Certification Requirements

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MEMBER CERTIFICATION PROCESS

1.   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. 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.

2.   The member takes the Work Certified™ Certification Exam, which must be given by a Proctor, other than the instructor that conducted the classes. The member must score 80% or higher to obtain a Work Certified™ Certification.

3.   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 two times after remediation to achieve a passing score.

4.   Once the certification exam is passed the member receives their wallet-sized certification within 14-21 days.

COMPETENCIES

A competency is a standardized requirement for an individual to properly perform a specific job. It includes a combination of knowledge, skills and behavior utilized to improve performance. More generally, competence is the state or quality of being adequately or well qualified, having the ability to perform a specific job or assignment.

For instance, management competencies include the quality of systems thinking and emotional intelligence, and skills in influence and negotiation. A person possesses a competence as long as the skills, abilities, and knowledge that constitute that competence are a part of them, enabling the person to perform effective action within a certain workplace environment. Therefore, one might not lose knowledge, a skill, or an ability, but still lose a competence if what is needed to do a job well changes.

The competencies that are defined in each of the Work Certified™ program modules were developed to demonstrate the essential elements of performing specific tasks in that skill standard area as it relates to a typical job. Successfully mastering these competencies are accomplished through individual and group activities, exercises, and quizzes, as well as, an observation and performance of member behavior and evidence of produced documentation, such as their Resume. The Final Certification exam is an evaluation of understanding the competencies and their application in the workplace. The Universal competencies are the overall behavioral expectations of an employee for job success and retention in personal appearance, attendance, and interpersonal relationships.

MODULE SPECIFIC 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 by connecting to the Internet 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.

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 Alphabetizing 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; completes 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. Demonstrate 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 basics 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 their legal responsibilities by participating in a team activity/discussion.
GBK-52. Demonstrates understanding of the importance of the green workplace and green collar jobs and how each creates a healthier workplace and sustainable environment by students participation 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.

INSTRUCTOR CERTIFICATION PROCESS

1. Instructors are required to take a <u>30-hour</u> training program, sign the Certified Instructor Agreement and pass a certification exam (score of 90% required).

2. Instructors must pass their certification test prior to teaching their first class.

3. 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.

4. 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.

5. Each Instructor will have a set of training materials (depending on version of curriculum purchased by organization) consisting of:

Curriculum Version 8.1
Program Operations Manual
Instructor's Manual and Toolkit
1 Program Curriculum Binder
Instructor's CD (Member Workbooks/Handouts)
Job Savvy textbook, Version 5

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

772-335-3030

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' video teaching portions of 3 different modules of a 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.