



A Work Credential Program

The benchmarks under each standard are designed to help the trainer construct the training.
WorkReady

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

PLEASE CHECK CORRESPONDING BOX AS EACH STANDARD IS ACHIEVED.

STANDARD A

The trainee identifies personal motivations and challenges to employment (includes self-esteem, appearance, attitudes and behaviors, time management, and stress management).

Date: _____ Instructor: _____

Benchmarks:

- A.1 Identifies reasons why people work;
- A.2 Identifies the practices that promote good dental health, cleanliness, and hygiene;
- A.3 Identifies appropriate behavior, attire, attitudes, and social interaction and other factors that affect job retention;
- A.4 Understands how to handle time stress
- A.5 Can identify and prioritize personal, educational and workplace goals and can practice effective organization and time management skills to achieve those goals;
- A.6 Understands the relationship between jobs, careers, family life and leisure activities;
- A.7 Can identify a problem and devise and implement a solution to the problem.
- A.8 Is aware of self-esteem and confidence issues.

STANDARD B

The trainee develops a plan for employment (includes self-awareness, interest, and skill inventories, transferability of skills, etc.).

Date: _____ Instructor: _____

Benchmarks:

- B.1 Identifies procedures for career planning;
- B.2 Conducts a self-inventory of skills, experience, education, work preferences, abilities and values as they relate to the job market;

- B.3 Develops a career plan including job preferences, training requirements and tasks/responsibilities;
- B.4 Understands the knowledge and skills required for careers that are of personal interest;
- B.5 Compares occupations based on entry-level requirements and benefits associated with employment;
- B.6 Demonstrates the ability to apply or transfer skills learned in one job situation to another.

STANDARD C

The trainee understands how to communicate effectively (includes verbal and non-verbal communication, interpersonal relationships, anger management and conflict resolution).

Date: _____ Instructor: _____

Benchmarks:

- C.1 Identifies or uses appropriate non-verbal behavior in a variety of situations (e.g. handshaking);
- C.2 Identifies or uses appropriate language for informational purposes (e.g. to identify, describe, ask for information, state needs, command, agree or disagree, or ask permission);
- C.3 Identifies or uses appropriate language to influence or persuade (e.g. to caution, request, advise, persuade, negotiate);
- C.4 Identifies or uses appropriate language in general social situations (e.g. to caution request, advise, persuade, negotiate);
- C.5 Clarifies or requests clarification;
- C.6 Uses telephone to make and receive routine business calls;
- C.7 Interprets safety signs, manuals and related information found in the workplace;
- C.8 Can interpret general work related vocabulary;

- C.9 Responds appropriately to criticism and feedback;
- C.10 Understands how to effectively resolve conflict and manage anger.

STANDARD D

The trainee demonstrates effectiveness in working with other people (includes team work, diversity, problem solving).

Date: _____ Instructor: _____

- D.1 Demonstrates a basic understanding of team work;
- D.2 Demonstrates the ability to work cooperatively with others as a member of a team;
- D.3 Demonstrates ways to cooperatively solve problems and make appropriate decisions;
- D.4 Identifies ways to learn from others and to help others learn job-related concepts and skills;
- D.5 Demonstrates effective communication skills in working with customers and clients;
- D.6 Identifies and uses effective approaches to working within a multicultural workforce, including respecting diversity, avoiding stereotypes and harassment, and recognizing concerns of members of other ethnic and gender groups;
- D.7 Understands sexual harassment and can identify it in the workplace.

STANDARD E

The trainee understands the basic principles of getting a job (includes applications, resumes, cover letters, interviews, basic employment forms, searching for jobs).

Date: _____ Instructor: _____

- E.1 Interprets forms related to seeking work, such as applications and IRS form;
- E.2 Follows procedures for applying for a job, including interpreting and completing job applications, resumes and cover letters;
- E.3 Identifies and uses a variety of sources for information about job opportunities such as job descriptions, ads, announcements, web sites;
- E.4 Identifies and uses information about the job market and workforce, including information about non-traditional jobs;
- E.5 Identifies training requirements and resources;
- E.6 Identifies procedures involved in interviewing.

STANDARD F

The trainee understands wages, benefits, taxes and employee organizations (includes basic employee information needed to be successful at work).

Date: _____ Instructor: _____

- F.1 Interprets wages, wage deductions, benefits, and timekeeping forms;
- F.2 Interprets information about employee organizations;
- F.3 Interprets employee handbooks, personnel policies and job manuals;
- F.4 Understands employer needs and employment law practices.

STANDARD G

The trainee can interpret and understand work related safety information.

Date: _____ Instructor: _____

- G.1 Interprets safety signs;
- G.2 Interprets work safety manuals and related information;
- G.3 Understands how to report unsafe working conditions and work related accidents, injuries and damages.

