

# WORKFORCE / WORKPLACE READINESS

## Literacy Completion Point A

Student: _____	ID #: _____	Entry Date: _____
Institution: _____	Date Achieved: _____	
Site: _____	Instructor(s): _____	

PLEASE CHECK CORRESPONDING BOX AS EACH STANDARD IS ACHIEVED.

Program Number: 9900000  
Course Number: 9900060  
CIP Number: 1532.010500

### STANDARD 1

Identify ways to plan for employment

Date: \_\_\_\_\_ Instructor: \_\_\_\_\_

The student will be able to:

- 01.01 Identify reasons people work.
- 01.02 Describe the relationship among jobs, careers, family life, and leisure activities.
- 01.03 Conduct a self-inventory of skills, experience, education, work preferences, abilities, and values using technological and/or traditional resources as they relate to the job market.
- 01.04 Develop a career plan for future career options to include job preferences, training requirements, and tasks/responsibilities.
- 01.05 Understand the knowledge and skills required for a variety of careers of interest to the student.
- 01.06 Compare occupations based on entry-level requirements and benefits associated with employment.

### STANDARD 2

Identify ways to search for a job

Date: \_\_\_\_\_ Instructor: \_\_\_\_\_

The student will be able to:

- 02.01 Locate, select, and process classified ads.
- 02.02 Identify and locate government and private employment agencies and/or computer-assisted job search programs.
- 02.03 Identify and locate personal resource materials, e.g., birth certificate, diplomas, training certificates, driver's license, and social security card.
- 02.04 Understand the importance of personal/professional networking to obtain job search information.
- 02.05 Develop a portfolio.
- 02.06 Develop a job card file to record specific job leads, requirements, employer names, interview information, and personal notes.
- 02.07 Practice telephone etiquette when calling an employer for job information.

### STANDARD 3

Understand how to apply for a job, and/or applies for a job

Date: \_\_\_\_\_ Instructor: \_\_\_\_\_

The student will be able to:

- 03.01 Describe and give examples of effective interviewing situations, including, prepared questions to ask the interviewer.
- 03.02 Identify appropriate behavior and attitudes in interview situations.
- 03.03 Demonstrate competence in job interview techniques to include grooming, dress, and verbal/nonverbal communication.
- 03.04 Develop a personal fact sheet to include, but not limited to, personal references, work history, educational information, and other pertinent data.
- 03.05 Interpret and complete job applications.
- 03.06 Compose a resume with a cover letter.
- 03.07 Write a follow-up letter after an interview.

### STANDARD 4

Demonstrate understanding of wages, benefits, taxes, and concepts of employee organizations, or identify resources to assist in this interpretation

Date: \_\_\_\_\_ Instructor: \_\_\_\_\_

The student will be able to:

- 04.01 Interpret wages, deductions, benefits, and taxes.
- 04.02 Interpret timekeeping forms, such as, timecards/timesheets.
- 04.03 Interpret pay schedules.
- 04.04 Identify fringe benefits, employee assistance programs, employee benefit packages, medical insurance, and retirement plans.
- 04.05 Understand the importance of contract and union agreements.
- 04.06 Demonstrate knowledge of employee handbooks, personnel policies, and worker's compensation.

*Continued on back*

## STANDARD 5

**Understand the importance of safety standards and procedures in the workplace**

Date: \_\_\_\_\_ Instructor: \_\_\_\_\_

The student will be able to:

- 05.01 Identify safety signs found in places of employment training and in public buildings.
- 05.02 Identify safe work procedures.
- 05.03 Wear safe work attire.
- 05.04 Understand the importance of reporting training and job-related hazards, accidents, injuries, and/or damages to the appropriate person(s).
- 05.05 Demonstrate acceptable employee health habits.

## STANDARD 6

**Demonstrate understanding of concepts and materials related to job training, performance, retention, promotion, and changes**

Date: \_\_\_\_\_ Instructor: \_\_\_\_\_

The student will be able to:

- 06.01 Discuss realistic career goals.
- 06.02 Identify positive and negative feelings that affect success at work and elsewhere.
- 06.03 Identify factors the employer considers when promoting/retaining employees.
- 06.04 Interpret general work-related vocabulary.
- 06.05 Demonstrate the ability to apply or transfer skills learned in one job situation to another.
- 06.06 Interpret job-related signs, charts, diagrams, forms, and procedures.
- 06.07 Identify appropriate computer skills that affect job retention and advancement.
- 06.08 Recognize job responsibilities.
- 06.09 Interpret and write work-related correspondence, including, notes, memos, and letters.
- 06.10 React appropriately to constructive criticism.
- 06.11 Demonstrate a knowledge of how and when to make job changes or to resign from a job.
- 06.12 Analyze and solve workplace problems.
- 06.13 Identify and maintain appropriate attire and hygiene standards for employment situations.
- 06.14 List probable stress factors of various jobs.

## STANDARD 7

**Understand and/or utilize common workplace technology**

Date: \_\_\_\_\_ Instructor: \_\_\_\_\_

The student will be able to:

- 07.01 Identify common tools, equipment, machines, and materials required for one's job.
- 07.02 Demonstrate simple keyboarding skills.
- 07.03 Demonstrate ability to use a filing system.
- 07.04 Identify common business machines, e.g., a fax machine, a copy machine, and a computer.
- 07.05 Demonstrate basic computer skills and use of common software programs, including reading or interpreting computer-generated printouts.
- 07.06 Leave messages on answering machines.
- 07.07 Demonstrate appropriate use of the telephone in a workplace setting.
- 07.08 Demonstrate awareness of the importance of word processing and computer skills in the workplace.

## STANDARD 8

**Demonstrate ability to effectively utilize common interaction techniques in employment situations**

Date: \_\_\_\_\_ Instructor: \_\_\_\_\_

The student will be able to:

- 08.01 Demonstrate the ability to work cooperatively with others as a member of a team, to contribute to team efforts, to maximize the strengths of team members, to promote effective group interaction, and to take personal responsibility for accomplishing goals.
- 08.02 Demonstrate effective communication skills in working with customers and clients.
- 08.03 Demonstrate initiative and resourcefulness in meeting the needs and solving the problems of customers.
- 08.04 Demonstrate effective body language and its influence on the observer.
- 08.05 Identify sexual harassment issues in the workplace.
- 08.06 Identify and use effective approaches to working within a multicultural workforce; including, respecting cultural diversity, avoiding stereotypes, and recognizing concerns of members of other ethnic and gender groups.
- 08.07 Identify techniques for handling stress and time management problems on the job.

## STANDARD 9

**Utilize the computer to enhance personal, academic, vocational, and social communication**

Date: \_\_\_\_\_ Instructor: \_\_\_\_\_

The student will be able to:

- 09.01 Identify basic terminology associated with computers.
- 09.02 Identify the parts of a computer.
- 09.03 Identify hardware.
- 09.04 Identify software.
- 09.05 Demonstrate appropriate use and care of computer hardware and software.
- 09.06 Demonstrate the steps necessary to "boot up" a computer system, e.g., DOS, Windows, or Macintosh.
- 09.07 Utilize computer directories to locate files.
- 09.08 Identify the basic components of a computer system.
- 09.09 Understand utilization possibilities.
- 09.10 Understand advantages and disadvantages of computers.

Administrator: \_\_\_\_\_

Instructor: \_\_\_\_\_

Signatures verify achievement of  
LITERACY COMPLETION POINT A

Effective: \_\_\_\_/\_\_\_\_/\_\_\_\_