

CERTIFICATION and ORIENTATION

“To know what you know and what you do not know, that is true knowledge.”
~Confucius.

CERTIFICATION AND ORIENTATION

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MEMBERS

CO3

Revision 8.1
Work Certified™ 1.2016

MEMBER CERTIFICATION PROCESS

STEP 1	<p>Members must master all fifty-nine (59) competencies listed for each module, inclusive of the universal competencies. If a competency is not met, the member can retake a specific exercise in the module or the entire module to try to master failed competencies.</p> <p>However, failure of universal competencies (i.e. attendance, personal grooming) requires the entire 90-hour program to be repeated for the member to be eligible for certification.</p>
STEP 2	<p>The member takes the Work Certified™ Certification Exam, which must be given by an entity other than the instructor that conducted the classes. The member must score 80% or higher to obtain a Work Certified™ Certification.</p>
STEP 3	<p>If a member does not score 80% or higher, he/she can retake the exam. It is recommended, however, that the members review modules (or take specific modules) where questions were missed so they have a better chance in passing the exam. Members can take the exam up to three times to achieve a passing score.</p>
STEP 4	<p>Once the certification exam is passed the member receives their wallet-sized certification within 14-21 days.</p>

MEMBER ORIENTATION

CO5

Revision 8.1
Work Certified™ 1.2016

MEMBER ORIENTATION

An orientation for members enrolling in the Work Certified™ Certification Program is required. It can be conducted in one or two sessions depending upon the size of the group and the testing desired by the group. The orientation meeting should be held about one week before the start of the Work Certified™ Certification Program so members can make all necessary arrangements (transportation, child care, school pick-up, etc.) prior to the start of the program. Remember, because absenteeism and tardiness are required competencies throughout the entire program, these issues need to be addressed by members prior to the start of the program. The chart below details the topics needed to be covered during the orientation.

Orientation Speech Topics on the Purpose and Goals of the Program.

- (1) Program both verifies and teaches hard and soft skills that businesses indicated they value in all employees in numerous focus groups conducted on the Treasure Coast and in Palm Beach County, Florida. The program is now offered in over 8 states and is growing as the nation's number one work readiness program.
- (2) The importance that businesses place in this program was quickly discovered when the local businesses were more interested in this program than in funds that the Treasure Coast Workforce Development Board had available.
- (3) For employees to understand what employers value in the workplace, which will allow them to thrive in the workplace. The skills learned in this course will not only help individuals get and keep jobs, but will help them grow into higher level positions providing them with a career, as long as they apply those skills.
- (4) To provide a certification - this is a statement to employers that this individual is verified Work Certified™ through demonstrated competencies.
- (5) To have a set of well-defined competencies and a common curriculum providing employers with a clear understanding of how Work Certified™ is defined in this program.
- (6) To provide employees with a wallet-sized certification to present as evidence of skills they possess and required for job advancement.
- (7) This program is taught like a business, with the Instructor being the members' supervisor, and the classmates being the members' coworkers.
- (8) The program is for all members, not just entry-level and not necessarily minimum-wage jobs. While some entry level jobs are low-skill, low-wage jobs; many are higher-skill, higher-wage jobs and are classified as entry-level only because there are several workers performing the same job function. An example is a bank teller: tellers have a good deal of responsibility (dealing with customer's bank accounts) and can be promoted within the company.

Note - Be sure to tell the members the dates, times, locations and directions to the classes.

MEMBER ORIENTATION (continued)

A Discussion of the Competencies and How the Program is Implemented.

- A review of the nine modules covered in the program.
- A detailed presentation of all competencies required to be mastered to obtain certification, stressing the competencies they will be expected to display from day one of the program (i.e. attendance, personal grooming).
- Remember, the universal competencies (required for all nine modules) start the first day of the class.
- Members need to know precisely what is expected of them regarding these competencies before they start the program.

For example, many members will state that they have life situations that may interfere with some of the universal competencies. Explain to them that this program is conducted as a **place of employment with the member as a team member**. Therefore, their responsibility during this program is no different than it would be at work.

Graduates of the program are considered as Work Certified™. Therefore, if ongoing life situations (i.e. car, child care, not emergencies) causes them to miss time in this program, at worst they are clearly **not** work ready and at best it **cannot be determined** if they would be work ready if they obtained a job. And that is not even taking into account the course material missed by tardiness and absences.

Providing Work Certified™ certifications in these instances could lead to businesses hiring individuals who were certified Work Certified™ but were truly not work ready.

This would devalue the certification for all members who went through the program, met all competencies, obtained a certification and were Work Certified™ because businesses could not count on what the certification represented. Remember, this program is based around demonstrated competencies, not “I think-they-can” competencies.

PRE~ASSESSMENTS

CO8

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PRE-ASSESSMENT TESTS

Administer the Reading Comprehension, Writing and the Business Math Pre-Assessment tests. Enrollment into the Work Certified Program requires members passing the pre-assessment tests with an 80% or better. It is recommended that a score of 80% be achieved on these tests in order to allow a member to enroll in the course. However, if the instructor believes the member can manage the materials in the course, the instructor may allow them to enroll even if they score below 80%. There are no set time limits for these assessments, however we recommend at least 90 minutes (30 minutes per assessment) to complete.

The Pre-Assessment test follows on pages CO10-CO16.

READING COMPREHENSION PRE-ASSESSMENT TEST

1. The people carrying _____ indicated it was raining outside.

- A. bags
- B. glasses
- C. umbrellas
- D. very little

2. The dog barking meant that someone was _____.

- A. in the bathroom
- B. at the front door
- C. on the telephone
- D. sleeping

3. The movie was scary. Everyone in the theater was very quiet. George could not look at the movie screen.

Why couldn't George look at the movie screen?

- A. The theater was too quiet.
- B. Someone was blocking George's view of the movie screen.
- C. The movie was too scary.
- D. George did not like the movie.

4. Sara and Millie were talking. Loud music was playing. People were dancing. Millie could not understand what Sara was saying.

Why couldn't Millie understand Sara?

- A. The music was too loud.
- B. Sara was not talking clearly.
- C. People were dancing.
- D. Millie was not paying attention.

READING COMPREHENSION PRE-ASSESSMENT TEST(continued)

Directions: Read the paragraph and answer the questions.

America's 78 million credit cardholders carried an average balance of \$7,564 past years. The cost in interest and fees amounted to more than \$1,000 for the typical budget. If you just said, "Budget - what budget?" you know what I mean. Truth is most of us go on spending sprees from time to time.

But, when power shopping creates the illusion of success, even as debts spiral out of control, it has become a weakness. Some obvious signs that spending is out of control include making minimum payments on your credit cards, late fees, bounced checks, lack of a budget and loss of sleep over money worries.

Answer the question using the information from the paragraph. Give evidence if needed.

5. How many people in America have credit cards? How much do they put on their card?

6. Why does the author seem to think we go on big shopping sprees?

7. What indicates you may be shopping more than you should?

8. Do you feel as if the author may feel that shopping is bad for our health? Explain.

9. What does the phrase "power shopping" mean to you?

10. Counting all of the credit card holders in America, how much do Americans spend just on interest and fees?

**READING COMPREHENSION PRE-ASSESSMENT TEST
ANSWER KEY**

1. C
2. B
3. C
4. A
5. 78 million credit cardholders carried an average balance of \$7,564
6. To create the illusion of success
7. Making minimum payments on your credit cards, late fees, bounced checks, lack of a budget and loss of sleep over money worries.
8. Author indicates that huge amount of debt that typical Americans have in credit cards and further indicates that the spending is a weakness and that the signs of overspending can affect health in causing a lack of sleep.
9. Overspending, spending un-necessarily, or too much at once
10. Over \$1,000.00

BUSINESS MATH PRE~ASSESSMENT TEST

Solve:

1. $18 + 60 =$

2. $88 - 26 =$

3. $30 \times 6 =$

4. $96 \div 12 =$

5. $\frac{1}{8} + \frac{1}{4} =$

6. $\frac{5}{6} \times \frac{7}{8} =$

7. $6\frac{3}{9} + 4\frac{2}{27} =$

8. Change into fraction: $0.75 =$

9. Change into percent: $0.786 =$

10. A retail outlet is selling portable CD players at \$35.00. They want to discount the CD players 20%. What is the new selling price?

BUSINESS MATH PRE-ASSESSMENT TEST ANSWER KEY

Solve:

1. $18 + 60 = 78$

2. $88 - 26 = 62$

3. $30 \times 6 = 180$

4. $96 \div 12 = 8$

5. $1/8 + 1/4 = 3/8$

6. $5/6 \times 7/8 = 35/48$

7. $6 \frac{3}{9} + 4 \frac{2}{27} = 10 \frac{11}{27}$

8. Change into fraction: $0.75 = 75/100 = 3/4$

9. Change into percent: $0.786 = 78.6\%$

10. A retail outlet is selling portable CD players at \$35.00. They want to discount the CD players 20%. What is the new selling price?

$$\$35.00 \times .20 = \$7.00 \quad \$35.00 - 7.00 = \$28.00$$

WRITING PRE~ASSESSMENT TEST

Write three paragraphs about one of the following topics:

- What are your expectations in attending Work Certified™?
- What are your career goals?
- What are your strengths in the workplace?

WRITING PRE~ASSESSMENT TEST ANSWER KEY

In order to get into this course the following must be achieved for the letter written for this exercise:

1. The individual can write in English.
2. The individual writes on the topic.
3. The individual writes sentences that make sense.

INSTRUCTORS

CO17

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INSTRUCTOR CERTIFICATION PROCESS

Instructors are required to take a 30-hour training program, sign the Certified Instructor Agreement (CO19) and pass a certification exam (score of 90% required). Instructors must pass their certification test prior to teaching their first class. Instructors must also attend a seminar or webinar, when available or required, to review program updates and changes and are required to maintain updated materials. Instructors must be employed with an organization that holds a currently active membership with the Work Certified™ Program. Instructors may be audited to ensure accuracy for implementation of program, course records, and member completion and pass rates. Failed audits result in re-training and possibly, loss of certification. A suggested Instructor Training Agenda is as follows, subject to change by the Certified Trainer providing the training class:

Day 1	AM	Program Overview and materials/Certification Requirements
	PM	LMS Database Introduction and Overview
Day 2	AM	LMS Database Overview
	PM	Reading Comprehension
Day 3	AM	Business Technology; Pre-Employment
	PM	Business Communications Business Math
Day 4	AM	Customer Service Employment Expectations
	PM	Mastering Career Success General Business Knowledge
Day 5	AM	Overcoming Barriers to Success Preparation for Training Proctor Training/Instructor Certification Exam
	PM	Final Certification Exam

Each specific module is taught using the following format:

- A. 15 minutes - Competencies and Course Outline
- B. 30 minutes - Review Course Summary and Instructor Teaching Plans
- C. 45 minutes - Perform some of the exercises required for the course

IMPORTANT - After taking the Instructor training program, Instructors will still need an estimated 40-80 hours of individual prep time before they are ready to teach the entire program.

To arrange for additional training sessions you can contact:

Workforce Development Board of the Treasure Coast,
584 NW University Blvd., Suite 100
Port St. Lucie, FL 34986
Phone: 772-335-3030

CO18

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WORK CERTIFIED™ CERTIFICATION PROGRAM

Certified Instructor Agreement

This Agreement is to be signed and a copy sent to the authorizing agency.

The Work Certified™ Certification Training Program is owned by the Workforce Development Board of the Treasure Coast. Materials used in this program are owned or copy written by the Workforce Board of the Treasure Coast, JIST, and other partners.

Instructors agree and adhere to the following terms and conditions:

- Cannot duplicate or make copies of any of this material except for the sole purpose of training participants on the Work Certified™ program as directed by the Workforce Development Board of the Treasure Coast.
- Cannot contract with other entities to perform these services without permission or written consent from the Workforce Development Board of the Treasure Coast.
- Cannot profit from this program without permission or written consent from the Workforce Development Board of the Treasure Coast.

The Workforce Development Board agrees to:

- Provide instructor training at agreed cost.
- Provide support when needed and as defined in the signed contract.
- Provide up-dated training materials at agreed cost.
- Provide training opportunities to become Certified Instructors.

If training opportunities become available, Certified Instructors can become eligible for training contracts from the licensed boards or licensed Work Certified™ organizations.

Instructor

Workforce Development Board/Certifying Agency

Print Name

Print Name

Signature

Signature

Organization

Organization

Date

Date

CO19

Revision 8.1
Work Certified™ 1.2016

MEMBER CERTIFICATION COMPETENCY REQUIREMENTS

CO20

Revision 8.1
Work Certified™ 1.2016

MEMBER CERTIFICATION COMPETENCY REQUIREMENTS

The following are the individual module competencies and requirements, inclusive of the universal competencies, for eligibility for the final certification exam.

Each module has individual competency requirements to include an online exam, where indicated. These online quizzes are competencies as well.

The universal competencies must be monitored and evaluated throughout the program for completion.

Each competency must be entered in the LMS Database system to validate each member's completion of the requirements to be scheduled for the certification examination. Upon completion of the competencies, a transcript should be generated from the database for documentation of the member's participation in the course(s).

CERTIFICATION COMPETENCY REQUIREMENTS

READING COMPREHENSION COMPETENCIES

RC-01. Member demonstrates knowledge and ability through the application of reading comprehension skills in reading for the main idea, reading for details, determining word meaning from context and reading between the lines as evidenced by observation of performance in this module and throughout this course.

RC-02. Member demonstrates ability to implement the use of reading comprehension skills effectively through application of exercises in reading business stories/articles, reading business letters and memos, following simple and complex instructions, and utilizing a procedure manual, table of contents and index. These skills are evidenced by the member answering a minimum of 4 questions during the instruction on this module.

RC-03. Member demonstrates ability to read effectively by understanding paragraph structure and the use of highlighting, summarizing and reviewing text for content and clarity by answering questions aloud in class as well as in exercises and worksheets.

RC-04. Member demonstrates ability to read out loud confidently and accurately in front of a group by reading a passage from a selected source as evidenced by observation of performance.

RC-05. Member demonstrates vocabulary building through use of resources in improving knowledge and skills of word research by participation in exercises and worksheets.

RC-06. Member demonstrates ability to effectively apply reading comprehension skills by achieving a score of 80% or higher on the **module online quiz**.

BUSINESS TECHNOLOGY COMPETENCIES

BT-07. Demonstrates understanding of Business Technology by understanding appropriate use of office environment safety with equipment and tools, as well as practicing sustainable workplace responsibilities as evidenced by observation of performance.

BT-08. Demonstrates understanding of social networking and appropriate use as evidenced by observation of performance.

BT-09. Demonstrates proficiency in connecting to the Internet and go to web sites when provided with web site addresses and successfully bringing up a minimum of 5 web sites in class as evidenced by observation of performance.

BT-10. Demonstrates proficiency in using search engines to find web sites on specific topics by performing a minimum of two searches correctly in class (one search per topic) as evidenced by observation of performance.

BT-11. Demonstrates ability in using the Internet to find the answers to specific questions by scoring 75% or higher on the Search Engine Exercise (Scavenger Hunt) as evidenced by observation of performance.

BT-12. Demonstrates proficiency in using a mouse effectively as evidenced by observation of performance.

BT-13. Demonstrates proficiency in using a computer keyboard by exactly reproducing the letter in the Word Processing Exercise as evidenced by product review.

BT-14. Demonstrates proficiency in using word processing format functions by completing the following on the Word Processing Formatting Exercise (using bold and italics and changing fonts, font sizes, font colors, and clipart) as evidenced by product review.

BT-15. Demonstrates ability to effectively use spreadsheets by using formulas and functions as evidenced by observation of performance.

BT-16. Demonstrates proficiency in successfully making at least one web site a favorite place (bookmark) in class as evidenced by observation of performance.

BUSINESS TECHNOLOGY COMPETENCIES (continued)

BT-17. Member accomplishes understanding managing an incoming e-mail by retrieving their Work Certified™ Welcome e-mail and forwarding to their Instructor, which results in validation of member's e-mail address.

BT-18. Member sends an e-mail to the Instructor by entering a proper address in the "To" field, applicable subject in the "Re:" or "Sub." field and e-mail is successfully received by the Instructor confirming accomplishment of sending an e-mail and validation of member's e-mail address.

BT-19. Demonstrates ability to save the e-mail address from an incoming e-mail to an address book by performing the activity successfully in class as evidenced by observation of performance.

BT-20. Demonstrates knowledge of computers, the Internet and software applications by achieving a score of 80% or higher on an **online module quiz**.

PRE-EMPLOYMENT COMPETENCIES

PRE-21. Demonstrates knowledge of job search methods and sources by scoring 100% on the Job Search Exercise as evidenced by Q&A.

PRE-22. Demonstrates proficiency in writing an effective Résumé, cover letter, and thank-you letter as evidenced by product review.

PRE-23. Demonstrates development of a Résumé, cover letter, and job application in applying for a chosen job position through the mock interview as evidenced by observation of performance.

PRE-24. Demonstrates effective interviewing skills by participating in a mock interview, demonstrating proper dress, preparing effectively for questions, and preparing a thank-you letter for the interview as evidenced by observation of performance.

CUSTOMER SERVICE COMPETENCIES

CS-25. Answers a minimum of six questions correctly during class lectures and exercises as evidenced by observation of performance.

CS-26. Demonstrates ability to identify internal and external customers by performing the Who Are Your Customers Exercise and successfully listing at least one external and one internal customer for the job position they are assigned as evidenced by observation of work product.

CS-27. Demonstrates ability to recognize customer needs by participating in module role-plays as observed by instructor.

CS-28. Demonstrates ability to generate practical solutions to customer problems by coming up with at least 1 acceptable recommendation to help resolve the customer complaint in the Custom Rental, Inc./Southside Equipment, Inc. Case Study as evidenced by Q&A.

CS-29. Demonstrates effective use of active listening skills by showing appropriate attention, repeating, and summarizing skills as evidenced by observation of performance.

CS-30. Demonstrates ability to classify comments in order to properly address customer needs by scoring 70% or higher on the Statement/Objection/Question Exercise as evidenced by Q&A.

CS-31. Demonstrates proficiency in identifying statements and words to avoid using when performing customer service functions by scoring 80% or higher on the Statements to Avoid Exercise as evidenced by Q&A.

CS-32. Demonstrates ability to work effectively as a team member as evidenced by observation of performance.

CS-33. Demonstrates knowledge of customer service by achieving a score of 80% or higher on an online module quiz.

BUSINESS COMMUNICATIONS COMPETENCIES

BC-34. Answers a minimum of four questions correctly during class lectures and exercises as evidenced by observation of performance.

BC-35. Demonstrates proficiency in alphabetization by completing the Alphabetization Exercise with no more than one error as evidenced by product review.

BC-36. Demonstrates ability to effectively use verbal communication techniques as evidenced by participant publicly speaking through observation of performance.

BC-37. Demonstrates ability to write an effective business/customer letter by completing the Business/Customer Letter Exercise with no more than three errors as evidenced by product review.

BC-38. Demonstrates ability to write an effective business memo by completing the Business Memo Exercise with no more than three errors as evidenced by product review.

BC-39. Demonstrates ability to recognize effective business communications by achieving a score of 80% or higher on online module quiz

EMPLOYMENT EXPECTATIONS COMPETENCIES

EE-40. Answers a minimum of eight questions correctly during class discussion and exercises; completion of worksheets as evidenced by observation of performance.

EE-41. Demonstrates appropriate dress for a professional office work place as evidenced by observation of performance.

EE-42. Demonstrates knowledge of Employment Expectations (work maturity) basics by achieving a score of 80% or higher on **online module quiz**.

MASTERING CAREER SUCCESS COMPETENCIES

MCS-43. Demonstrates appropriate dress for a professional office work place as evidenced by observation of performance.

MCS-44. Answers a minimum of eight questions correctly during class discussion and exercises; and completion of worksheets as evidenced by observation of performance.

MCS-45. Demonstrates proficiency in collecting data and reporting results accurately by scoring 80% or higher on the Frequency Table Exercise as evidenced by observation of work product.

MCS-46. Demonstrates ability to work effectively as a team member as evidenced by observation of performance.

MCS-47. Demonstrates knowledge of employability basics by achieving a score of 80% or higher on the **online module quiz**.

BUSINESS MATH COMPETENCIES

BM-48. Answers a minimum of one question correctly on each topic during class discussion and exercise review.

BM-49. Demonstrates ability to create graphs by creating a line and bar graph in class with no errors as evidenced by product review.

BM-50. Demonstrate knowledge of Business Math by achieving a score of 80% or higher on an online quiz.

GENERAL BUSINESS KNOWLEDGE COMPETENCIES

GBK-51. Demonstrates understanding of general business knowledge, ethics, business structures and the legal responsibilities of each by participating in a team activity/discussion.

GBK-52. Demonstrates understanding of the importance of the green workplace and green collar jobs and how both can create a healthier workplace and sustainable environment by participating in a team activity/discussion.

GBK-53. Demonstrates knowledge of basic business framework and elements of mission statements, vision statements, values, ethics, sustainability, and marketing, by participating in a team activity and presentation to class.

GBK-54. Demonstrates knowledge of business and workplace basics by achieving a score of 80% or higher on online module quiz.

UNIVERSAL COMPETENCIES

U-55. Demonstrates proper grooming habits as evidenced by observation of performance.

U-56. Demonstrates proficiency in attendance by being on time and ready to work at the start of class 100% for all nine modules with no more than two excused absences as evidenced by observation of performance.

U-57. Demonstrates proficiency in punctuality by having no more than three incidents of excused tardiness for all nine modules as evidenced by observation of performance. (Exceptions at Instructor's discretion for job interviews)

U-58. Demonstrates effective use of interpersonal relationship skills when dealing with supervisors by interacting respectfully and professionally with all instructors at all times for all nine modules as evidenced by observation of performance.

U-59. Demonstrates effective use of interpersonal relationship skills when dealing with coworkers by interacting respectfully and professionally with all classmates at all times for all nine modules as evidenced by observation of performance.

TRAINERS

CO33

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Work Certified™ 1.2016

TRAINER CERTIFICATION PROCESS

As your program grows and develops within your community, you may need a certified trainer to train your instructors. In order to become a certified trainer, you must first be a certified instructor and have taught at least six complete Work Certified™ courses.

Trainer requirements (above and beyond Instructor requirements) include:

- A. The Train the Trainer candidate must have a recommendation from their program administrator indicating their approval and need for a trainer.
- B. A minimum of 2 hours of video teaching portions of 3 different modules of training for review and observation of instructor's knowledge of program, techniques and management of classroom.
- C. An interview with a member of the Work Certified™ administrative team.
- D. A passing score of 92% on the online Trainer Process Examination (25 questions).

NOTE: Trainers may also be required to attend a seminar or webinar once a year to review updates and changes to the Work Certified™ Program in detail, including how the new material will be covered in instructor training sessions. They are also required to obtain all updated materials.

There are options available to assist you in accomplishing this training for your program. Contact a member of the administrative team to discuss coordination of training for your trainer candidates.

WORK CERTIFIED™ CERTIFICATION PROGRAM

Train-the-Instructor Agreement

This Agreement is to be signed and a copy sent to the authorizing agency.

The Work Certified™ Certification Training Program is owned by the Workforce Development Board of the Treasure Coast. Materials used in this program are owned or trademarked by the Workforce Board of the Treasure Coast, JIST, and other partners.

The Trainer agrees and adheres to the following terms and conditions:

- Must be certified as a Work Certified™ Instructor and pass the process test with 92% or better.
- Provides support and resources to Certified Instructors.
- Cannot duplicate or make copies of any of the Work Certified™ material, except for the sole purpose of training instructors, directed by the Workforce Development Board of the Treasure Coast or membership partners.
- Cannot contract or sub-contract with other entities to perform these services without written consent from the Workforce Development Board of the Treasure Coast.
- Cannot profit from this program without permission and written consent from the Workforce Development Board of the Treasure Coast.

The Workforce Development Board of the Treasure Coast agrees to provide the training provider:

- A curriculum to be used for training at agreed cost as per membership contract.
- All the text used in training at agreed cost to the contractual partner as per membership contract.
- Provide up-dated training materials at agreed costs as per membership contract.

Trainer

Workforce Development Board/Certifying Agency

Print Name

Print Name

Signature

Signature

Organization

Organization

Date

Date

CO35

Revision 8.1
Work Certified™ 1.2016

EVALUATION FORMS

CO36

Revision 8.1
Work Certified™ 1.2016



Member????? Program Evaluation

Member Name <i>(optional)</i> :
Organization:
E-Mail <i>(optional)</i> :
Trainer Name:
Date(s):

Please check the appropriate box:

Trainer Evaluation	1 Agree Strongly	2 Agree	3 Unsure	4 Disagree	5 Disagree strongly	6 N/A
Trainer is knowledgeable about the subject	<input type="checkbox"/>	<input type="checkbox"/>				
Trainer is prepared.	<input type="checkbox"/>	<input type="checkbox"/>				
Trainer presents material in a way the helps me learn.	<input type="checkbox"/>	<input type="checkbox"/>				
Trainer encourages participation.	<input type="checkbox"/>	<input type="checkbox"/>				
Trainer answers member's questions.	<input type="checkbox"/>	<input type="checkbox"/>				
Trainer is enthusiastic about teaching.	<input type="checkbox"/>	<input type="checkbox"/>				
The pace of the course is just right.	<input type="checkbox"/>	<input type="checkbox"/>				
I would recommend this Trainer to others.	<input type="checkbox"/>	<input type="checkbox"/>				
Program Content	1 Agree Strongly	2 Agree	3 Unsure	4 Disagree	5 Disagree strongly	6 N/A
The program modules are structured for successful implementation and easy to follow.	<input type="checkbox"/>	<input type="checkbox"/>				
The module exercises and quizzes helped me learn the material.	<input type="checkbox"/>	<input type="checkbox"/>				
The program has been about the right length.	<input type="checkbox"/>	<input type="checkbox"/>				

What suggestions would you recommend for future classes?

Additional Comments:



Instructor Program Critique

<i>Course Title:</i>	<i>Instructor:</i>
<i>Date(s) Course Taught:</i>	<i>Location Taught:</i>

Q1. The students, as a whole, who took this course had the necessary skills prior to enrolling in this course to meet the certification criteria.

1. Strongly agree
2. Agree
3. Agree somewhat
4. Disagree
5. Strongly Disagree

Q2. If there is anything you can recommend to better screen the members enrolled in this course, please use the space that follows to write your comments.

Q3. The course outline, content and flow are adequate to accomplish the goals of this course.

1. Strongly agree
2. Agree
3. Agree somewhat
4. Disagree
5. Strongly Disagree

Q4. Please use the space below to indicate any changes you would recommend to improve this course including modifications/changes in the course materials, topics to add, topics to remove, anything else.

PROCTORING

CO39

Revision 8.1
Work Certified™ 1.2016

PROCEDURES FOR PROCTORING EXAMINATIONS

The purpose of proctoring the Work Certified™ Final Certification Examinations is to provide administration and supervision of the testing and maintain the integrity of the program. Proctors should help members feel at ease and comfortable to reduce test anxiety. Work Certified Instructors may proctor examinations for Work Certified™ classes, just not those for whom they have been the member's Instructor.

To become a Proctor for the Work Certified™ program, the interested person must:

- 1) Be employed with an organization that holds a currently active membership with the Work Certified™ Program.
- 2) Participate in a 1-hour training course on proctoring.
- 3) Be monitored by a currently trained Proctor or other designated staff at their first examination session and not be the Work Certified™ Instructor for any class which they are proctoring.

Responsibilities of a Proctor:

- 1) Secure location and/or schedule dates and times of testing with Work Certified™ Instructors/Trainers.
- 2) Ensure all required equipment and/or material is available. Items needed may include:
 - a. Copies of evaluations for each member
 - b. Calculators
 - c. Business Technology Study Guide
 - d. Business Math Handout
 - e. Two pencils or pens per person
 - f. Scratch paper
 - g. Candies/mints (optional)
- 3) Obtain printed copies of each member's Certificate of Eligibility (see CO43) to indicate their eligibility for the Final Certification Exam from the course instructor. Proctors will validate the identity of the testing members by looking at their driver's license or a picture identification card with their Certificate of Eligibility as they are entering the testing area.
NOTE: Ask all members to turn off cell phones and pagers while in the testing area.
- 4) Greet and welcome all members to the final exam. Thank them for their participation in the program. Ask the member's to complete the Member Program Evaluation form prior to taking the Final Certification Exam. Once completed, these should be collected and turned in to the Program Coordinator or Administrator.
- 5) Have the participants log into the testing system. Once the members have logged into the testing system, the Proctor will ask all members to confirm the accuracy of their online profile information and make any corrections as necessary.
NOTE: Members must correct any capitalization or spelling of their name, as their certification cards are printed exactly as it is entered into this system.
- 6) Inform members to click on their transcript; then click on "Final Certification Exam". Once the exam has started, inform members that there is to be no talking or discussion at any time.

PROCEDURES FOR PROCTORING EXAMINATIONS (continued)

- 7) During the exam, proctors should not walk or pace up and down the aisles or cause distraction of any kind. They should sit or stand in a location where they can observe all members taking the exam.
- 8) If a member raises their hand to ask a question, Proctors should go to the member and listen to their question. If the question is in regards to the exam, the Proctor may read the question thoroughly, so the member understands the question. The Proctor is not to give any other advice or help. Conversation should be kept at a minimum and not be disruptive.
- 9) Once the exam is submitted by the member, their score will appear indicating whether or not they have passed the exam. Additionally, the database will automatically e-mail the member at the e-mail address on their profile, as well as the Instructor, their test scores. Instructors should follow-up with the Proctor on scheduling dates for members that must retake the exam. Proctors should not allow members to immediately retake another final exam.

The following script is suggested for the Proctor:

Congratulations on completing the Work Certified program! You have successfully completed all modules of the certification course and are now ready to take the final exam. The Work Certified Program is recognized by local employers and has become a nationally-recognized work readiness certification program. Employers look favorably on job applicants who are Work Certified. Having this credential will give you a better chance of not only getting a job, but keeping your job and being promoted—provided you apply the skills learned in this program. Be sure and tell potential employers that you are Work Certified™!

Also, please complete the Member Program Evaluation prior to taking the exam – we would appreciate your honest feedback about your experience with the program. This will help us improve Work Certified.

Please log into the system and go to your profile to ensure that all of the information is correct. Please make sure that your name is properly spelled and capitalized, as your certification card will be printed from this entry.

There are 75 questions on this exam; you must score 80% or higher to receive the Work Certified™ certification. If you have a lower score, you will have the opportunity to re-take the test. If you wish to retake the test, please contact your instructor to schedule a review and test date. Please read all questions thoroughly and take as much time as you need to complete the exam.

This exam is untimed. You are permitted to use a calculator, and scratch paper, the Business Technology Study Guide, and the Business Math Handout. However, you may NOT use any other notes. I will provide you with all necessary items to include copies of these handouts.

PROCEDURES FOR PROCTORING EXAMINATIONS (continued)

When you have answered all exam questions, please click on the “Submit” button after the last question on your exam. **DO NOT CLICK ON THE “X” TO END YOUR EXAM!**

Please raise your hand and let me know that you are finished. You will be excused from the classroom while others are finishing the exam.

Remember to be courteous and quiet during this exam – please turn off all cell phones and pagers.

Again, if you have any questions, please raise your hand and I will be there to assist you! Does anyone have any questions about the instructions? [If so, answer questions.] If not, then you may start!

CERTIFICATE OF ELIGIBILITY~ SAMPLE



The Certificate of Eligibility must be printed by the Instructor for each of their Members that are taking the Final Certification Exam. These are given to the Proctor prior to the exam time. The Proctor can then use these certificates, the transcript overview report, along with Member IDs to confirm student identity and certification exam eligibility.

WORK CERTIFIED PROCTOR EXAMINATION

Name: _____

Date: _____

Site Location: _____

Score: _____

1. What is the primary role of the proctor?
 - a) To help relieve test anxiety through breathing exercises
 - b) To inform job seekers of the right answers
 - c) To oversee the administration and supervision of the exam
 - d) None of the above
2. The proctor is responsible for:
 - a) Obtaining a copy of job seeker's birth certificate, id logons and passwords prior to the exam
 - b) Securing scheduling dates and times of exam-taking
 - c) Informing job seekers of the instructions of the exam
 - d) Both B and C
3. Why would welcoming and thanking the job seekers be important in proctoring a test?
 - a) To ease test anxiety and make students at ease
 - b) It is not important at all to welcome anyone
 - c) To make them not cheat on the exam
 - d) To take time away from the exam period
4. If a job seeker fails the test the proctor's role is to:
 - a) Tell job seekers they will never be successful in the workplace
 - b) Encourage the job seeker to first review with their Instructor and then take the exam again
 - c) Tell the job seeker they will never receive the work certified card
 - d) Tell the job seeker to give up
5. If a job seeker has a question regarding the exam, the proctor should:
 - a) Tell the job seeker the answer
 - b) Read the question thoroughly
 - c) Explain the meaning of the question thoroughly
 - d) Not respond
6. The success of the Work Certified program is based upon how well the job seeker performs in their jobs. T F
7. The feedback/survey from job seeker is not important. T F
8. Proctors can blurt out the job seeker exam scores to the class. T F
9. The proctor should consistently walk around the room during the test. T F
10. A work certified proctor helps to maintain the integrity of the program. T F

**WORK CERTIFIED PROCTOR EXAMINATION
ANSWER KEY**

1. C
2. D
3. A
4. B
5. B
6. True
7. False
8. False
9. False
10. True