VCE Industry and Enterprise 2019–2024

Employability skills

Working in pairs, students read the scenarios in the table below and then identify and describe the employability skills involved. Class discussion should follow.

| ***Scenarios relating to social and community activities, school and work*** | ***Identify and explain the employability skills involved in completing this task to a high standard: communication; planning and organising; teamwork; problem solving; self-management; initiative and enterprise; technology; and learning*** |
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| You are organising the invitations, venue, decorations and refreshments for an 18th birthday party. |  |
| You are ensuring early arrival for a shift in a part-time job. |  |
| You are taking responsibility for design and construction of the end-of-aisle displays at a supermarket. |  |
| You are the shift supervisor in a supermarket. There is a line of customers waiting and very few check-outs are open. |  |
| You are supervising a training session for a junior football team. |  |
| You are training employees to provide the best customer service. |  |
| You are organising a fundraising activity in the workplace. |  |
| You are providing advice to an employer about a new staff uniform. |  |
| You are writing a memo to staff. |  |
| You are closing up a restaurant and banking the night’s takings. |  |
| You are dealing with a customer complaint. |  |
| You are filling in, at short notice, for another team member who does a different job. |  |
| You are dealing with a situation where a cash register jams. You are trained in what to do in this emergency. |  |
| You are dealing with a situation where the guard falls off the machine used for cutting cold meat in the supermarket delicatessen. |  |
| A line of clothing is not selling well. You need to devise a new marketing strategy. |  |
| A customer asks you to exchange a stained t-shirt purchased from your shop. |  |
| A staff member goes home ill. You have to manage this. |  |
| A customer comes back to you and claims they were given the wrong change. |  |
| You are attending a training day on how to use the new cash registers. |  |
| A customer speaks to the manager about your excellent customer service. |  |
| You call in to work to explain that you have car trouble and know that you are going to be late. |  |
| Your boss speaks to you about a promotion and you are unsure whether you are ready for this. |  |
| You play above your coach’s expectations and your team wins. |  |
| At work, you are required to survey customers about their shopping interests. |  |
| You are responsible for a group of staff and need to be a good role model. |  |
| At school, you are involved in a research project and the team need to submit its findings. |  |
| You are unsure about how to perform a task, so you check with the supervisor. |  |