



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

ACADEMIC AND EMPLOYABILITY SKILLS
A RELECTION ON PERSONAL EMPLOYABILITY SKILLS

SUBMITTED BY

STUDENT NAME: KEMI BANJO

STUDENT NO.: 1816884

COURSE CODE: BMSW 4001

TUTOR NAME: SHAO-LAN-YEN

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ABSTRACT

The purpose of this report is to reflect on personal employability skills developed following the completion of learning in the module. The study delved briefly on the meaning of employability and listed possible employability skills graduates must possess because these are what employers look out before considering an applicant for employment. The report also contain my personal employability skills developed during the course of this module in a reflective manner, and curriculum vitae (CV) for suitor employers.

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1. Introduction

There has been a tremendous increase in the importance of employability in education due to changing business environment. However, with subject specific knowledge, the requirement of employability skills has gained crucial importance as element that capable of providing graduating students with an advantage in the labour market. Graduate skills requirement by employers in the labour market differs from country to country, this make it difficult to define employability (Agrawal and Dasgupta, 2018). According to Sherer and Eadie (1987) employability skills “are not job specific, but are skills which cut horizontally across all industries and vertically across all jobs from entry level to chief executive officer”. Similarly, DEST (2002) defined employability skills as “skills required not only to gain employment, but also to progress within an enterprise so as to achieve one’s potential and contribute successfully to enterprise strategic directions.” There are three basic categories of employability skills (Agrawal and Dasgupta, 2018). The first category according to these authors is basic academic skills, which comprises skills such as writing, reading and communication skills. The higher-order thinking skills is the second category comprising learning, reasoning and problem solving skills. Lastly is the personal qualities skills which include teamwork, team spirit, leadership, self-motivation skills among other (Agrawal and Dasgupta, 2018). These are the skills typically required by employers but mostly absent in applicants (CFC, 2016). The labour market is saturated with lot of university graduates, however, inadequate technical knowledge or skill is not the employers’ primary dissatisfaction in new graduates, but finding graduate with job readiness skills is the real problem (Cotton, 1993; Agrawal and Dasgupta, 2018).

The study is a personal reflection on my employability skills as a student. This include a reflection on my skills before the beginning of this course, and my skill after the course based on the lectures and in-class activities.

2. Employability Skills

2.1 Communication Skills

Communication takes place between two or more people the process which involve delivery of transferring of message by one party and received by the other party. “It involves the exchange of thoughts, information, or ideas that result in mutual understanding between two or more people (Maund, Schriek and Tinkler, 2017). Communication is ability to explain ones thoughts in a clear and concise way, either spoken or written means (STEMNET, 2017).

Communication is crucial to daily operations in the workplace. Organisation communication involve managers giving directives to workers, employees sharing information with customers, coworkers communicate to plan a project. Individual goals, team goals, structure and norms are evident in the communication patterns that develop among members (Morgan, 2017). Effective communication skills are essential employability skill necessary for any graduate going into the labour market, because employers would likely pick a candidate with good communication skills over candidate with less communication skills (Crawford *et al.*, 2011).

2.2 Teamwork Skills

Teams are made up of individuals with numerous different attributes, working together towards the accomplishment of a task (Suarta *et al.*, 2017; Morgan, 2017). Maund *et al.* (2017) added that “teams exist to accomplish specific tasks that are related to common goals.” Teamwork however, is an obliging process that encourage the achievement of extraordinary results by ordinary people (Scarnati, 2001). It involves collaborating effectively with people from different backgrounds, disciplines, and expertise for the purpose of accomplishing a goal or task (STEMNET, 2017). Teamwork is a crucial to workplace success because it’s an important requirement in most occupation, and it involves using different important skills and habits in building relationships and working with other people (Suarta *et al.*, 2017).

2.3 Problem Solving and Decision Making Skills

The divergence from the desired situation to the actual situation is referred to as a problem. Identifying a difference between an actual situation and desired situation and then taking a resolution against the deficiency or making use of the opportunity, is a process of solving a problem. On the other hands, decision-making means selection of the most appropriate solution among possible alternatives in problem-solving process. Huitt (1992) posited that decision making process is the selection of one or two or more possible solutions in order to achieve a desired goal. However, an effective manager is differentiated from ineffective one by a number of factors. Part of these are being able to make effective decisions based on good and timely information, and the ability to solve problems that are difficult for others to solve (Morgan, 2017). In life and business problem-solving and decision-making are essential. Graduates in this epoch must be able to provide logical solutions problems and give effective decisions (Suarta *et al.*, 2017).

2.4 Initiative and Enterprise Skills

These are skills that contribute to innovative outcomes in the workplace. Innovative and enterprise skills require employees possessing their own new ideas, transformable into a reality. It is the skills of exhibiting a strong personal drive to initiate and complete a task without waiting for directive to do things (STEMNET, 2017). Employers always believe their employees are multi-skilled, hence, they must have the initiative and enterprise skills for easy adjustment to new situations, therefore, they could be frequently transferred to different departments and assume and perform different roles within the organisation (Essay UK, 2018).

2.5 Planning and Organizing Skills

Planning and organizing mean determining what is required to be done and how it will be done, that is, developing timelines for projects and meeting deadlines. It is the skills of doing things in an organized and systematic manner, working to meet targets and deadlines (STEMNET, 2017). Planning and organizing skills enables effective time management and priority of task. Resources are always limited, hence, graduates are who can plan and organize the scarce resources to both short and long-term goals of the organisation are required by employers (Essay UK, 2018).

2.6 Self-Management Skills

Self-management skills are important in both work and personal life because irrespective of the working environment, self-management skills enable and employee to feel more productive in their daily routine. Well-developed self-management skills promotes efficient communicate among workers, management and customers, aids right decision making, play your working time and maintenance of healthy body (Linman, 2012).

2.7 Technology Skills

Technology skills include possession of necessary basic IT skills that contributes to effective execution of tasks. The ability of employee to perform basic computer tasks such as word processing, spreadsheets, sending and receiving emails, using of social media, working with

graphics, video editing, programming languages, and effective handling of office equipment such as printer, scanner, photocopier.

Other employability skills include long-life learning skills, numerical skills, ability to learn and adapt, negotiation skills, valuing diversity and difference etc.

3. Reflection of Personal Skills

Following the enumeration of employability skills required to be successful in the labour market, below is a reflection on my personal employability skills based on in-class activities in the course of undertaking leaning in the module.

3.1 Effective Self-Management: Learning in this module has helped me developed a skill of managing myself effectively. Also, I have developed time management skills where I can complete tasks before deadline and without being pushed. I have learnt to highlight tasks to be accomplish by writing them down, sorting them out based on their priority and the time sequence, and in order to know exactly what to do next and when to do it, I usually make use of calendar by writing them down to easy my task accomplishment.

3.2 Better Organizing and Teamwork Skills: An assessment of my organizing and teamwork skills shows that there has been tremendous improvement, and it will even get better. My self-assessment result from the term 2 activities shows that I am graded high organizing tasks and teamwork (See Appendix 1a). As a member of a team, I have learnt how to leverage on the ideas of other team members, and as a team leader I have learnt the tenets of ensuring team harmony and how to allocate tasks among team members and follow up to ensure each member perform their assigned tasks.

3.3 Willingness to Learn: The complete of this module has influenced my quest to learning new things. This is because the I my eyes have been opened to the need to learn new skills to improve myself not only as a student but also to be an employable person in the aftermath of my university studies.

3.4 Development of Effective Problem Solving Skills: Problem solving skills is an essential skill employers look out for, and prior to this course my problem solving skills was poor because I find it difficult to see things from all angles and couldn't provide good solutions. However, the completion of learnings in this module have help my problem solving skills, I can now see events from all angles, logically analyse them and provide suitable solutions (see Appendix 2).

3.5 Improved technology skills: Before this module I have basic computer skills, but the learnings in the module has help improve my level of technological skills from basic to specialized softwares such as customer relationship software, business decision modeling and applied management and decision modelling.

3.6 Ability to identify my weaknesses: Learnings in the module has also help me to identify personal weaknesses such as communication skill. Even though communication is essential in the workplace, I am not a good communicator. Shyness and attribute of an introvert are major reasons for my bad communication skills. However, the completion of this module has helped me identify this weakness and how to deal with it.

3.7 Employability Opportunity: The completion of this module has proved to be that I am more employable than others back home in my country Nigeria. Having foreign education and work experience abroad increases one's chance of landing big job or securing political appointment in Nigeria.

3.8 Lastly, the completion of lessons in this module have proved to me that apart from being employable, I have greater chance of being a great entrepreneur and be employer of labour. By combining all the employability skills highlighted above into one, I can be a good entrepreneur with great leadership traits.

4. Conclusion

Having a good degree will open the doors of securing a job for a graduate, but majority employers demand employees who will be impactful in the present ever-changing economy. This demand shows that to meet the strides of today's labour markets, occupational-specific skills are no more enough for graduates (Suarta *et al.*, 2017). Only graduates who are flexible, adaptable and can learn fast; and can keep up with the change of the economy are most preferred to be employed by employers. After conducting an extensive research, a total number of seven employability skills needed by company was summed up in this study. The later part of the study contains my personal reflection on how the learnt employability skills from the module have help developed and improve my employability skills. Skills such as effective self-management, better organizing and teamwork skills, willingness to learn, development of effective problem solving, improved technology skills, ability to identify my weaknesses, and employability opportunity among other skills have increased in my employability skills.

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6. Appendix

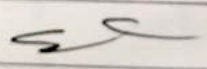
APPENDIX 1

Appendix 1a

Mini-presentation Feedback Form

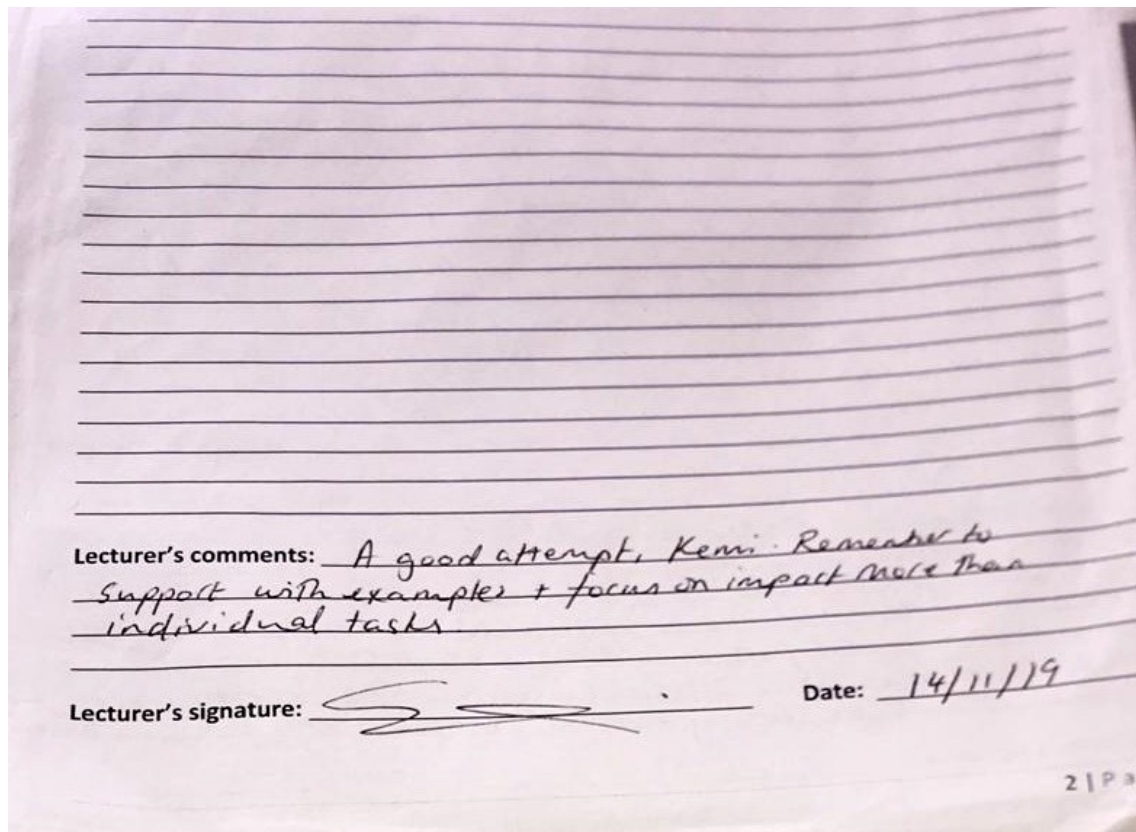
Student presenting: Kerri Date: 19/12/15

SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2= Poor, 1= Very Poor *Why Labour lost the election*

Topic:	5	4	3	2	1	Comments
DELIVERY						
The presenter delivered the material in a clear and structured manner	☒	☒	☐	☐	☐	<i>interesting topic. Be careful expressing judgements Consider using a q- to encourage and participation Try not to cover too much info. & confident delivery.</i>
The presenter was knowledgeable about the topic and any related issues	☒	☒	☐	☐	☐	
The presenter maintained my interest during the entire presentation	☒	☒	☐	☐	☐	
The presenter was enthusiastic about the topic	☒	☒	☐	☐	☐	
The presenter was well organised and prepared	☒	☒	☐	☐	☐	
Eye contact was maintained	☒	☒	☐	☐	☐	
Body language was appropriate	☒	☒	☐	☐	☐	
Time for presentation used effectively	☒	☒	☐	☐	☐	
The presenter was able to present the material without excessive dependence on notes	☒	☒	☐	☐	☐	
The volume was appropriate	☒	☒	☐	☐	☐	
The presenter spoke clearly	☒	☒	☐	☐	☐	
The pace of speech was natural	☒	☒	☐	☐	☐	
There was a clear introduction	☒	☒	☐	☐	☐	
There was a clear conclusion	☒	☒	☐	☐	☐	
CONTENT						
The topic was interesting	☒	☒	☐	☐	☐	
The presentation was concise and informative	☒	☒	☐	☐	☐	
The presentation contained good examples	☒	☒	☐	☐	☐	
Content was relevant to the topic	☒	☒	☐	☐	☐	
Relevance to the module	☒	☒	☐	☐	☐	
OVERALL PREPARATION						
POINTS AVAILABLE 100 POINTS EARNED _____ GRADE _____ %						LECTURER: PLEASE SIGN AND DATE IN THIS BOX TO CONFIRM COMPLETION OF THE PRESENTATION. 

Please note the above grade is for general feedback purposes only; you still need to reflect on this presentation in your written assignment and attach the scan of page as an appendix.

Appendix 1b



Appendix 1c

 UNIVERSITY OF WALES
Trinity Saint David
LONDON

Academic and Employability Skills (ACE) – term 2
BMSW4001
In-class exercise 1: Cover letter writing

Student Name: KEMI BANJO Student ID: 1816884
Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with you Task 1 (part of the Assignment for this module).

Ex.1
Choose of the jobs provided by the lecturer. Read the chosen job description carefully. Write a cover letter as if you were going to apply for the job.

[Your Name] Kemi Banjo
1 Any Street, Anytown
2, Dunston Road,
Hackney London,
E8 4FA.
Kbanjo19@gmail.com,
07448107714.
14-11-19.

[Hiring manager's name] Miss Penny Zlotz.
[Hiring manager's company name] Amazon and eBay.
[Today's Date] 14-11-2019

Miss Penny Zlotz.
Dear Mr. John.

I wish to apply for the role of Account assistant at your work
place Amazon and eBay. I will be of help to the Manager
take burden off his neck by working together as a
team the account manager will work less because
of my experience in Accounting field he will have
less complain and no mistake in putting up accounts
I will make sure that I do the work very careful
and diligently. actually I saw the advert on standard
evening news paper and I was very excited that I
have got the job am looking for I will make
sure that I will put value to the organisation and
improved the image due to my diligent services.
I have experience in Accounting job because I have
worked at William Hill Book Maker as an accounting
officer for ten years, I also have degree in accountancy.
you can check that from my cv, I have experience
communicating with banks and Card Services. preparing of
weekly banking discrepancy report to the Manager. reconciliation
of sales preparation of weekly cash flow also can work
as a team to resolve order queries. which I have done in the
work I was in the past, am also available to learn more
in a team and also will improve the team perfor-
mance. I will be looking forward to hear from you soon.

Lecturer's signature: _____ Date: _____

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APPENDIX II

CURRICULUM VITAE (CV)

BANJO, Kemi

E-mail: kbanjo19@gmail.com

Address: University of Wales Trinity Saint David

Professional Summary

Proactive professional with undeniable skills in problem solving and decision making. Engaging and smart with know-how to drive team achievement.

Skills

- | | |
|--------------------------------|------------------------------|
| • Business development | Business analysis |
| • Strategic planning | Staff management |
| • Project management | Negotiation |
| • Customer service | Business planning |
| • Problem solving skills | Business administration |
| • Data collection and analysis | Microsoft Office proficiency |

Work History

Managing Director || 03/2009 to Date

BARACK DERAY ENTERPRISE – LAGOS, NIGERIA

- Communicated with staff, patients and healthcare providers to maintain highest quality of service.
- Provided customers with outstanding service to not only maintain but to extend relationships for future business opportunities.
- Supervised budgets and timelines by carefully reviewing project scope.
- Identified and resolved problems through root cause analysis and research.
- Supervised day-to-day operations of the organisation.
- Provided detailed feedback to teams after analysing each employee's responsibilities.
- Managed financial operations, payroll and accounting processes.
- Oversaw HR functions, including hiring, staffing, training, payroll and labor law compliance.
- Researched issues and took appropriate action to obtain speedy resolutions.

- Directed staffing requirements, managed priorities and coordinated work to uphold accuracy and timeliness objectives.
- Devised key initiatives that drove substantial business growth.
- Set and maintained business procedures that streamlined operations.
- Oversaw budgetary and financial activities and implemented strategies to grow business and profits.
- Developed and led successful business culture focused on performance.

Regional Operations Manager || 08/2002 to 08/2009
ABVENT INCORPORATED – LAGOS, NIGERIA

- Mitigated health risks and reduced safety hazards by creating cleaning schedules, restocking items and sanitising equipment.
- Managed customer service by training staff, overseeing operations and resolve issues quickly.
- Enhanced customer satisfaction ratings by resolving issues efficiently.
- Devised unique events and special promotions to drive sales.
- strategised long-term business needs by gathering guest relations feedback for process improvements.
- Improved daily business operations by effectively training 15 staff members and 20 servers on best practices and bar protocols.
- Managed team of 25 employees, overseeing the hiring, training, and professional growth of employees.
- Supported Chief Operating Officer with daily operational functions.
- Implemented marketing strategies which resulted in 15% growth of customer base.
- Performed initial client assessment and analysis to begin research process.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.

Education

Diploma of Higher Education: Business Management || Current
 University of Wales Trinity Saint David - Cardiff, United Kingdom

Referees

Available on request.