









WHAT EMPLOYERS WANT?

JOB POSITIONS, SKILLS/COMPETENCIES & TRAINING NEEDS ACROSS INDUSTRIES

PRINCIPAL INDUSTRY	TOP 3 JOB POSITIONS (CURRENT NEEDS)	TOP 3 JOB SKILLS/COMPETENCIES (CURRENT NEEDS)	TOP 3 TRAINING NEEDS
ACCOMODATION AND FOOD SERVICES 	Kitchen Staff Assistance	Customer Service	Customer Service
	Cook	Communication	Supervision/Management
	Bartenders	Culinary	Time Management
CONSTRUCTION, MINING & QUARRYING 	Labourers	Communication	Communication
	Carpenters/Joiners	Technical/Vocational	Technical/Vocational
	Masons	Leadership	Supervision
FINANCE, INSURANCE & REAL ESTATE 	Customer Service/Relations Officer	Communication	Customer Service
	Information Technology Specialists	Customer Service	ICT/Technology Use
	Project Management Officers	Finance/Accounting	Communication
HEALTH, EDUCATION & SOCIAL ACTIVITIES 	Teachers	Childcare and Teaching	Customer Service
	Medical Doctors	Communication	Teaching/Pedagogical Classroom Management
	Daycare Workers	Leadership	Communication
TRANSPORT, STORAGE, COMMUNICATION & UTILITIES 	Cashiers	Computer Literacy/ICT Skills	Customer Service
	Customer Contact Service Agents	Communication	ICT/Technology Use
	Customer Salespersons	Customer Service and Sales Related Skills	Supervision/Management
MANUFACTURING 	Mechanical and Electrical Engineers	Communication	Customer Service
	Production Workers	Customer Service Oriented	ICT/Technology Use
	Sales Clerks	ICT	Leadership
WHOLESALE & RETAIL TRADE 	Cashiers	Communication	Customer Service
	Sales Clerks	Computer Literacy/ICT	Management/Leadership
	Store Supervisors	Critical Thinking/Analytical	Communication
OTHER SERVICES 	Security Guards	Communication	Customer Service
	Drivers	Computer Literacy/ICT	ICT/Technology Use
	Receptionists/Secretaries	Interpersonal Skills	Management/Leadership