

Academic and Employability Skills

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Course: Certificate of higher education
in skills for the workplace



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Professional Goals



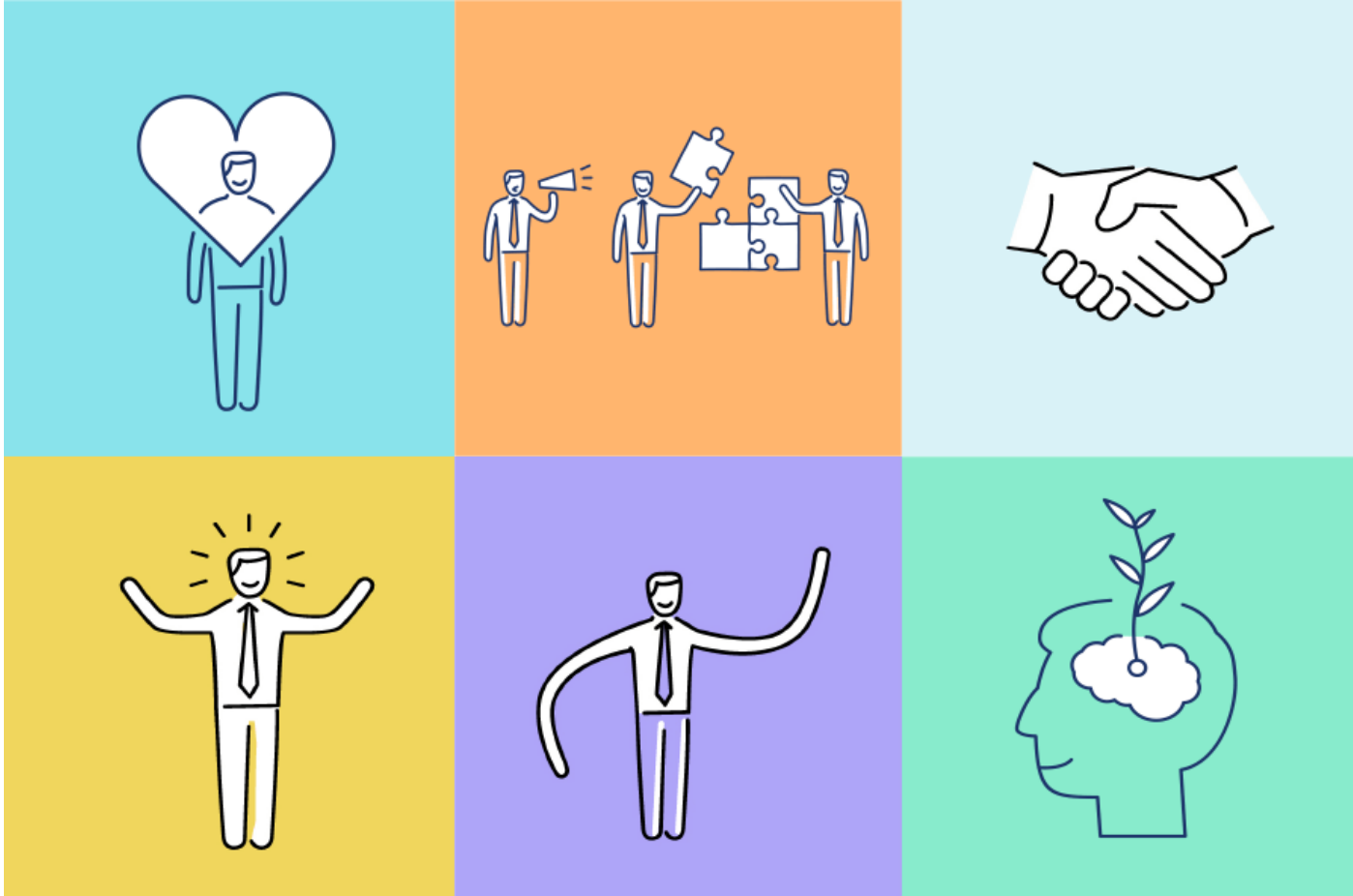
- My career goal is to manage a travel agency, which specializes in business, and leisure travel.
- My long term goal is to open a network of travel agencies.

Skills

- What are Skills?
- Hard Skills
- Soft Skills
- Academic Skills
- Employability Skills

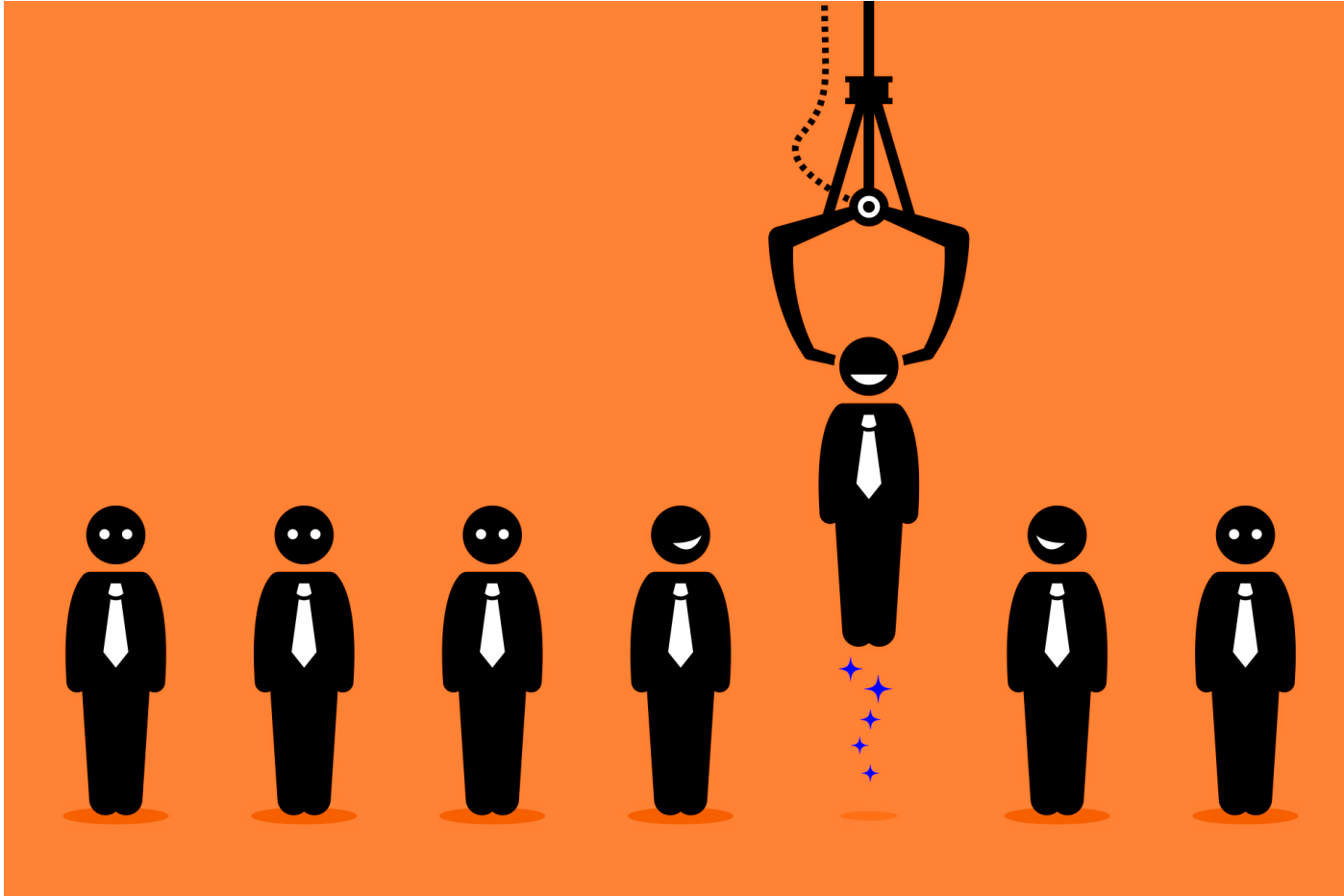


Academic Skills



- What skills do I need?
- Writing Skills
- Time Management
- Presentation Skills
- Critical Thinking Skills

Employability



- Why this course?
- What skills did I have before?
- What expectations did I have from this course when I started?

Employability – SWOT Analysis

Strengths • Robust Academic foundation. • Passion for the travel industry. • Resilient and hard working. • Through this course I now have writing, presentation, team working, management, and critical thinking skills.	Opportunities • Campus trade fairs where I can meet people from the travel industry. • Internships lined up with a local travel agency.
Weaknesses • Have nominal practical experience in customer service. • Have no experience of managing people. • Am unsure about my negotiation skills.	Threats • The COVID 19 pandemic has disrupted the industry, causing apprehension about how market will unfold. • If I am unable to qualify internship interview rounds.

Employability – Personal Development Plan

MY CHOSEN JOB	SKILLS REQUIRED	HOW WILL I GAIN REQUIRED SKILLS	TIME PERIOD NEEDED
Working in with a travel agency. Eventually starting my own venture in the travel agency business.	• Great communication skills. • Presentation skills. • Diplomacy and negotiation skills. • Customer service skills. • People management. • Awareness of current trends in industry. • Strong organizational skills. • IT competence. • Knowledge of financial, human resource and operational management.	• I have already gained some foundational knowledge on finance, HR, operations, and presentation skills through my program. • I intend to develop my soft skills, such as communication, and negotiation skills, even further through workshops at the university or elsewhere. • To gain familiarity with real world situations I will intern at local travel agencies so that I have practical experience of the workflow.	• 3 years (undergraduate degree). • Workshops duration (1 day – 1 week). • Internship (6 months).

Reflection



- What was the learning process for me?
- Has this course met my expectations?

References

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