



Business, Administration and Law | Business and administration |

## Work skills

### Nota de alcance:

**Work skills** is the study of the structure and function of working life. It comprises programmes, mainly given as staff training, related to the working place and to work assignments.

Programmes and qualifications with the following main content are classified here:

- Clients' needs
- Company knowledge
- Customer service training
- 'Introduction to work' courses
- Organization at work
- Quality assurance
- Trade union courses (general)
- Work development

**Include:** Staff training related to the work place or work assignments is included here.

### Excluye:

Training related to the work place or work assignments is excluded from this detailed field if it has more to do with personal development than work development and is included in detailed field 0031 'Personal skills'.

Staff training which can be classified to any other field is excluded from this detailed field and included in the appropriate field (e.g. quality courses should, if technical, be included in the detailed fields under 071 'Engineering and engineering trades'.)

Programmes in work environment should be included in detailed field 1022 'Occupational health and safety'.

Programmes, mostly at tertiary level, dealing with working life in general in terms of the labour market, the social partners, industrial psychology etc. are excluded from this detailed field and included in the detailed fields under 031 'Social and behaviour sciences'.

Fuente: . Disponible en: <https://vocabularios.educacion.gob.ar/vocabulario/iscedf/termino/52>