



JOB READINESS PROGRAMME

UNLOCK YOUR CAREER POTENTIAL

OVERVIEW

According to the 2021 Stats SA report, South Africa's unemployment rate is 34.4%, with 46.3% among young people aged 15 to 34. Research indicates that a key difficulty facing young work seekers is the fact that the South African labour market favours highly skilled employees and little value is placed on matric certification.





OVERVIEW (continued)

Based on this, Ucademy identified a need in the market to partner with employers to design and implement a bespoke, accredited job readiness programme to help youth become future fit for a variety of workplaces. This initiative is aimed at supporting opportunities for sustainable youth employment, while contributing to key national and social initiatives and having a positive impact on the lives and futures of our youth, our economy and our country.

Added value to learners:

- Enhanced self-awareness and emotional intelligence, improved self-confidence
- Professional CV, honed interviewing skills
- Set personal and financial goals
- Competent in two unit standards that can be articulated towards a qualification
- Well-rounded knowledge and skills to assimilate into the world of work
- Potential placement into purposeful development (learnerships, internships) and employment

OBJECTIVES:

The five-week accredited job readiness programme encompasses the following themes/topics:

Week 1

Personal Mastery
Personal Brand
Professionalism
South African Legislation
Policies and Procedures

Week 2

Values and Morals
Business and Personal Ethics
Code of Conduct

Week 3

Business Communication
CV Building and Interview Skills
Personal Portfolio Building

Week 4

Managing Personal Finances
IT Literacy (MS Word, Excel, Outlook)

Week 5

Customer Centricity
Powerful Presentation
Personal Portfolio Building



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BENEFITS

Impact lives of unemployed youth

- To create an entry into sustainable jobs and purposeful careers.
- To help the youth to plot their vision, identify their goals, conduct a personal SWOT analysis and compile a realistic development plan to set them up for success.
- To access skills transferable across sectors, such as contact centres, audit, security and governmental organisations as well as in support positions in HR, IT and Recruitment departments.
- To connect talented youth to employers.
- To create career opportunities for marginalised youth linked to good remuneration, job satisfaction and personal fulfilment, all of which have a significant multiplier effect within the communities from which we draw our talent.
- To provide articulation opportunities into further education and training for individuals who would otherwise not have access to formal learning.

Impact clients

- To create a pool of job-ready youth from which clients can employ.
- To reduce the cost of onboarding training as learners would have acquired foundational skills on the programme.
- To contribute to the achievement of client B-BBEE targets, social impact and strategic goals.
- To connect clients to talented youth.

Impact economy

- To contribute to the national imperative of upskilling youth for meaningful employment.
- To create a pool of job-ready youth to be absorbed into the BPO sector, being one of the largest growth sectors in the South African economy for youth and skills development for sustainable careers in specialist areas.
- To drive access for unemployed and underemployed talent to matching economic opportunities.
- To eliminate poverty and reduce inequality by equipping youth with skills and knowledge for sustainable employment.



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DURATION

5 weeks



TARGET AUDIENCE

- Between the ages of 18 to 35 years only
- Matric (passed English, Maths or Maths Literacy)
- Currently unemployed
- A keen interest in customer service and being a call centre agent
- Basic computer literacy
- No criminal record
- Able to communicate clearly both verbally and in written form



BATCH SIZE

- 10-25 learners

CONTENT SPLIT

- Facilitator-led learning – 80%
- Peer-to-peer learning – 20%

RECOMMENDED LEARNING RESOURCES

N/A



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