



Generic Skills: What and Why

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CREATING AWARENESS AND ACCEPTANCE OF GS AT INSTITUTIONAL LEVEL

- ☑ GS Across The Globe
- ☑ GS: What?
- ☑ GS: Why?

GS ACROSS THE GLOBE

- U.K. ➤ Core skills, key skills, common skills, transferable skills
- N.Z. ➤ Essential skills
- Australia ➤ Key competencies, employability skills, generic skills
- Canada ➤ Employability skills
- U.S. ➤ Basic skills, workplace know-how
- S'pore ➤ Critical enabling skills
- France ➤ Transferable skills
- Switz. ➤ Trans-disciplinary goals

GS: WHAT?

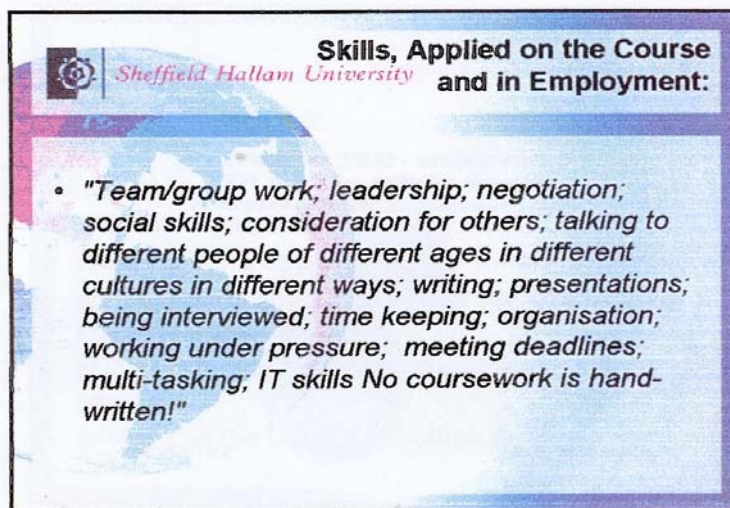
Generic skills are the general, over-reaching skills, qualities, knowledge, abilities and traits that a person should possess to succeed in one's studies and career.

GS: WHAT?

In brief, generic skills are:

- ❏ Skills that can be applied across a variety of subject domains
- ❏ Skills that apply across a variety of jobs and life contexts
- ❏ Non-technical skills that highly associated with employability

GS: WHAT?



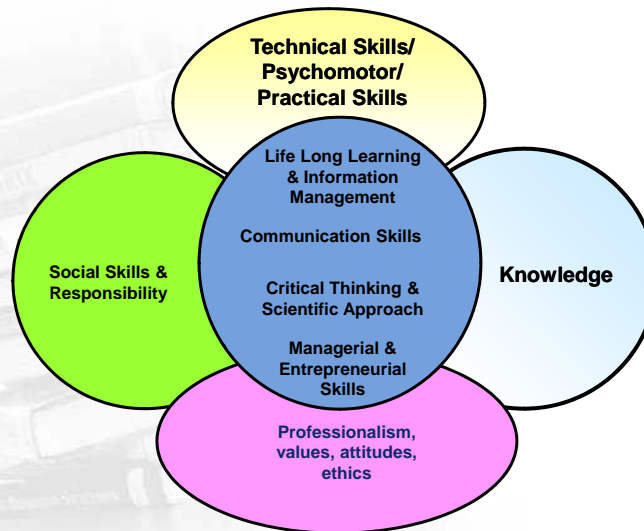
Skills, Applied on the Course and in Employment:

- *"Team/group work; leadership; negotiation; social skills; consideration for others; talking to different people of different ages in different cultures in different ways; writing; presentations; being interviewed; time keeping; organisation; working under pressure; meeting deadlines; multi-tasking; IT skills No coursework is hand-written!"*

[Return Home](#)

GS: WHY?

The T&L Principle: A Balanced Curriculum



GS: WHY?

(some disturbing Facts and Figures)

- ✘ 80K graduates are without job....
(as of Mar 2005)
- ✘ A big number of graduates are currently
employed in 'non-graduate job'
- ✘ One in three graduates in Singapore encounters
serious difficulty to find 'graduate-job' (as in Aug
2004)
- ✘

NATION

NST - 20/8/03

Jobless graduates lack critical skills

■ By Annie Freeda Cruz
anniefc@nstp.com.my

KUALA LUMPUR, Tues. — The Government is concerned about the increasing number of unemployed graduates, many of whom lacked communication skills, are unable to use computers and lack team spirit.

Human Resources Minister Datuk Dr Fong Chan Onn said feedback from employers indicated that most of these graduates were from public universities.

"I have informed the Cabinet that employers prefer to employ graduates from private institutions of higher learning and those who return from overseas because of their qualifications and their better computer skills and work competency.

"According to the employers, public

university graduates find it hard to communicate in English, have no proper computer skills and are unable to interact with other races and carry out tasks as a team. They also prefer to work within the stipulated working hours and do not go the extra mile to close deals after office hours or stay back to do extra work."

Speaking to reporters after launching the Graduate Training Scheme (GTS) II at Crown Princess Hotel here, Fong said the feedback he received from employers was submitted to the Cabinet on several occasions and to the Education Ministry.

"It's important that universities also take into consideration employers' demands so that graduates are well qualified and competent when seeking employment in the private

sector."

Some 30,000 graduates register with the Manpower Department annually for jobs.

In view of the many unemployed graduates, Fong said, the Government allocated RM100 million under the stimulus package to provide specialised courses for some 15,000 unemployed graduates to enable them to be more competent.

The graduates will be taught Microsoft Certified Systems Engineering, Cisco Certified Network Professional, Linux Systems Administration, Business Accounting and Marketing, apart from information and communications technology (ICT) and English.

Graduates who had not been employed since 1999 are qualified to apply.

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SETEMPAT

Graduan perlu ada pakej

SHAH ALAM: Graduan perlu memiliki 'pakej', termasuk penampilan imej dan kemahiran komunikasi yang baik, untuk mudah diterima pasaran kerja, kata seorang Peta pegawai eksekutif syarikat berkaitan kerajaan.

Ketika berkongsi panduan dengan bakal graduan Universiti Teknologi Mara (UiTM) di sini, Ketua Pegawai Eksekutif Telekom Malaysia Bhd, Datuk Abdul Wahid Omar, berkata imej positif serta penampilan diri yang betul mampu memudahkan graduan dipilih mengisi jawatan dipohon.

Graduan perlu memiliki 'pakej' termasuk penampilan imej dan kemahiran komunikasi yang baik, untuk mudah diterima pasaran kerja

"Kita harus bijak menyesuaikan diri dan pembawaan diri dalam apa jua suasana. Di mana orang campak kita, kita boleh hidup. Itu antara kualiti yang perlu dimiliki untuk berjaya," katanya.

Beliau berkata, etika berpakaian ketika menghadiri sebarang majlis atau temu duga juga harus dipastikan sesuai.

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Sini

The Star, 26 March 2005

Grad: Lack of looks and language skills to blame

PETALING JAYA. He has a poor command of English and he claims he is not handsome enough. So despite going for 100 interviews, this electronics graduate from Multimedia University is still jobless.

Another graduate, from Universiti Malaya, claims to have gone for 200 interviews and cites the lack of necessary skills and irrelevant subjects taught at higher learning institutions as being the reasons for being jobless.

These were some of the responses to a poll set up by The Star to analyse the reasons why many graduates are unemployed.

In terms of language skills, English is not the only language in demand. Chinese and Bahasa Malaysia are also required. The key reason seems to be that whatever language the graduate is familiar with, he must have a certain command of it.

Another respondent who did Health Science at Universiti Sains Malaysia was told that her degree is not recognised by the JPA and that no positions fitting her qualifications have been created in government hospitals.

Since her graduation last year, she has attended 30 interviews without any success.

He has a poor command of English and he claims he is not handsome enough. So despite going for 100 interviews, this electronics graduate from Multimedia University is still jobless

Another graduate, from Universiti Malaya, claims to have gone for 200 interviews and cites the lack of necessary skills and irrelevant subjects taught at higher learning institutions as being the reasons for being jobless.

New Strait Times, 20 April 2005

Why local grads losing out

SEPANG, Tues. — Malaysian employers do not think much of local graduates. They told a dialogue today that something must be done fast before the private sector at communicating well with others and the ability to interact socially within a working environment. Universities should encourage overseas attach-

Professor Datuk Dr Mohd Salleh Mohd Yasin, who said the present 10-week internship for local undergraduates was sufficient if employers came up with a com-

whom 14,321 had professional qualifications. Among them, only 1,030 Bumiputera accountants had professional qualifications while 3,475 Bumi-

... apart from academic excellence, most employers would require workers to possess qualities such as **good attitude**, strong work **ethics**, the ability to **communicate well**, a willingness to **learn** and to **contribute new ideas**.

Industry executive director Stewart Forbes said apart from academic excellence, most employers would re-

at present," he said. University chancellors at the session generally agreed with his suggestions, except

suing a professional qualification for accountancy is not important and this is wrong," he said.

"Malaysia is vying to become an automotive hub but we cannot go ahead with this

..efforts must be taken to improve **communication skills** to encompass both general skills at communicating well with others and the ability to interact socially within a working environment.

communication skills to encompass both general skills

Universiti Malaysia

Kebangsaan vice-chancellor

He said at present, there were 21,347 accountants, of

or-general Prof Datuk Dr Hassan Said.

Utusan Malaysia, 24 Mac 2005

Skim Latihan Siswazah Menganggur diwujudkan semula 80,000 graduan dilatih

PUTRAJAYA 23 Mac — Kerajaan mengambil langkah drastik 'mengeratkan' kemana 80,000 graduan menganggur di seluruh negara menjalani latihan kemahiran selama setahun lagi memudahkan mereka mendapat pekerjaan atau menjadi usahawan.

Sekiranya itu satu pasukan petugas khas akan ditubuhkan bagi menguruskan graduan-graduan menganggur ini.

Pencapaian khas ini yang diketuai oleh penjawatan Universiti Pendidikan Sultan Idris (UPSI), Prof. Madya Dr. Yusoff Abu Bakar akan mengguna pakai model di Australia yang ternyata berjaya mengatasi masalah ini siswazah menganggur di negara itu.

Di Australia, graduan-graduan yang tidak bekerja akan dicari dan dihantar ke kolej-kolej kemahiran untuk diberi nilai tambah.

Hasilnya 90 peratus graduan itu mendapat pekerjaan.

Menyari Pengiran Tinggi, Datuk Dr. Shafie Mohd. Salleh berkata mengemukakan perkara ini kepada peminat-peminat pascakolej di sini hari ini, beliau:

"Kita akan uji model itu dan cuba lakukannya di Malaysia. Mungkin dengan cara ini kita dapat mengurangkan secara berperingkat jumlah graduan menganggur."

Katanya, graduan menganggur itu akan ditempatkan di kolej-kolej komuniti dan politeknik di seluruh negara.

Dua hari lalu, Perdana Menteri, Datuk Seri Abdullah Ahmad Badawi mengarahkan supaya Skim Latihan Siswazah Menganggur (SLSM) diwujudkan semula lagi menampung 80,000 graduan yang masih gagal mendapatkan pekerjaan.

Perdana Menteri mengungkap akim itu masih merupakan maklumat terbit bagi mengatasi masalah tersebut kerana sejak diperkenalkan pada 2001, 90 peratus pelajar baru mendaftarkan mendaftar bekerja.

Objective:

The objective of the Graduate Training Scheme/05 (GTS/05) launched by the government is to assist and equip unemployed graduates with specific skills to enhance their employabilities

GRADUATE TRAINING SCHEME /05

PEMBANGUNAN SUMBER MANUSIA BERILAH (MAMBA)

OBJECTIVE
The objective of the Graduate Training Scheme / 05 (GTS/05) launched by the government is to assist and equip unemployed graduates with specific skills to enhance their employabilities.

TARGET GROUP
This scheme is for Malaysians who have graduated with a degree or diploma from 2002 onwards and have remained unemployed.

ENTRY REQUIREMENTS FOR PROGRAMMES OFFERED

PROGRAMMES	CONDITIONS
Executive Development, Marketing, Business Accounting, Financial Planning & Wealth Management, Web Publishing & Web Application Development, Tourist Guide & Event Management, Entrepreneurship, English Language, Mandarin and Insurance	Applicants must have a Degree or Diploma in any field of studies. For Web Publishing & Web Application Development, applicants must possess at least a credit in Mathematics and Science at the SPM level or a Degree or Diploma in Computer Studies.
Microsoft Certified System Engineer (MCSE) and Unix Systems Administrator (CUA)	Applicants must have a Degree or Diploma in Computer Studies or Engineering.
OSCO Certified Network and Professional (CCNP)	Applicants must have a Degree in Computer Studies or Engineering.

TRAINING FEE WILL BE FULLY PAID BY PSMB

PAYMENT OF MONTHLY ALLOWANCES
The payment of monthly allowances at the rate of RM100.00 per month will be made through the RHB Bank or Bank Simpanan Nasional (BNS) saving accounts. Trainees must open a new saving accounts at the nearest RHB Bank or BNS Branch.

For more information or to obtain application forms, please contact the nearest approved training provider or the following PSMB officers:

1) Puan Nuzul Azila binti Masnan	03-2366 4868	3) Enik Rosnah binti Khalid	03-2366 4880
2) Cik Nurul Azzahar binti Mohd Zahari	03-2366 4891	4) Cik Aini binti Ali	03-2366 4889

Information on the scheme and application forms can also be obtained at PSMB's website at www.hrdnet.com.my

Training providers for programmes offered are as follows:

ELC	Certificate in English Language	MCSE	Microsoft Certified System Engineer
ED	Certificate in Executive Development	CCNP	OSCO Certified Network and Professional
WPAD	Certificate in Web Publishing and Web Application Development	TGEM	Certificate in Tourist Guide and Event Management
ENT	Certificate in Entrepreneurship	FW	Certificate in Financial Planning and Wealth Management
LSA	Linux Systems Administrator	AKT	Certificate in Marketing
MLC	Certificate in Mandarin		

Programmes:

Executive Development, Marketing, Business Accounting, Financial Planning & Wealth Management, Web Publishing & Web Application Development, Tourist Guide & Event Management, Entrepreneurship, English Language, Mandarin and Insurance

(Reasons given by employers for not hiring young graduates)

- Low grades and low levels of academic accomplishments
- Poor attitudes, lack of self-confidence
- Lack of goals, poorly motivated
- Lack of enthusiasm, lack of drive, little evidence of leadership potential
- Lack of preparation for the interview
- Excessive interest in security and benefits, unrealistic salary demands and expectations
- Inadequate preparation for type of work, inappropriate background
- Lack of extracurricular activities

[source: AC Nielson](#)



Sheffield Hallam University

The Global
Context

Graduates unfit for work, say top firms

February 7, 2006
Times, The (London, England)

Employers fail to find enough graduates with social skills

Tuesday February 7, 2006
[The Guardian](#)

Many employers are struggling to fill vacancies because of the poor social skills among university graduates, according to a report published today. The study from the Association of Graduate Recruiters found that almost 50% of chief executives are predicting a shortfall in suitable candidates over the next 12 months, blaming a lack of skills and a negative attitude to industry among some students.

GS: WORLD VIEWS

Some Extracts.....

Australia's education sectors have been facilitating **generic skills** development for several years, but in isolation. However, a collaborative cross-sectoral approach is being developed in Australia, to be appraised in 2004. Those **generic skills** most closely linked with employability are the focus of this approach

(NCVER 2005)

There are numerous surveys available which list the skills employers are looking for. Thankfully most of these lists are very similar.....the **transferable skills**

(University of Manchester & UMIST Careers Service)

GS: VIEWS FROM EMPLOYERS

Some Extracts.....

The steadily increasing complexity at the workplace and the accelerated pace of technological change require workers to acquire both rapidly advancing **technological know-how** and the **generic skills**. This current phenomenon demands education and training institutions to produce graduates with the right subject discipline required by the industry as well as those with the right attitude, acumen and interpersonal skills to deal with a work environment.

.....To stay competitive companies do not have the luxury of lead-time to hire fresh graduates and train them over a period of time.

(Vice-President of FMM – June 2002)

GS: VIEWS FROM EMPLOYERS

View of a senior representative of Petronas:

"We expect an employee to be able to work when she comes in. That's the reason why when we recruit candidates, we expect them to be able to perform the task as soon as they are on the job. I would say, 'These are the points I would like you to include in your report' and that's about it. ...she will have to have her own ideas... do some research and call up...companies concerned.... I won't have time to hold the person by the hand.... The person will have to be very **independent**. That's why initiative is very important – **initiative and achievement motivation**."

Source: Editorial Board, *ESP Malaysia*. 1993. A glimpse into the significative world of Petronas. *ESP Malaysia*, 1/1:77-86.

GS: VIEWS FROM EMPLOYERS

Reasons For Employing More Foreign Graduates

(Attitude of Foreign Graduates)

"Foreign graduates are **more open-minded** and more importantly, **they are risk-takers**. Even during big meetings we can see that those who **dare to share their views** are more of foreign graduates."

(Property/Local/Malay)

(Extracted from a report on 'Employability of Malaysian Graduates' presented to the Majlis Tindakan Ekonomi Malaysia, 8 April 2003)

Engineering Graduate!!

If you are a final year mechanical, electrical, telecommunications or computer engineering student apply for the "Engineering Graduate Careers Program".

Impress us with your:

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GS: VIEWS FROM INDUSTRIES

Skills required by employers:

- ✓ creativity and flair
- ✓ enthusiasm
- ✓ capacity for critical and independent thinking
- ✓ flexibility and adaptability
- ✓ personal presentation and grooming
- ✓ problem solving skills
- ✓ oral business communication skills

Source: AC Nielsen Research (2000)

TOP TEN SKILLS OR QUALITIES BUSINESS ADMINISTRATION GRADUATES SHOULD POSSESS: THE VIEWS OF MALAYSIAN MANAGERS

- ✓ Technical skills
- ✓ Creativity and resourcefulness
- ✓ Interpersonal skills
- ✓ Business communication skill
- ✓ Analytical skills
- ✓ Goal oriented
- ✓ Team player
- ✓ Flexibility and resourcefulness
- ✓ Decision-making skills
- ✓ Leadership skills

Source: Business Management Review (2002)

Employers Rating of Graduate Skills/Qualities

1.	Communication (verbal & written)	4.69
2.	Honesty/Integrity	4.59
3.	Teamwork skills	4.54
4.	Interpersonal skills	4.50
5.	Strong work ethics	4.46
6.	Motivation & initiative	4.42
7.	Flexibility/adaptability	4.41
8.	Analytical skills	4.36
9.	Computer skills	4.21
10.	Organisational skills	4.05
11.	Detail oriented	4.00
12.	Leadership skills	3.97
13.	Self confidence	3.95
14.	Friendly/outgoing personality	3.85
15.	Well mannered/polite	3.82
16.	Tactfulness	3.75
17.	GPA (3.0 or better)	3.68
18.	Creativity	3.59
19.	Sense of humour	3.25
20.	Entrepreneurial skills/risk taker	3.23

Engineering Accreditation Council (EAC)

Students of an engineering programme are expected to have the following outcomes:

- a) ability to acquire and apply knowledge of science and engineering fundamentals;
- b) acquiring in-depth technical competence in a specific engineering discipline;
- c) **ability to undertake problem identification, formulation and solution;**
- d) ability to utilise systems approach to design and evaluate operational performance;
- e) understanding of the principles of sustainable design and development;

EAC (cont...)

Students of an engineering programme are expected to have the following outcomes:

- f) understanding of professional and ethical responsibilities and commitment to them;
- g) ability to communicate effectively, not only with engineers but also with the community at large;
- h) ability to function effectively as an individual and in a group with the capacity to be a leader or manager as well as an effective team member;
- i) understanding of the social, cultural, global and environmental responsibilities of a professional engineer, and the need for sustainable development; and,
- j) recognising the need to undertake life-long learning, and possessing/ acquiring the capacity to do so.