

EDUCATION COUNCIL

Monday 28 APRIL 1997: 2:00 p.m. to 4:00 p.m.

D305 / Surrey Campus

AGENDA

1. CONFIRMATION OF AGENDA
2. CHAIR'S REPORT 1 min
By-law Revision? *Read 13.*
3. COMMITTEE REPORTS 1 min.
Verbal
Applicant Eligibility
Course Outlines
Degree Proposal Assessment
Employability Skills
Curriculum Review
Grant Applications Review Committee
Liberal Studies Task Force
International Education Committee
4. GOALS REVISITED - COLLEEN MCGOFF-DEAN 30 mins
Previously Distributed
5. DRAFT POLICY - ASSESSMENT OF STUDENT ELIGIBILITY 45 mins
Attached
6. SKILLS 21 TASK FORCE - RECOMMENDATIONS FOR POLICY 45 mins
AND ACTION *Attached*

PLEASE NOTE TIME AND PLACE

DISTRIBUTION:

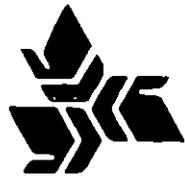
Jim Gunson, Chair
Jim Adams
Manfred Baur
Doug Boyer
Brian Carr
Bárbara Craig

Derek Francis
Dave Gill
Balbir Gurm
Jim Jamieson
Sonya Kraemer
Colleen McGoff-Dean

Wendy Parry
Don Reddick
Maureen Shaw
Ann Stafford
Jacqie Thachuk
Lynda Turner

Michelle Veldhuizen
Gerry Kilcup
T.N. Foo

cc: John Slattery, Dean, Educational Planning



KWANTLEN
University College

Employability Skills Framework

**with Foundation and
Advancement Competencies**

**Revision to Competencies based on the
Employability Skills Matrix Pilot Project,
December 1996**



Employability Skills Framework with Foundation and Advancement Competencies

Revision to Competencies based on Employability Skills Matrix Pilot Project,
December 1996

Creative Thinking and Problem Solving Skills

Recognizes problems and generates new ideas; devises and implements plan of action.

Oral Skills

Receives, attends to, interprets, and responds to verbal/non-verbal messages and other cues. Organizes ideas and communicates orally.

Interpersonal Skills

Works with others effectively.

Teamwork and Leadership Skills

Participates as member of a team. Contributes to the group effort and success.

Personal Management & Entrepreneurial Skills

Displays adaptability, sociability, and resource management as well as personal ethics.

Writing Skills

Communicates written thoughts, ideas and information in appropriate documents.

Reading Skills

Locates, understands and interprets written information in a variety of formats.

Visual Literacy

Organizes and processes symbols, pictures, graphs, objects and other information.

Mathematical Skills

Performs basic computations. Approaches practical problems by choosing appropriately from a variety of mathematical techniques.

Intercultural Skills

Works well with people from diverse backgrounds. Respects individual differences.

Technological Skills

Works with a variety of technologies.

Citizenship and Global Perspective

Understands how social, organizational, and global issues are interrelated with individual and local concerns.

Acknowledgments:

The following Employability Skills Framework, including the associated Competencies, was developed by the Skills21 Task Force at Kwantlen University College. The Task Force is grateful for the input it received from an energetic Advisory Committee of business and labour representatives, and for previous work on which it built. This previous work included other projects at Kwantlen and work done by the British Columbia Institute of Technology, by Alverno College, by the Ontario college system, by the U.S. Department of Labor's Secretary's Commission on Achieving Necessary Skills, by the Business Council of B.C., and by the Conference Board of Canada. The Framework was refined and tested through a pilot project sponsored by the B.C. Labour Force Development Board in which it was used as a basis for interviewing college faculty to determine the Employability Skills taught or required in their courses and programs. Colin Haigh, Lynda Turner and Rochelle Pitcher were instrumental in carrying out that project.

The Framework is a work in progress. Suggestions for improvement will be gratefully received by the chair of Kwantlen's Skills21 Task Force, Geoff Dean. Please send your suggestions to Geoff by phone to 604-599-2942; by fax to 604-599-3050; by email to geoff@kwantlen.bc.ca; or by mail to:

Kwantlen University College, PO Box 9030, Surrey, B.C. V3W 2M8

Definitions:

Employability Skills are a generic set of skills that are necessary in any career area and which are essential to any person wishing to perform and progress in his or her job.

Each Employability Skill is comprised of a set of Competencies:

Foundation Competencies are those a person would need to successfully carry out a job at the entry level.

Advancement Competencies are those a person would need to advance from that entry-level position.

Employability Skill #1

Creative Thinking and Problem Solving Skills

Recognizes problems and generates new ideas; devises and implements plan of action.

Foundation Competencies

- observe and record data accurately
- define and articulate the problem
- identify information gaps
- identify constraints and limitations
- create, test, modify solutions as necessary for implementation

Advancement Competencies

- make generalizations (transfer knowledge and training to new situations)
- document a systematic decision-making process using appropriate methods and comparison
- facilitate the creative problem-solving process using a variety of techniques such as brainstorming, analogy, probing, attitude, analysis
- identify the impact of solutions on resources (personnel, financial, time, etc.)
- critically evaluate information for accuracy, relevance, and importance
- think critically and act logically to evaluate situations

Employability Skill #2

Oral Skills

Receives, attends to, interprets, and responds to verbal/non-verbal messages and other cues. Organizes ideas and communicates orally.

Foundation Competencies

- ask questions to find meaning
- use active listening techniques
- summarize conversations briefly and accurately
- give oral instructions one-on-one
- use the telephone for a variety of reasons to exchange information in a courteous and efficient manner
- participate in meetings (business and small groups)
- explain one's job to people at all levels of the organization
- interview and be interviewed for information
- present a reasoned argument clearly and tactfully on an issue
- distinguish between non-verbal and verbal messages

Advancement Competencies

- participate in a teleconference
- organize and conduct meetings
- converse in a professional manner in a variety of situations, including work-related situations
- present a formal speech to general audience
- make impromptu presentations
- deliver an effective oral presentation to inform or instruct or persuade
- use strategies to encourage conversation and discussion
- communicate effectively using voice mail
- communicate orally in another language besides English

Employability Skill #3

Interpersonal Skills

Works with others effectively.

Foundation Competencies

- work within the culture of the company/community (including appearance, hygiene)
- develop rapport with people
- give appropriate feedback
- respond effectively using common sense and knowledge
- demonstrate an appropriate level of confidence
- respond in a sensitive manner to the thoughts, opinions and feelings of others
- contribute to a climate where work is mutually beneficial
- demonstrate a flexible and open-minded attitude towards change

Advancement Competencies

- resolve conflicts with others
- constructively challenge assumptions and traditions
- recognize and manage stress in oneself and others

Employability Skill # 4

Teamwork and Leadership Skills

Participates as member of a team. Contributes to the group effort and success.

Foundation Competencies

- participate actively and productively on the team
- establish co-operative working relationships with others in the group
- solicit and respond to constructive feedback
- establish goals and priorities
- prepare and follow schedules
- resolve conflicts among team members

Advancement Competencies

- use conflict creatively (e.g. devise "win/win" situations)
- coach team members and others
- provide leadership to the team when appropriate
- establish a motivational climate
- build consensus
- positively reinforce the contributions of others
- evaluate personal and organizational characteristics, skills and strategies that facilitate accomplishment of mutual goals

Employability Skill # 5

Personal Management & Entrepreneurial Skills

Displays adaptability, sociability, and resource management as well as personal ethics.

Foundation Competencies

- take responsibility for his or her own actions and decisions
- demonstrate honesty, integrity and personal ethics
- set goals and priorities in work and personal life
- plan and manage time, money and other resources to achieve goals

Advancement Competencies

- able to promote and market his or her talents and skills
- adapt to new situations and demands by applying and/or updating her or his knowledge and skills
- set high performance standards
- work to satisfy expectations of others (clientele)
- demonstrate initiative, motivation, energy and persistence to get the job done
- be able to handle stress

Employability Skill #6

Writing Skills

Communicates written thoughts, ideas and information in appropriate documents.

Foundation Competencies

produce written work which is clear, accurate, and concise

be able to write for an audience which may include individuals with different levels of English proficiency, customers, co-workers, supervisors

revise and proofread own work

produce professional documents using writing conventions appropriate to the audience, including a work-related audience

keyboard (i.e. type)

Advancement Competencies

use headings, lists and layout techniques to provide access to information more quickly for readers

create and produce a variety of different documents including memos, short reports, letters, and other industry-specific documents

Employability Skill #7

Reading Skills

Locates, understands and interprets written information in a variety of formats.

Foundation Competencies

read to locate specific information

use standard reference material (dictionaries, catalogues, operating manuals)

read quickly for main ideas only

recognize and define technical terms common to the career area related to the course or program

summarize written material

Advancement Competencies

comprehend and interpret detailed business, scientific and/or technical information from text

search for information in the professional literature (print libraries, electronic data bases, company records, CD-ROM and Internet tools, etc.)

Employability Skill #8

Visual Literacy

Organizes and processes symbols, pictures, graphs, objects and other information.

Foundation Competencies

interpret common graphics (graphs, charts, tables)

select the most effective graphic for a given situation

develop a critical awareness of visual messages (e.g. TV ads, billboards, corporate sponsorship, videos, brochures and pamphlets)

Advancement Competencies

design a poster or other display information for in-house or public information

create multimedia presentations

Employability Skill #9

Mathematical Skills

Performs basic computations. Approaches practical problems by choosing appropriately from a variety of mathematical techniques.

Foundation Competencies

- recognize situations that require mathematics
- estimate probable answers
- decide on the degree of accuracy required for answers
- perform basic computations with rational numbers
- express answers clearly
- use calculators or appropriate technological tools to perform mathematical calculations accurately

Advancement Competencies

- assess potential mathematical strategies for suitability and effectiveness
- apply a variety of mathematical techniques with the degree of accuracy required to solve problems and make decisions
- transfer the use of mathematical strategies from one situation to another

Employability Skill #10

Intercultural Skills

Works well with people from diverse backgrounds. Respects individual differences.

Foundation Competencies

recognize and respect diversity and individual differences

recognize workplace and community customs currently in practice

understand the intercultural milieu of the larger community

Advancement Competencies

work within the intercultural milieu of the larger community

respond in a sensitive manner to different cultural practices and attitudes as they relate to workplace communication in a multicultural environment

recognize how non-verbal cues vary among cultures

Employability Skill #11

Technological Skills

Works with a variety of technologies.

Foundation Competencies

- develop a basic working knowledge of computers and computer operating systems
- select and apply appropriate task related technology such as word processing software, graphics, spreadsheets, etc.
- use industry-specific computer-generated documents
- apply various technologies (other than P.C.) to basic tasks: understand general intent and proper procedures

Advancement Competencies

- use telecommunications tools to gather and distribute news and information such as fax, e-mail, etc.
- use Internet for communication and research
- install standard software package according to the instructions and know when to request help
- maintain and troubleshoot equipment: prevent, identify or solve basic problems with equipment, including computers and other technologies

Employability Skill #12

Citizenship and Global Perspective

Understands how social, organizational, and global issues are interrelated with individual and local concerns.

Fundamental Competencies

assess her or his own knowledge, skills and attitudes in relation to local and global concerns

develop responsible attitude toward society and the environment

analyze local and global issues from multiple perspectives

Advancement Competencies

develop informed response to local and global issues

demonstrate an understanding of interconnected local and global issues

exercise leadership in addressing social and workplace issues

show ability to deal with global change