective interpersonal and communication skills to establish and maintain positive working relationships with all people in the workplace 	<ul style="list-style-type: none"> ▫ defining understanding of activities to be carried out ▫ identifying and collecting pertinent information/resources ▫ organising information/resources to complete activities 	<ul style="list-style-type: none"> ▫ combining off-the-job learning with on-the-job experience to develop essential knowledge and skills to: <ul style="list-style-type: none"> – work cooperatively and productively with others – plan, organise and complete tasks to meet specified requirements – exercise personal initiative within defined workplace parameters – evaluate own performance with relevant persons to identify strengths and areas for improvement – use feedback and advice from others to improve own performance 	<ul style="list-style-type: none"> ▫ combining off-the-job learning with on-the-job experience to develop essential knowledge and skills to: <ul style="list-style-type: none"> – work cooperatively and productively with others – plan, organise and complete own or team activity/task to meet specified requirements – exercise personal initiative within defined team parameters – evaluate own performance with other team members to identify strengths and areas for improvement – use feedback and advice from others to improve own performance 	<ul style="list-style-type: none"> ▫ combining off-the-job learning with on-the-job experience to develop essential knowledge and skills that employers require in the workplace in relation to: <ul style="list-style-type: none"> – working in a responsible manner – completing tasks according to given instructions – using effective interpersonal and communication skills to establish and maintain positive working relationships with all people in the workplace
Contributing to the learning community at the workplace	<ul style="list-style-type: none"> ▫ participating in and sharing information in team meetings and/or meetings with community/industry mentors, teachers/tutors ▫ helping others to undertake tasks when required 	<ul style="list-style-type: none"> ▫ working with co-workers to apply new skills and knowledge on-the-job 			<ul style="list-style-type: none"> ▫ participating in and sharing information in team meetings relating to workplace health and safety ▫ helping others in the team, when required, to carry out required tasks in accordance with workplace health and safety standards 	<ul style="list-style-type: none"> ▫ working with co-workers to apply new skills and knowledge on-the-job 		<ul style="list-style-type: none"> ▫ working with co-workers to apply new skills and knowledge to manage personal work performance 	<ul style="list-style-type: none"> ▫ participating in and sharing information in team meetings ▫ assisting other team members to undertake tasks when required ▫ working with other team members to apply new skills and knowledge on-the-job 	<ul style="list-style-type: none"> ▫ working with co-workers to apply new skills and knowledge on-the-job

LEARNING (cont.)	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
Using a range of mediums to learn – mentoring, peer support, networking, IT, courses	<ul style="list-style-type: none"> ▫ learning from industry/community mentors, teachers/tutors and other team members basic knowledge and skills to identify, plan and organise, implement and report on an individual or team enterprise ▫ using networking opportunities to learn from mentors and peers in simulated enterprises, such as Australian Business Week Enterprise Education, Australian Network of Practice Firms, Young Achievement Australia ▫ using IT to: <ul style="list-style-type: none"> – obtain information about enterprise education to apply to a team enterprise – conduct team enterprise (eg. Australian Network of Practice Firms) – network with mentors and peers 	<ul style="list-style-type: none"> ▫ using IT to obtain information about communication and interpersonal skills to inform preparation for the workplace ▫ learning from teacher/tutor and peers engaged in part-time employment about communicating and interacting effectively with all people in the workplace ▫ observing and learning from supervisor and experienced co-workers on-the-job about interacting and communicating effectively with management, co-workers, customers and clients 	<ul style="list-style-type: none"> ▫ <u>off-the-job</u>: using IT and information provided by guest speaker(s), teacher/tutor and peers engaged in part-time employment to develop knowledge about industrial/workplace relations in preparation for entering the workplace ▫ <u>on-the-job</u>: observing and learning from supervisor and experienced co-workers about meeting employee obligations, eg.: <ul style="list-style-type: none"> – working in a safe and competent manner at all times – complying with anti-discrimination and workplace harassment policies and procedures in interactions with all people in the workplace 	<ul style="list-style-type: none"> ▫ learning from employers/organisations, teachers/tutors/career advisory personnel and peers knowledge and skills to identify and use job search methods and processes ▫ using IT to obtain and use information on employment opportunities, job application and interview processes 	<ul style="list-style-type: none"> ▫ undertaking safety training ▫ observing and learning from supervisor and team members about workplace health and safety policies, procedures and practices 	<ul style="list-style-type: none"> ▫ observing and learning from supervisor and experienced co-workers on-the-job about: <ul style="list-style-type: none"> – working in a safe and competent manner at all times – complying with working hours arrangements and attendance requirements – conforming to dress code and maintaining personal care and good grooming standards – completing tasks according to given instructions without undue delay and to workplace standards – communicating in an effective, professional and courteous manner in all interactions with people in the workplace – working collaboratively and industriously in a team environment 	<ul style="list-style-type: none"> ▫ seeking input into the development of the career plan from relevant persons (eg. teachers, career advisory personnel, industry personnel, community mentors) ▫ using IT to obtain information 	<ul style="list-style-type: none"> ▫ observing and learning from supervisor and experienced co-workers on-the-job about: <ul style="list-style-type: none"> – working in a safe and competent manner at all times – completing tasks according to given instructions without undue delay and to workplace standards – working collaboratively and industriously on tasks in a team environment 	<ul style="list-style-type: none"> ▫ using IT to obtain information about effective characteristics of team members and teamwork skills to inform preparation for the workplace ▫ learning from teacher/tutor and peers engaged in part-time employment about working effectively in a team ▫ observing and learning from other team members about: <ul style="list-style-type: none"> – working in a safe and competent manner at all times – completing tasks according to given instructions without undue delay and to workplace standards – communicating in an effective, professional and courteous manner in all interactions with people in the workplace – working collaboratively and industriously in a team environment 	<ul style="list-style-type: none"> ▫ observing and learning from supervisor and experienced co-workers on-the-job about: <ul style="list-style-type: none"> – working in a safe and competent manner at all times – complying with working hours arrangements and attendance requirements – conforming to dress code and maintaining personal care and good grooming standards – completing tasks according to given instructions without undue delay and to workplace standards – communicating in an effective, professional and courteous manner in all interactions with people in the workplace – working collaboratively and industriously in a team environment
Applying learning to 'technical' issues (eg. leaning about products) and 'people' issues (eg. interpersonal and cultural aspects of work)	<ul style="list-style-type: none"> ▫ learning essential knowledge and skills about how to develop positive working relationships with all people involved in a team by: <ul style="list-style-type: none"> – communicating in a professional and courteous manner in all interactions to facilitate positive working relationships with people from a range of social, cultural and ethnic backgrounds and physical and mental abilities – working cooperatively and productively with others 	<ul style="list-style-type: none"> ▫ applying appropriate standards of communication and interpersonal skills to the development of positive working relationships with management, co-workers, customers or clients <ul style="list-style-type: none"> – communicating in a professional and courteous manner in all interactions to facilitate positive working relationships with people from a range of social, cultural and ethnic backgrounds and physical and mental abilities – using two-way communication skills to ensure purposeful and accurate exchange of information – learning to handle difficult situations that may arise in the workplace in an appropriate manner 	<ul style="list-style-type: none"> ▫ applying knowledge of workplace harassment and non-discriminatory behaviour and attitudes expected of employees to developing positive working relationships that show respect for individual, social and cultural diversity 		<ul style="list-style-type: none"> ▫ applying knowledge and skills about workplace health and safety learned off-the-job (in the classroom and in initial workplace induction/safety training program) and on-the job (from supervisor and team members) to comply with workplace health and safety standards especially when using materials, equipment (including personal protective equipment/clothing), tools and/or machinery ▫ working effectively and safely with people from a range of social, cultural and ethnic backgrounds and physical and mental abilities 	<ul style="list-style-type: none"> ▫ learning about the organisation, business or enterprise's products and/or services and required workplace standards (including workplace health and safety standards) to ensure effective contribution to the development of a quality product and/or delivery of a quality service that meets employer and/or customer/client expectations or needs ▫ applying principles of anti-discrimination legislation, effective ways of communicating and interacting with others to the development and management of harmonious and productive working relationships: <ul style="list-style-type: none"> – using courteous and non-discriminatory communication/behaviour – working collaboratively and industriously to complete tasks to meet workplace standards 		<ul style="list-style-type: none"> ▫ learning about the organisation, business or enterprise's products and/or services and required workplace standards (including workplace health and safety standards) to ensure own work contributes to the development of a quality product and/or delivery of a quality service that meets employer and/or customer/client expectations or needs ▫ learning to develop positive working relationships with others by working collaboratively and industriously to complete tasks to meet workplace standards 	<ul style="list-style-type: none"> ▫ learning about the organisation, business or enterprise's products and/or services and required workplace standards (including workplace health and safety standards) to ensure effective contribution to the development of a quality product and/or delivery of a quality service that meets employer and/or customer/client expectations or needs ▫ learning about and applying skills and knowledge to develop positive working relationships with all people in a team by: <ul style="list-style-type: none"> – using effective two-way communication skills to ensure purposeful and accurate exchange of information – using courteous and non-discriminatory communication/behaviour – working collaboratively and industriously to complete tasks in a timely manner and to workplace standards 	<ul style="list-style-type: none"> ▫ learning about the organisation's products and/or services and required workplace standards including workplace health and safety standards) to ensure effective contribution to the development of a quality product and/or delivery of a quality service that meets employer and/or customer/client expectations or needs ▫ learning to develop positive working relationships by using courteous and non-discriminatory communication/behaviour and working collaboratively and industriously to complete tasks to meet workplace standards

LEARNING (cont.)	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
Having enthusiasm for ongoing learning	<ul style="list-style-type: none"> ▫ seeing values and benefits (the 'why') of developing knowledge and skills in enterprising behaviours (and attitudes), working with others, planning, organising, implementing, evaluating and reporting on an individual or team enterprise as part of preparing self for the workplace 	<ul style="list-style-type: none"> ▫ seeing values and benefits of using on-the-job experience to learn new or specific knowledge, skills, workplace procedures and practices to progress employment readiness ▫ using satisfaction gained through seeing improvement in own level of ability to be an efficient and effective employee as motivation to engage in further education and training to acquire the knowledge and skills required to gain employment in preferred industry area/occupation 	<ul style="list-style-type: none"> ▫ seeing values and benefits of using on-the-job experience to learn practical applications of industrial/workplace relations in preparation to progress employment readiness in terms of effectively: <ul style="list-style-type: none"> – meeting employee obligations and responsibilities in the workplace – complying with established industrial relations and workplace health and safety legislative requirements – contributing to positive workplace relations ▫ using satisfaction gained through seeing improvement in own level of ability to be an efficient and effective employee as motivation to engage in further education and training to acquire the knowledge and skills required to gain employment in preferred industry area/occupation 	<ul style="list-style-type: none"> ▫ seeing values and benefits (the 'why') of acquiring job search strategies to assist with gaining employment 	<ul style="list-style-type: none"> ▫ seeing values and benefits (the 'why') of developing and applying OHS knowledge and skills in the workplace to ensure own safety and that of others ▫ using on-the-job experience to learn new or specific applications of knowledge, skills, workplace procedures and practices to comply with/meet workplace health and safety standards in an industry area ▫ using satisfaction gained through seeing improvement in level of ability to meet/comply with workplace health and safety standards as motivation to engage in further education and training to acquire the knowledge and skills required to gain employment in preferred industry area/occupation 	<ul style="list-style-type: none"> ▫ seeing values and benefits of using on-the-job experience to learn new or specific knowledge, skills, workplace procedures and practices to progress employment readiness ▫ using satisfaction gained through seeing improvement in own ability and capacity to be an efficient and effective employee as motivation to engage in further education and training to acquire the knowledge and skills required to gain employment in preferred industry area/occupation 	<ul style="list-style-type: none"> ▫ seeing the values and benefits (the 'why') of establishing a purpose/focus for further education and training through linking to preferred career/employment options and using this focus to maintain motivation to acquire the knowledge and skills required to gain employment in preferred industry area/occupation 	<ul style="list-style-type: none"> ▫ seeing values and benefits of using on-the-job experience to learn new or specific knowledge, skills, workplace procedures and practices to progress employment readiness ▫ using satisfaction gained through seeing improvement in own level of ability to be an efficient and effective employee as motivation to engage in further education and training to acquire the knowledge and skills required to gain employment in preferred industry area/occupation 	<ul style="list-style-type: none"> ▫ seeing values and benefits of using on-the-job experience to learn new or specific knowledge, skills, workplace procedures and practices to progress employment readiness <ul style="list-style-type: none"> – working with others – planning, organising, implementing, evaluating and reporting on individual and team activities ▫ using satisfaction gained through seeing improvement in own ability and capacity to be an efficient and effective employee as motivation to engage in further education and training to acquire the knowledge and skills required to gain employment in preferred industry area/occupations 	<ul style="list-style-type: none"> ▫ seeing values and benefits of using on-the-job experience to learn new or specific knowledge, skills, workplace procedures and practices to progress employment readiness ▫ using satisfaction gained through seeing improvement in own level of ability to be an efficient and effective employee as motivation to engage in further education and training to acquire the knowledge and skills required to gain employment in preferred industry area/occupation ▫ progressing with (or modifying) identified education and training pathway (ie. career plan) to acquire the required knowledge and skills to gain employment in preferred industry area/occupation and using this focus as motivation for further learning
Being willing to learn in any setting – on or off the job	<ul style="list-style-type: none"> ▫ recognising the importance of acquiring knowledge and skills in enterprising behaviours (and attitudes), working with others, planning, organising, implementing, evaluating and reporting on an individual or team enterprise as part of preparing self for the workplace ▫ using individual or team enterprise to develop knowledge, skills, behaviours and attitudes that have transferability/applicability in a workplace environment 	<ul style="list-style-type: none"> ▫ recognising the importance of acquiring pre-requisite knowledge and skills to interact effectively in the workplace prior to workplacement ▫ utilising on-the-job experience to: <ul style="list-style-type: none"> – define and comply with workplace policies and procedures relating to workplace communication standards and protocols – learn new or specific application of knowledge, skills, behaviours and attitudes to develop productive working relationships using effective communication and interpersonal skills 	<ul style="list-style-type: none"> ▫ <u>off-the-job</u>: recognising the importance of acquiring knowledge and skills, appropriate behaviour and attitude to contribute to positive workplace relations prior to entering the workplace ▫ <u>on-the-job</u>: utilising on-the-job experience to: <ul style="list-style-type: none"> – define and comply with workplace policies and procedures relating to employee obligations (eg. workplace health and safety, working hours arrangements, attendance requirements, anti-discrimination and workplace harassment) – learn new or specific application of knowledge, skills, behaviours and attitudes to meet employee obligations 	<ul style="list-style-type: none"> ▫ learning new or specific applications of job acquisition strategies based on feedback to enhance capability of successfully identifying, applying and interviewing for positions in preferred industry/occupational areas 	<ul style="list-style-type: none"> ▫ recognising the importance of acquiring knowledge and skills, appropriate behaviour and attitude to follow OHS principles and procedures to ensure own safety and that of others prior to entering the workplace ▫ utilising on-the-job experience to learn new or specific applications of knowledge, skills, workplace procedures and practices to comply with workplace health and safety standards 	<ul style="list-style-type: none"> ▫ utilising on-the-job experience to: <ul style="list-style-type: none"> – define and comply with workplace policies and procedures relating to workplace health and safety, routine work practices (eg. starting time), dress code and communication protocols and standards – learn new or specific application of knowledge, skills, behaviours and attitudes to complete allocated tasks to workplace standards – learn to get along with others in the workplace through effective interaction/communication and developing positive working relationships based on co-operation and productive work habits 	<ul style="list-style-type: none"> ▫ recognising the importance of acquiring and using knowledge and skills to: <ul style="list-style-type: none"> – identify career/occupational and employment preferences – develop career plan to direct immediate/on-going education and training ▫ recognising the need to engage in career planning/learning development throughout one's career 	<ul style="list-style-type: none"> ▫ <u>off-the-job</u>: recognising the importance of : <ul style="list-style-type: none"> – acquiring requisite knowledge and skills to manage personal work performance prior to workplacement – identifying specific knowledge, skills, behaviours and attitudes about managing personal work performance effectively that have transferability/applicability in a workplace environment ▫ <u>on-the-job</u>: utilising on-the-job experience to: <ul style="list-style-type: none"> – define and comply with workplace policies and procedures relating to managing personal work performance – learn new or specific application of knowledge, skills, behaviours and attitudes to complete allocated tasks to workplace standards 	<ul style="list-style-type: none"> ▫ <u>off-the-job</u>: recognising the importance of : <ul style="list-style-type: none"> – acquiring pre-requisite knowledge and skills to work effectively in a team prior to workplacement – identifying specific knowledge, skills, behaviours and attitudes about working effectively in a team that have transferability/applicability in a workplace environment ▫ <u>on-the-job</u>: utilising on-the-job experience to: <ul style="list-style-type: none"> – define and comply with workplace policies and procedures relating to workplace health and safety, routine work practices (eg. starting time), dress code and communication protocols and standards – learn new or specific application of knowledge, skills, behaviours and attitudes to complete allocated tasks to workplace standards – learn to get along with others in the workplace through effective interaction/communication and developing positive working relationships based on co-operation and productive work habits 	<ul style="list-style-type: none"> ▫ utilising on-the-job experience to: <ul style="list-style-type: none"> – define and comply with workplace policies and procedures relating to workplace health and safety, routine work practices (eg. starting time), dress code and communication protocols (eg. following 'chain of command') – learn new or specific application of knowledge, skills, behaviours and attitudes to complete allocated tasks to workplace standards – learn to get along with others in the workplace through effective interaction/communication and developing positive working relationships based on co-operation and productive work habits

LEARNING (cont.)	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
Being open to new ideas and techniques	<ul style="list-style-type: none"> ▫ being willing to listen to and consider ideas presented by industry/community mentor, teacher/tutor, peers in networks and other team members ▫ being receptive to learning about and applying appropriate methods for planning, organising, implementing, evaluating and reporting on individual or team enterprise 	<ul style="list-style-type: none"> ▫ being receptive to learning and applying workplace policies, procedures and practices relating to communication standards and protocols ▫ being willing to learn and apply new or different ways to communicate and interact effectively to develop and maintain productive working relationships with management, co-workers, customers or clients 	<ul style="list-style-type: none"> ▫ off-the-job: being willing to listen to and consider ideas, information and advice provided by relevant persons (eg. guest speakers: employers, union representatives) to inform own development of the required knowledge, skills, behaviour and attitude required of employees in preparation to contribute to positive workplace relations ▫ on-the-job: being receptive to learning and applying workplace policies, procedures and practices relating to employee obligations (eg. workplace health and safety, working hours arrangements, anti-discrimination and workplace harassment) 	<ul style="list-style-type: none"> ▫ being willing to listen and consider ideas, information and advice provided by relevant persons (eg. employer/organisational personnel) about new or different ways to search and apply for a job and interview effectively 	<ul style="list-style-type: none"> ▫ being receptive to learning new or different ways to work safely (including use of materials, equipment, tools, machinery) when on-the-job or adapting knowledge and skills learned off-the-job to comply with a specific organisation's workplace health and safety standards relevant to work experience role and functions 	<ul style="list-style-type: none"> ▫ being receptive to learning and applying workplace policies, procedures and practices relating to personal presentation, working hours arrangements, performing tasks (including WHS) and communication protocols and standards ▫ being willing to learn new or different methods for undertaking individual or team tasks to meet workplace standards ▫ being receptive to learning and applying new or different ways to communicate effectively in the workplace 	<ul style="list-style-type: none"> ▫ being willing to listen to and consider ideas, information and advice provided by relevant persons (eg. industry/community and career advisory personnel) when determining employment preferences and required education and training ▫ being receptive to learning about and applying appropriate methods for planning and developing career plan 	<ul style="list-style-type: none"> ▫ being receptive to learning and applying workplace policies, procedures and practices relating to managing personal work performance ▫ being willing to learn new or different methods for undertaking individual or team tasks to meet workplace standards 	<ul style="list-style-type: none"> ▫ being receptive to learning and applying workplace policies, procedures and practices to work effectively in a team environment ▫ being willing to learn new or different methods for undertaking individual or team tasks to meet workplace standards ▫ being receptive to learning and applying new or different ways to working effectively in a team environment 	<ul style="list-style-type: none"> ▫ being receptive to learning and applying workplace policies, procedures and practices relating to workplace health and safety, working hours arrangements, personal presentation ▫ being willing to learn new or different methods for undertaking individual or team tasks to meet workplace standards ▫ being receptive to learning and applying new or different ways to communicate effectively in the workplace
Being prepared to invest time and effort in learning new skills	<ul style="list-style-type: none"> ▫ putting in the effort to learn knowledge and skills in enterprising behaviours (and attitudes), working with others, planning, organising, implementing, evaluating and reporting on an individual or team enterprise as part of preparing self for the workplace 	<ul style="list-style-type: none"> ▫ observing and listening to supervisor and experienced co-workers to learn effective ways of interacting and communicating with others ▫ learning from experience/mistakes, accepting and using feedback to improve effectiveness of interpersonal and communication skills 	<ul style="list-style-type: none"> ▫ off-the-job: putting in the effort to learn skills and knowledge about workplace relations as part of preparing self to become an effective employee ▫ on-the-job: learning from: <ul style="list-style-type: none"> – supervisor and experienced co-workers effective ways of meeting employee obligations – experience/mistakes, accepting and using feedback to improve ability and capacity to meet employee obligations 	<ul style="list-style-type: none"> ▫ putting in the effort to learn essential and effective job acquisition skills to gain employment 	<ul style="list-style-type: none"> ▫ putting in the effort to become an effective employee through learning OHS knowledge and skills both off- and on-the-job 	<ul style="list-style-type: none"> ▫ observing and listening to supervisor and experienced co-workers to learn effective ways of working safely, completing allocated tasks to workplace standards, interacting and working cooperatively and productively ▫ learning from experience/mistakes, accepting and using feedback to improve effectiveness and efficiency of work performance and interpersonal skills 	<ul style="list-style-type: none"> ▫ understanding the nexus between education/training (putting in the effort to learn new knowledge and skills) and gaining/maintaining employment in preferred industry/occupational area 	<ul style="list-style-type: none"> ▫ observing and listening to supervisor and experienced co-workers to learn effective ways of managing personal work performance ▫ learning from experience/mistakes, accepting and using feedback to improve effectiveness and efficiency of work performance 	<ul style="list-style-type: none"> ▫ observing and listening to other team members to learn effective ways of interacting and working cooperatively and productively ▫ learning from experience/mistakes, accepting and using feedback to improve effectiveness and efficiency of working in a team environment 	<ul style="list-style-type: none"> ▫ observing and listening to supervisor and experienced co-workers to learn effective ways of working safely, completing allocated tasks to workplace standards, interacting and working cooperatively and productively ▫ learning from experience/mistakes, accepting and using feedback to improve effectiveness and efficiency of work performance and interpersonal skills
Acknowledging the need to learn in order to accommodate change	<ul style="list-style-type: none"> ▫ understanding that there is the need to engage in on-going learning to acquire essential personal (eg. being enterprising, getting along with others) and workplace knowledge and skills (eg. planning, organising and completing tasks, working cooperatively and productively with others) to become 'employment ready' and to remain employed (ie. learning new or upgrading skills and knowledge) 	<ul style="list-style-type: none"> ▫ being willing to learn new knowledge and skills on-the-job or adapt/modify knowledge and skills learned off-the-job to: <ul style="list-style-type: none"> – meet the specific communication requirements/standards of the workplace – improve ability to interact and communicate effectively with others to achieve workplace outcomes ▫ recognising the need to engage in on-going learning to continue to develop knowledge and skills to gain employment and then to remain employed (ie. being prepared to learn new knowledge and skills throughout working life) 	<ul style="list-style-type: none"> ▫ understanding that there is continual change in industry requiring changes in industrial and workplace relations requiring the need to engage in on-going learning to develop knowledge and skills to gain and maintain employment (ie. being prepared to learn new knowledge and skills throughout working life) in response to changing employment patterns and working conditions 	<ul style="list-style-type: none"> ▫ understanding that the continual change in industry means that one job with the one employer for life is no longer the norm requiring the need for individuals to initially acquire and then keep up-dated job acquisition knowledge and skills 	<ul style="list-style-type: none"> ▫ understanding that the way jobs are performed is constantly changing as new technologies are introduced in the workplace which requires employees to engage in on-going learning to acquire latest knowledge and skills in workplace health and safety to remain proficient in the workplace 	<ul style="list-style-type: none"> ▫ being willing to learn new knowledge and skills on-the-job or adapt/modify knowledge and skills learned off-the-job to: <ul style="list-style-type: none"> – meet the specific requirements/standards of the workplace – improve productivity ▫ understanding that the way jobs are performed is constantly changing as new technologies are introduced in the workplace which requires employees to engage in on-going learning to acquire latest knowledge and skills to remain proficient in the workplace 	<ul style="list-style-type: none"> ▫ understanding that there is continual change in industry which requires the need to engage in on-going learning to acquire essential knowledge and skills to become 'employment ready' and then to remain employed (ie. learning new or upgrading knowledge and skills) ▫ understanding that career interests may change requiring the need to acquire different, new or advanced knowledge and skills to progress 	<ul style="list-style-type: none"> ▫ being willing to learn new knowledge and skills on-the-job or adapt/modify knowledge and skills learned off-the-job to: <ul style="list-style-type: none"> – meet the specific requirements/standards of the workplace – improve productivity ▫ understanding that the way jobs are performed is constantly changing as new technologies are introduced in the workplace which requires employees to engage in on-going learning to acquire latest knowledge and skills to remain proficient in the workplace 	<ul style="list-style-type: none"> ▫ being willing to learn new knowledge and skills on-the-job or adapt/modify knowledge and skills learned off-the-job to: <ul style="list-style-type: none"> – meet the specific requirements/standards of the workplace – improve productivity ▫ understanding that the way jobs are performed is constantly changing as new technologies are introduced in the workplace which requires employees to engage in on-going learning to acquire latest knowledge and skills to remain proficient in the workplace 	<ul style="list-style-type: none"> ▫ being willing to learn new knowledge and skills on-the-job or adapt/modify knowledge and skills learned off-the-job to: <ul style="list-style-type: none"> – meet the specific requirements/standards of the workplace – improve productivity ▫ recognising the need to engage in on-going learning to continue to develop knowledge and skills to gain employment and then to remain employed (ie. being prepared to learn new knowledge and skills throughout working life)

Employability Skills Set	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
TECHNOLOGY										
Having a range of basic IT skills	<ul style="list-style-type: none"> ▫ using IT to: <ul style="list-style-type: none"> – locate and obtain information pertaining to enterprise education and enterprise projects – prepare project proposal, action plan, financial records, final report and presentation – conduct individual or team enterprise (eg. Australian Network of Practice Firms) – network with mentors and peers 	<ul style="list-style-type: none"> ▫ using IT to obtain information about communication and interpersonal skills and their application in a workplace environment ▫ undertake tasks or elements of tasks (eg. preparing written documentation, sending emails, if applicable to job role and responsibilities) 	<ul style="list-style-type: none"> ▫ using IT to locate and obtain information about industrial/workplace relations 	<ul style="list-style-type: none"> ▫ using IT to: <ul style="list-style-type: none"> – locate and obtain information about employment opportunities, writing job applications, and interview skills – prepare or update resume – prepare written application 	<ul style="list-style-type: none"> ▫ using IT to: <ul style="list-style-type: none"> – locate and obtain information pertaining to OHS – complete appropriate level of <i>Safety Sense</i> course www.whs.qld.gov.au/safetysense/index.htm 	<ul style="list-style-type: none"> ▫ using IT to: <ul style="list-style-type: none"> – obtain information about skills and knowledge needed to project workplace behaviour and image in workplace environment prior to workplacement – undertake tasks or elements of tasks (if applicable to job role and responsibilities) 	<ul style="list-style-type: none"> ▫ using IT to: <ul style="list-style-type: none"> – locate and obtain information pertaining to career planning – prepare career plan 	<ul style="list-style-type: none"> ▫ using IT to: <ul style="list-style-type: none"> – obtain information about skills and knowledge needed to manage personal work performance in a workplace environment – undertake tasks or elements of tasks (if applicable to job role and responsibilities) 	<ul style="list-style-type: none"> ▫ using IT to: <ul style="list-style-type: none"> – obtain information about skills and knowledge needed to work effectively in a team environment and its application in a workplace environment – undertake tasks or elements of tasks (if applicable to job role and responsibilities) 	<ul style="list-style-type: none"> ▫ using IT to undertake tasks or elements of tasks (if applicable to job role and responsibilities)
Applying IT as a management tool	<ul style="list-style-type: none"> ▫ using a project management software program to facilitate project planning, monitoring and reporting ▫ establishing and maintaining financial records 	<ul style="list-style-type: none"> ▫ learning new computer-related skills to perform tasks or elements of tasks (if applicable to job role and responsibilities) 								
Using IT to organise data	<ul style="list-style-type: none"> ▫ producing project proposal, action plan, financial records, final report and presentation 									
Being willing to learn new IT skills						<ul style="list-style-type: none"> ▫ learning new computer-related skills to perform tasks or elements of tasks (if applicable to job role and responsibilities) 		<ul style="list-style-type: none"> ▫ learning new computer-related skills to perform tasks or elements of tasks (if applicable to job role and responsibilities) 	<ul style="list-style-type: none"> ▫ learning new computer-related skills to perform tasks or elements of tasks (if applicable to job role and responsibilities) 	<ul style="list-style-type: none"> ▫ learning new computer-related skills to perform tasks or elements of tasks (if applicable to job role and responsibilities)
Having the OHS knowledge to apply technology	<ul style="list-style-type: none"> ▫ using equipment, tools, machinery, etc, safely and competently in accordance with prescribed workplace health and safety procedures and practices ▫ keeping work area tidy to avoid hazardous situations 	<ul style="list-style-type: none"> ▫ using equipment safely and competently in accordance with prescribed workplace health and safety procedures and practices ▫ keeping work area tidy to avoid hazardous situations 	<ul style="list-style-type: none"> ▫ using equipment, tools, machinery, etc, safely and competently in accordance with prescribed workplace health and safety procedures and practices ▫ keeping work area tidy to avoid hazardous situations 		<ul style="list-style-type: none"> ▫ using equipment, tools, machinery, etc, in accordance with prescribed OHS requirements to ensure own safety and that of others ▫ keeping work area tidy to avoid hazardous situations 	<ul style="list-style-type: none"> ▫ using equipment, tools, machinery, etc, safely and competently in accordance with prescribed workplace health and safety procedures and practices ▫ keeping work area tidy to avoid hazardous situations 		<ul style="list-style-type: none"> ▫ using equipment, tools, machinery, etc, safely and competently in accordance with prescribed workplace health and safety procedures and practices ▫ keeping work area tidy to avoid hazardous situations 	<ul style="list-style-type: none"> ▫ using equipment, tools, machinery, etc, safely and competently in accordance with prescribed workplace health and safety procedures and practices ▫ keeping work area tidy to avoid hazardous situations 	<ul style="list-style-type: none"> ▫ using equipment, tools, machinery, etc, safely and competently in accordance with prescribed workplace health and safety procedures and practices ▫ keeping work area tidy to avoid hazardous situations

PERSONAL ATTRIBUTES	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
Loyalty	<ul style="list-style-type: none"> demonstrating loyalty by 'staying with' the project until it is completed and showing trust in and respect for community/industry mentors, teachers/tutor and other team members 	<ul style="list-style-type: none"> safeguarding the reputation or good name of the organisation, business or enterprise by acting professionally in all interactions (eg. not 'bad mouthing' the place of work especially to clients or customers, maintaining confidentiality about client details) 	<ul style="list-style-type: none"> safeguarding the reputation or good name of an organisation by meeting employee obligations consistently 		<ul style="list-style-type: none"> safeguarding the reputation or good name of an organisation by complying consistently with all workplace health and safety policies, procedures, practices and instructions to ensure own safety and that of other 	<ul style="list-style-type: none"> safeguarding the reputation or good name of an organisation by acting professionally in all interactions (eg. not 'bad mouthing' the place of work especially to clients or customers, maintaining confidentiality about client details) 		<ul style="list-style-type: none"> safeguarding the reputation or good name of an organisation by acting professionally in all interactions (eg. not 'bad mouthing' the place of work especially to clients or customers, maintaining confidentiality about client details) 	<ul style="list-style-type: none"> showing trust in and respect for other team members 	<ul style="list-style-type: none"> safeguarding the reputation or good name of an organisation by acting professionally in all interactions (eg. not 'bad mouthing' the place of work especially to clients or customers, maintaining confidentiality about client details)
Commitment	<ul style="list-style-type: none"> fulfilling responsibilities to ensure the individual or team project achieves the identified outcomes: <ul style="list-style-type: none"> persevering with individual and/or team activities/tasks until completed to achieve a successful outcome contributing to all phases of a team project 	<ul style="list-style-type: none"> fulfilling responsibilities as an employee by interacting and communicating will all people according to communication protocols and in a courteous, helpful and non-discriminatory manner 	<ul style="list-style-type: none"> fulfilling responsibilities as an employee by: <ul style="list-style-type: none"> being punctual for work, maintaining regular attendance, working the correct number of hours working safely at all times, including complying with WHS dress code interacting and communicating will all people in a non-discriminatory manner working harmoniously and industriously with relevant people to complete individual or team tasks to workplace standards 	<ul style="list-style-type: none"> fulfilling responsibilities to: <ul style="list-style-type: none"> complete and submit application by the due date arrive on time for the interview 	<ul style="list-style-type: none"> willingness to learn appropriate knowledge and skills to meet workplace health and safety standards fulfilling responsibilities as an employee by following all workplace health and safety policies, procedures and instructions (including the use of personal protective equipment/clothing) 	<ul style="list-style-type: none"> fulfilling responsibilities as an employee by: <ul style="list-style-type: none"> being punctual for work, maintaining regular attendance, working the correct number of hours dressing appropriately for job role/function working safely at all times interacting and communicating will all people according to communication protocols and in a courteous, helpful and non-discriminatory manner working harmoniously and industriously with relevant people to complete individual or team tasks to workplace standards 	<ul style="list-style-type: none"> furthering education and training to progress towards preferred career goals/employment aspirations 	<ul style="list-style-type: none"> fulfilling responsibilities as an employee by: <ul style="list-style-type: none"> working safely at all times working harmoniously and industriously with relevant people to complete individual or team tasks to workplace standards 	<ul style="list-style-type: none"> fulfilling responsibilities to ensure individual and team tasks achieve the required outcomes: <ul style="list-style-type: none"> persevering with individual and/or team activities/tasks until completed to achieve a successful outcome contributing to all phases of the team activity interacting and communicating will other team members in a courteous, helpful and non-discriminatory manner working safely at all times to ensure own safety and that of other team members working harmoniously and industriously with other team members to complete individual or team tasks to workplace standards 	<ul style="list-style-type: none"> fulfilling responsibilities as an employee by: <ul style="list-style-type: none"> being punctual for work, maintaining regular attendance, working the correct number of hours working appropriately for job role/function working safely at all times interacting and communicating will all people according to communication protocols and in a courteous, helpful and non-discriminatory manner working harmoniously and industriously with relevant people to complete individual or team tasks to workplace standards
Honesty and integrity	<ul style="list-style-type: none"> honoring one's responsibility to make a positive contribution to the enterprise by working to the best of one's ability in all phases of the project to achieve a successful outcome 	<ul style="list-style-type: none"> honoring one's responsibility to interact and communicate with all people in a courteous, helpful and non-discriminatory manner 	<ul style="list-style-type: none"> honoring one's responsibility to meet employee obligations maintaining high standards of honesty by handling money or any financial transactions ethically to protect personal and the good name of the organisation, business or enterprise 	<ul style="list-style-type: none"> honoring one's responsibility to include only accurate information about one's skills, experience, qualifications, etc. in the job application and interview processes 	<ul style="list-style-type: none"> honoring one's responsibility to comply at all times with all workplace health and safety policies, procedures and practices to ensure self and others are not put at risk 	<ul style="list-style-type: none"> maintaining high standards of honesty by: <ul style="list-style-type: none"> always being truthful (eg. admitting mistakes) handling money or any financial transactions ethically to protect personal and the good name of the organisation, business or enterprise honoring one's responsibility to: <ul style="list-style-type: none"> meet routine employment obligations (eg. being punctual in arriving for work, dressing appropriately) interact and communicate with all people in a courteous, helpful and non-discriminatory manner co-operate and work industriously with others by following through on work instructions to complete allocated individual or team tasks to workplace standards 		<ul style="list-style-type: none"> maintaining high standards of honesty by always being truthful (eg. admitting mistakes) honoring one's responsibility to work co-operatively and industriously by following through on work instructions to complete allocated individual or team tasks to workplace standards 	<ul style="list-style-type: none"> maintaining high standards of honesty by always being truthful (eg. admitting mistakes) honoring one's responsibility to work with other team members: <ul style="list-style-type: none"> co-operatively and industriously by following through on work instructions to complete allocated individual or team tasks to workplace standards harmoniously by interacting and communicating at all times in a courteous, helpful and non-discriminatory manner 	<ul style="list-style-type: none"> maintaining high standards of honesty by: <ul style="list-style-type: none"> always being truthful (eg. admitting mistakes) handling money or any financial transactions ethically to protect personal and the good name of the organisation, business or enterprise honoring one's responsibility to: <ul style="list-style-type: none"> meet routine employment obligations (eg. being punctual in arriving for work, dressing appropriately) interact and communicate with all people in a courteous, helpful and non-discriminatory manner co-operate and work industriously with others by following through on work instructions to complete allocated individual or team tasks to workplace standards

PERSONAL ATTRIBUTES (cont.)	GENENP201B01B	GENIEW201B	GENIWR201B	GENJAS201B	GENOHS201B	GENPAS201B	GENPCD201B	GENPMG201B	GENTEM201B	GENSWL201B
Enthusiasm	<ul style="list-style-type: none"> being energetic, positive and self-motivated to learn about and gain practical experience in skills valued highly in the workplace: being enterprising, working effectively with others, planning and organising tasks, persevering until task is completed and/or project completed, etc. 	<ul style="list-style-type: none"> being energetic, positive and self-motivated towards work and job role/tasks undertaken 	<ul style="list-style-type: none"> being energetic, positive and self-motivated to learn about and apply essential employee obligations and responsibilities 	<ul style="list-style-type: none"> being energetic, positive and self-motivated to learn about and gain experience in essential skills for job searching and interviewing needed to gain initial and on-going employment throughout one's career 	<ul style="list-style-type: none"> being energetic, positive and self-motivated to learn about and gain practical experience in working responsibly to OHS standards to ensure own safety and that of others 	<ul style="list-style-type: none"> being energetic, positive and self-motivated towards work, in general, and job role/tasks undertaken, in particular 	<ul style="list-style-type: none"> being energetic, positive and self-motivated to learn about and gain practical experience in identifying/determining employment preferences, possible employment opportunities and options in industry/occupational area(s) of interest, required education and training and relevant providers, career plan 	<ul style="list-style-type: none"> being energetic, positive and self-motivated towards work and job role/tasks undertaken 	<ul style="list-style-type: none"> being energetic, positive and self-motivated towards work, in general, and job role/tasks undertaken, in particular 	<ul style="list-style-type: none"> being energetic, positive and self-motivated towards work, in general, and job role/tasks undertaken, in particular
Reliability	<ul style="list-style-type: none"> building a reputation for being dependable by: <ul style="list-style-type: none"> being punctual in attending meetings, starting work on individual or team activities/tasks completing individual tasks to the best of one's ability working cooperatively with others to complete project activities/tasks to achieve a successful outcome 	<ul style="list-style-type: none"> building a reputation for being dependable by consistently complying with workplace communication policies and procedures and communicating effectively and interacting positively with management, co-workers, customers or clients 	<ul style="list-style-type: none"> building a reputation for being dependable by: <ul style="list-style-type: none"> being punctual in observing working schedules and meeting attendance requirements complying with work instructions particularly those that relate to safe work practices following through on work instructions complying with anti-discrimination and workplace harassment policies and procedures to ensure productive and harmonious working relationships with others 	<ul style="list-style-type: none"> building a reputation for being dependable by: <ul style="list-style-type: none"> submitting written application (including all required information presented in the specified format) by the due date arriving on time for the interview 	<ul style="list-style-type: none"> building a reputation for being dependable by consistently following/complying with all workplace health and safety policies, procedures, practices and specific work instructions to ensure own safety and that of others 	<ul style="list-style-type: none"> building a reputation for being dependable by: <ul style="list-style-type: none"> being punctual in observing working schedules and meeting attendance requirements complying with work instructions particularly those that relate to safe work practices following through on work instructions working cooperatively and conscientiously to complete allocated tasks in a timely manner and to the required standards communicating effectively and interacting positively with management, co-workers, customers or clients 	<ul style="list-style-type: none"> building a reputation for being dependable by completing career plan as required 	<ul style="list-style-type: none"> building a reputation for being dependable by: <ul style="list-style-type: none"> complying with work instructions particularly those that relate to safe work practices following through on work instructions working cooperatively and conscientiously to complete individual and team tasks in a timely manner and to the required standards 	<ul style="list-style-type: none"> building a reputation for being dependable by: <ul style="list-style-type: none"> complying with work instructions particularly those that relate to safe work practices following through on work instructions working cooperatively and conscientiously to complete individual and team tasks in a timely manner and to the required standards communicating effectively and interacting positively with other team members at all times 	<ul style="list-style-type: none"> building a reputation for being dependable by: <ul style="list-style-type: none"> being punctual in observing working schedules and meeting attendance requirements complying with work instructions particularly those that relate to safe work practices following through on work instructions working cooperatively and conscientiously to complete allocated tasks in a timely manner and to the required standards communicating effectively and interacting positively with management, co-workers, customers or clients
Personal presentation	<ul style="list-style-type: none"> presenting a confident personal image through high standards of personal hygiene, dress, grooming and deportment and using effective communication skills in face-to-face interactions/meetings with industry/community mentors and when presenting the project final report to a live audience meeting OHS standards in terms of wearing personal protective clothing, maintaining hygiene standards if preparing food 	<ul style="list-style-type: none"> presenting a confident personal and professional image by using communication protocols, courtesies and verbal and non-verbal skills to facilitate effective two-way communication and support positive working relationships 	<ul style="list-style-type: none"> presenting a confident personal and professional image by meeting employee obligations for personal presentation, working industriously and safely, and treating all people in a non-discriminatory manner 	<ul style="list-style-type: none"> presenting a confident personal image in the interview by: <ul style="list-style-type: none"> dressing appropriately expressing oneself clearly and concisely 	<ul style="list-style-type: none"> using personal protective clothing and equipment correctly and at the right times (if applicable) 	<ul style="list-style-type: none"> presenting a confident personal and professional image: <ul style="list-style-type: none"> through appropriate dress standards by using appropriate social skills by using communication protocols, courtesies and verbal and non-verbal skills to facilitate effective two-way communication and support positive working relationships 		<ul style="list-style-type: none"> presenting a confident personal and professional image by managing personal work performance in a professional manner and taking pride in completing tasks to meet quality standards 	<ul style="list-style-type: none"> presenting a confident personal and professional image: <ul style="list-style-type: none"> through complying with WHS dress codes when undertaking tasks (if applicable) by using appropriate social skills, communication protocols, courtesies and verbal and non-verbal skills to facilitate effective two-way communication and support positive working relationships 	<ul style="list-style-type: none"> presenting a confident personal and professional image: <ul style="list-style-type: none"> through appropriate dress standards by using appropriate social skills by using communication protocols, courtesies and verbal and non-verbal skills to facilitate effective two-way communication and support positive working relationships
Common sense	<ul style="list-style-type: none"> avoiding risk-taking behaviour which could jeopardise own safety and that of others ensuring understanding of allocated task by clarifying and confirming requirements before beginning and then following through on the instructions asking for help and guidance when unsure of what method to use or unable to complete a task 	<ul style="list-style-type: none"> referring customer/client complaints to designated person if unable to resolve the matter promptly and politely asking for help and guidance when unsure of appropriate communication protocol to use in a specific situation 	<ul style="list-style-type: none"> avoiding risk-taking behaviour which could jeopardise own safety and that of others asking for help and guidance when unsure of safe work practices 		<ul style="list-style-type: none"> avoid risk-taking behaviour which could jeopardise own safety and that of others asking for help, guidance or advice when unsure of correct OHS procedure to follow 	<ul style="list-style-type: none"> avoiding risk-taking behaviour which could jeopardise own safety and that of others using common sense when deciding what to wear to work if there is no 'uniform' dress code ensuring understanding of allocated task by clarifying and confirming requirements before beginning and then following the instructions asking for help and guidance when unsure of what method to use or unable to complete a task 		<ul style="list-style-type: none"> avoiding risk-taking behaviour which could jeopardise own safety and that of other team members ensuring understanding of allocated task by clarifying and confirming requirements before beginning and then following the instructions asking for help and guidance when unsure of what method to use or unable to complete a task 	<ul style="list-style-type: none"> avoiding risk-taking behaviour which could jeopardise own safety and that of other team members ensuring understanding of allocated task by clarifying and confirming requirements before beginning and then following the instructions asking for help and guidance when unsure of what method to use or unable to complete a task 	<ul style="list-style-type: none"> avoiding risk-taking behaviour which could jeopardise own safety and that of others using common sense when deciding what to wear to work if there is no 'uniform' dress code ensuring understanding of allocated task by clarifying and confirming requirements before beginning and then following the instructions asking for help and guidance when unsure of what method to use or unable to complete a task

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Positive self esteem	<ul style="list-style-type: none"> ▫ having confidence in own ability to learn, grow and achieve ▫ reflecting positive self-worth through: <ul style="list-style-type: none"> – being willing to express own ideas and opinions and share information with industry/community mentors, teachers/tutor and team members – taking pride in work being done – accepting and acting on feedback and advice from others in order to improve enterprising capabilities, working with others, planning and organisation skills, etc. 	<ul style="list-style-type: none"> ▫ having confidence in own ability to learn, grow and achieve ▫ reflecting positive self-worth through: <ul style="list-style-type: none"> – interacting, communicating and working with others in a courteous, helpful and non-discriminatory manner – accepting and acting on feedback and advice to improve efficiency and effectiveness of communication and interactions with others 	<ul style="list-style-type: none"> ▫ having confidence in own ability to learn, grow and achieve ▫ reflecting positive self-worth through: <ul style="list-style-type: none"> – complying with WHS dress code – working in a safe and competent manner to ensure own safety and that of others – meeting routine employment responsibilities (eg. being punctual, keeping record of hours of work) – taking pride in producing quality work or providing a quality service – interacting, communicating and working with others in a non-discriminatory manner ▫ accepting and acting on feedback and advice to improve ability and capacity to meet employee obligations 	<ul style="list-style-type: none"> ▫ having confidence in own ability to learn, grow and achieve ▫ reflecting positive self-worth by: <ul style="list-style-type: none"> – submitting a quality application – dressing appropriately for the interview – using appropriate interpersonal and communication skills (verbal and non-verbal) during the interview – accepting and acting on feedback and advice to improve job search and interview skills 	<ul style="list-style-type: none"> ▫ having confidence in own ability to learn, grow and achieve ▫ accepting and acting on advice and feedback from supervisor and team members to improve safe work practices 	<ul style="list-style-type: none"> ▫ having confidence in own ability to learn, grow and achieve ▫ reflecting positive self-worth through: <ul style="list-style-type: none"> – maintaining appropriate dress standards – working in a safe and competent manner to ensure own safety and that of others – meeting routine employment responsibilities (eg. being punctual, keeping record of hours of work) – taking pride in producing quality work or providing a quality service – interacting, communicating and working with others in a courteous, helpful and non-discriminatory manner ▫ accepting and acting on feedback and advice to improve performance efficiency and effectiveness 	<ul style="list-style-type: none"> ▫ possessing confidence in own abilities/capabilities to progress successfully towards preferred career/employment goals 	<ul style="list-style-type: none"> ▫ having confidence in own ability to learn, grow and achieve ▫ reflecting positive self-worth through: <ul style="list-style-type: none"> – working in a safe and competent manner to ensure own safety and that of others – taking pride taking pride in producing quality work or providing a quality service – accepting and acting on feedback and advice to improve performance efficiency and effectiveness 	<ul style="list-style-type: none"> ▫ having confidence in own ability to learn, grow and achieve ▫ reflecting positive self-worth through: <ul style="list-style-type: none"> – working in a safe and competent manner to ensure own safety and that of others – taking pride in producing quality work or providing a quality service to contribute to overall success of the team activity – interacting, communicating and working with other team members in a courteous, helpful and non-discriminatory manner – being willing to express own ideas and opinions and share information with team members – accepting and acting on feedback and advice to improve performance efficiency and effectiveness 	<ul style="list-style-type: none"> ▫ having confidence in own ability to learn, grow and achieve ▫ reflecting positive self-worth through: <ul style="list-style-type: none"> – maintaining appropriate dress standards – working in a safe and competent manner to ensure own safety and that of others – meeting routine employment responsibilities (eg. being punctual, keeping record of hours of work) – taking pride in producing quality work or providing a quality service – interacting, communicating and working with others in a courteous, helpful and non-discriminatory manner ▫ accepting and acting on feedback and advice to improve performance efficiency and effectiveness
A sense of humour	<ul style="list-style-type: none"> ▫ taking one's task seriously, but not taking oneself too seriously ▫ ability to maintain sense of humour in adversity 	<ul style="list-style-type: none"> ▫ taking the task of communicating and interacting effectively seriously, but not taking oneself too seriously ▫ ability to maintain sense of humour in adversity 	<ul style="list-style-type: none"> ▫ taking one's responsibilities seriously, but not taking oneself too seriously ▫ ability to maintain sense of humour in adversity 		<ul style="list-style-type: none"> ▫ taking one's responsibility to work safely seriously, but not taking oneself too seriously ▫ ability to maintain sense of humour in adversity 	<ul style="list-style-type: none"> ▫ taking one's responsibility seriously to project a positive image and behaviour in the workplace, but not taking oneself too seriously ▫ ability to maintain sense of humour in adversity 		<ul style="list-style-type: none"> ▫ taking one's task seriously, but not taking oneself too seriously ▫ ability to maintain sense of humour in adversity 	<ul style="list-style-type: none"> ▫ taking one's task seriously, but not taking oneself too seriously ▫ ability to maintain sense of humour in adversity 	<ul style="list-style-type: none"> ▫ taking one's task seriously, but not taking oneself too seriously ▫ ability to maintain sense of humour in adversity
An ability to deal with pressure	<ul style="list-style-type: none"> ▫ staying calm in adverse situations ▫ remaining positive, maintaining focus, energy and persistence to achieve required outcome ▫ seeking help or giving assistance to complete urgent tasks 	<ul style="list-style-type: none"> ▫ staying calm in adverse or difficult situations ▫ seeking help to resolve or handle difficult situations, when appropriate 	<ul style="list-style-type: none"> ▫ staying calm in adverse situations ▫ remaining positive, maintaining focus, energy and persistence to achieve required outcome ▫ seeking help or giving assistance to complete urgent tasks 	<ul style="list-style-type: none"> ▫ staying calm in adverse situations ▫ remaining positive, maintaining focus, energy and persistence to submit application on time ▫ seeking for help or guidance immediately difficulties are encountered 	<ul style="list-style-type: none"> ▫ staying calm when responding to or reporting hazardous situation, emergencies, fire, and/or accidents promptly and to designated person ▫ asking for help or guidance immediately a workplace health and safety issue arises 	<ul style="list-style-type: none"> ▫ staying calm in adverse situations ▫ remaining positive, maintaining focus, energy and persistence to achieve required outcome ▫ seeking help or giving assistance to complete urgent tasks 		<ul style="list-style-type: none"> ▫ staying calm in adverse situations ▫ remaining positive, maintaining focus, energy and persistence to achieve required outcome ▫ seeking help or giving assistance to complete urgent tasks 	<ul style="list-style-type: none"> ▫ staying calm in adverse situations ▫ remaining positive, maintaining focus, energy and persistence to achieve required outcome ▫ seeking help or giving assistance to complete urgent tasks 	<ul style="list-style-type: none"> ▫ staying calm in adverse situations ▫ remaining positive, maintaining focus, energy and persistence to achieve required outcome ▫ seeking help or giving assistance to complete urgent tasks
Motivation	<ul style="list-style-type: none"> ▫ being willing to learn new knowledge and skills required to participate in an enterprise project ▫ utilising feedback and advice to improve own performance and/or team enterprise 	<ul style="list-style-type: none"> ▫ complying with workplace procedures and practices relating to communication standards and protocols ▫ being willing to learn new knowledge and skills to: <ul style="list-style-type: none"> – communicate and interact appropriately to meet required workplace standards – foster positive working relationships through effective interaction and communication ▫ utilising feedback and advice to improve capacity to communicate and interact effectively in all workplace situations 	<ul style="list-style-type: none"> ▫ being willing to learn new knowledge and skills required to inform responsible behaviours and attitudes expected of employees in the workplace ▫ utilising feedback and advice to enhance own capacity to effectively meet employee obligations 	<ul style="list-style-type: none"> ▫ being willing to learn new knowledge and skills to identify suitable employment opportunities, prepare job applications that meet employer/organisation standards, and participate effectively in an interview ▫ utilising feedback and advice to improve job search and interview skills 	<ul style="list-style-type: none"> ▫ being willing to learn new knowledge and skills to perform work in a safe and competent manner ▫ following instructions and seeking assistance when necessary to complete tasks in a safe and competent manner ▫ utilising feedback and advice to improve work performance in accordance with workplace health and safety procedures 	<ul style="list-style-type: none"> ▫ complying with an organisation's policies, procedures and practices relating to workplace health and safety, working hours arrangements, personal presentation, and communication protocols ▫ being willing to learn new knowledge and skills to: <ul style="list-style-type: none"> – complete tasks to workplace standards – foster positive working relationships through effective interaction and co-operative and productive work practices – utilising feedback and advice to improve work performance 	<ul style="list-style-type: none"> ▫ seeing values and benefits of education and training through establishing link between education/training and employability in industry/occupation of interest ▫ achieving milestones 	<ul style="list-style-type: none"> ▫ complying with workplace policies, procedures and practices pertinent to managing personal performance ▫ being willing to learn new knowledge and skills to complete tasks to workplace standards ▫ utilising feedback and advice to improve capacity to work effectively in a team 	<ul style="list-style-type: none"> ▫ complying with workplace policies, procedures and practices pertinent to working effectively in a team ▫ being willing to learn new knowledge and skills to: <ul style="list-style-type: none"> – complete tasks to workplace standards – foster positive working relationships through effective interaction and co-operative and productive work practices – utilising feedback and advice to improve capacity to work effectively in a team 	<ul style="list-style-type: none"> ▫ complying with an organisation's policies, procedures and practices relating to workplace health and safety, working hours arrangements, personal presentation, and communication protocols ▫ being willing to learn new knowledge and skills to: <ul style="list-style-type: none"> – complete tasks to workplace standards – foster positive working relationships through effective interaction and co-operative and productive work practices – utilising feedback and advice to improve work performance

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Adaptability	<ul style="list-style-type: none"> ▫ displaying flexibility through willingness to: <ul style="list-style-type: none"> – work independently or as part of team – undertake new or different roles and responsibilities (activities/tasks) 	<ul style="list-style-type: none"> ▫ being open to new ideas and responding constructively to change ▫ learning from mistakes and accepting feedback to improve performance efficiency and effectiveness 	<ul style="list-style-type: none"> ▫ adapting/modifying behaviours and attitudes to comply with workplace role responsibilities 		<ul style="list-style-type: none"> ▫ displaying flexibility through willingness to work independently or as part of a team 	<ul style="list-style-type: none"> ▫ displaying flexibility through willingness to work individually, in pairs, or as part of a team ▫ managing multiple tasks ▫ being open to new ideas and responding constructively to change ▫ learning from mistakes and accepting feedback to improve performance efficiency and effectiveness 	<ul style="list-style-type: none"> ▫ reviewing and modifying career plan should career aspirations change following work experience or changed circumstances 	<ul style="list-style-type: none"> ▫ displaying flexibility through willingness to work individually, in pairs, or in a team ▫ undertaking new or different roles and responsibilities (activities/tasks) ▫ managing multiple tasks ▫ being open to new ideas and responding constructively to change ▫ learning from mistakes and accepting feedback to improve performance efficiency and effectiveness 	<ul style="list-style-type: none"> ▫ displaying flexibility through willingness to work individually, in pairs, or as part of the team ▫ undertaking new or different roles and responsibilities (activities/tasks) ▫ managing multiple tasks ▫ being open to new ideas and responding constructively to change ▫ learning from mistakes and accepting feedback to improve performance efficiency and effectiveness 	<ul style="list-style-type: none"> ▫ displaying flexibility through willingness to work individually, in pairs, or as part of a team ▫ managing multiple tasks ▫ being open to new ideas and responding constructively to change ▫ learning from mistakes and accepting feedback to improve performance efficiency and effectiveness
A balanced attitude to work and home life										