

OVERALL PROGRAM

“Work Certified™...Enhancing the Spirit of America’s Workforce”

OV1

Revision 8.1

Work Certified™ 1.2016

**OVERALL PROGRAM
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<http://www.workcertified.org>

Disclaimer

This product remains under review and may be subject to further revision as necessary for improved facility of use.

PROGRAM SUMMARY

| | |
|-----------------------------|---|
| Program Title: | Work Certified™ Program |
| Orientation | Program Overview and Certification Requirements |
| Program Modules: | <p>Reading Comprehension Business Technology Business Math Pre-Employment Business Communications Customer Service Employment Expectations (Employability Skills) Mastering Career Success (Work Maturity) General Business Knowledge</p> <p><i>Optional Module: Overcoming Barriers to Successful Employment</i></p> |
| Program Length: | 90 Hours plus 15 hours of additional assignments = 105 total hours. |
| Pre-Assessment Testing: | A Pre-Assessment for determining member's current ability in the areas of reading comprehension, mathematics and writing for success in completing Work Certified© program. |
| Certifying Agency: | Work Certified™ Board |
| Certification Requirements: | <p>Must master all 59 competencies, including the universal competencies; score 80% on module quizzes and on the Work Certified™ Program Final Certification Exam.</p> <p>NOTE: The Work Certified™ exam must be proctored by a Proctor and not by the Certified Instructor that taught the curriculum and graded the individual competencies.</p> |

PROGRAM DETAILS

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|-----------------------|---|
| <p>Program Goals:</p> | <p>To verify and teach skills and behaviors to members that will maximize their potential for success in the workplace.</p> <p>By hiring more skilled and knowledgeable employees, businesses will be more productive, have fewer turnovers and spend less time teaching basics and more time transacting business. Members who become Work Certified™ will be able to advance within a business.</p> <p>The Work Certified™ Program establishes a benchmark of skills that members need to succeed in the workplace.</p> |
| <p>Background:</p> | <p>The Work Certified™ Program is an employer-driven program. Focus groups consisting of business owners and management were conducted to determine the basic job skills required of a qualified employee.</p> <p>The nine modules that comprise the Work Certified™ Program are the direct result of employer focus groups. The content and competencies for the courses reflect the requests of the focus group members and feedback from professionals in each area. <i>The optional module, Overcoming Barriers to Successful Employment, is not required to achieve the certification of being Work Certified™.</i></p> |
| <p>Target Market:</p> | <p>The target market for this program includes high school graduates or general equivalency diploma recipients, college students, workers changing industries, individuals re-entering the workplace, dislocated workers, existing workers identified by businesses in need of training, foreign language employees who have mastered an advanced level of English through ESOL programs, and other appropriate groups. It is strongly recommended that members possess a High School Diploma or GED. Work Certified™ has experienced success with students without a High School diploma or GED, however, it takes more work for the student and the teacher to reach the required levels of competency.</p> <p>NOTE:</p> <p><u>All members must pass</u> the required Pre-Assessments (Reading Comprehension, Mathematics, and Writing) with the required score of 80%, or upon approval of the Certified Instructor to enroll in this program.</p> |

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| <p>Program Module Teaching Sequence:</p> | <p>Reading Comprehension Business Technology Business Math Pre-Employment Business Communications Customer Service Employment Expectations (Employability Skills) Mastering Career Success (Work Maturity) General Business Knowledge</p> <p><i>Optional Module:</i> Overcoming Barriers to Successful Employment</p> <p>It is required that Reading Comprehension be the first module taught and General Business Knowledge be the last module taught to provide the maximum results of the program.</p> |
| <p>Program Evaluation:</p> | <p>A Member Critique and an Instructor Evaluation form are provided for the purpose of evaluating each module after it is taught. In addition, businesses that hire graduates may be contacted and surveyed to determine if they are obtaining their desired value from the program.</p> |
| <p>Contact Information:</p> | <p>Program information, administration, sales & marketing, curriculum, certification program development and modification, certification testing, LMS Database/Customer Service and training workshops for Instructors/Trainers:</p> <p>Workforce Development Board of the Treasure Coast 584 NW University Boulevard, Suite 100 Port St. Lucie, Florida 34986 772-335-3030 www.workcertified.org</p> <p>Contracts/Program information, administration, certification testing LMS Database/Customer Service and training workshops for Instructors/Trainers:</p> <p>Workforce Development Board of the Treasure Coast 584 NW University Blvd., Suite 100 Port St. Lucie, FL 34986 772-335-3030 www.workcertified.org</p> |

PROGRAM MODULES

Note: Complete competency statements including level of achievement and means of measurement are contained in the next chapter. The tables that follow contain lists of intended outcomes, not complete competency statements. The hours listed are required for each module to ensure completion of the module content, exercises and competencies, and module quiz, keeping with the overall hours for the program.

| | |
|--|---|
| Reading Comprehension 9 hrs. | |
| Intended Outcomes: | <ul style="list-style-type: none"> • Reading for detail, reading for an idea, and obtaining word meaning from context • Comprehending business documents • Following written instructions • Reading orally in front of a group • Using a table of contents and index |
| Business Technology Suggested 12 hrs. | |
| Intended Outcomes: | <ul style="list-style-type: none"> • Using basic office equipment and safety in the office environment • Computer Basics, to include: <ul style="list-style-type: none"> ○ Hardware and software, computer networks, and components ○ Using the Internet, search engines to find web sites, find answers to specific questions ○ Use a mouse and keyboard ○ Using MS Word® to create stationery and business documents ○ Using MS Excel® to create spreadsheets ○ E-Mail uses/etiquette • Understanding Social Networking and appropriate use for job search, networking, etc. |
| Business Math 12 hrs. | |
| Intended Outcomes: | <ul style="list-style-type: none"> • Using Addition, Subtraction, Multiplication, and Division for rounding, decimals, fractions, and percentages • Solving wholesale and retail business word problems, solving manufacturing business word problems, to include counting money • Using MS Excel® for finances and to create bar and line graphs |

PROGRAM MODULES (continued)

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|-----------------------------------|---|
| Pre-Employment 6 hrs. | |
| Intended Outcomes: | <ul style="list-style-type: none"> • Identify job search methods • Construct a Résumé using correct formatting • Write an effective resume cover letter • Complete a job application • Successful interviewing skills to include dressing for success |
| Business Communications 9 hrs. | |
| Intended Outcomes: | <ul style="list-style-type: none"> • Organization of messages, tools for overcoming writer's block, rules for choosing words, proper grammar, correct spelling, proper use of plurals, and other appropriate writing techniques • Alphabetize correctly • Write an effective customer letter • Write an effective business memo • Appropriate verbal communication skills to include phone skills and tips for professional verbal conversations |
| Customer Service 12 hrs. | |
| Intended Outcomes: | <ul style="list-style-type: none"> • Importance of providing superior customer service • Customer-focused organization characteristics • Identify internal and external customers • Recognize customer needs and results for profitability for your company • Practical solutions to customer problems • Successful communication techniques, active listening skills (attention, repeating, summarizing) to include appropriate action by identifying customer comments as statements, objections or questions, and best practices for responses to customers |

PROGRAM MODULES (continued)

Employment Expectations 12 hrs.

- | | |
|--------------------|---|
| Intended Outcomes: | <ul style="list-style-type: none">• Dependability vs. reliability• Recognize the need for businesses to make profits• Self-management tools• First day on the job checklist and how to get off to a good start• Proper work mannerisms and habits• Problems caused by tardiness and absenteeism• How lifestyle affects work• How to plan to get to work on time• Importance of learning on the job• Importance of continued education• Steps to learning• Guidelines for making ethical decisions• Importance of ethical behavior• Solutions to common ethical problems; other appropriate topics• Identify the workplace skills for success• Dress appropriately for the workplace• Display proper personal grooming |
|--------------------|---|

Mastering Career Success 12 hrs.

- | | |
|--------------------|--|
| Intended Outcomes: | <ul style="list-style-type: none">• How to take control of your life• Role of a supervisor• Importance of team work• Methods for communicating with supervisors• How to ask questions• Methods for reporting results• The importance of being coached on the job• How to meet supervisors' expectations• Rules for getting along with coworkers• Proper electronic manners• The problem-solving process• The importance of creative problem solving• When raises and promotions are appropriate• The proper way to leave a job• Communicate properly with a supervisor• Communicate properly with coworkers• Collect data and report results |
|--------------------|--|

PROGRAM MODULES (continued)

General Business
Knowledge
6 hrs.

Intended
Outcomes:

- Define business and mission, vision, and values
- Business structures and legal responsibilities
- What income statements and balance sheets represent
- Skills needed to adapt to changing workplaces
- Going Green
- The Green Workplace and Green Collar Jobs
- The four components of marketing

Optional Module:
Overcoming Barriers to
Successful Employment
6 hrs.

Intended
Outcomes:

- Assist and provide students in identifying barriers to their successful employment
- Provide a means to help identify and offer resources to eliminate or manage barriers will assist in boosting the student's confidence, knowledge, and strengths in obtaining employment and/or educational opportunities

WORK CERTIFIED™ PROGRAM SCHEDULE

This is a suggested training schedule, but modules can be re-arranged to meet training objectives. However, it is important that Reading Comprehension be the first module taught and General Business Knowledge be the last module taught to provide the maximum results of the program. It is also helpful to instruct Business Technology immediately following Reading Comprehension.

Week 1

| | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|----|-----------------------|-----------------------|---------------------|---------------------|---------------|
| AM | Reading Comprehension | Reading Comprehension | Business Technology | Business Technology | Business Math |
| PM | Reading Comprehension | Business Technology | Business Technology | Business Math | Business Math |

Week 2

| | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|----|-------------------------|-------------------------|----------------|------------------|------------------|
| AM | Business Math | Business Communications | Pre-Employment | Customer Service | Customer Service |
| PM | Business Communications | Business Communications | Pre-Employment | Customer Service | Customer Service |

Week 3

| | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|----|-------------------------|-------------------------|--------------------------|--------------------------|----------------------------|
| AM | Employment Expectations | Employment Expectations | Mastering Career Success | Mastering Career Success | General Business Knowledge |
| PM | Employment Expectations | Employment Expectations | Mastering Career Success | Mastering Career Success | Review & Test |

Optional Module: Overcoming Barriers to Successful Employment is offered over a course of 1-2 weeks while implementing the other modules due to the independent work involved in the course and in the activities.

WORKSHOPS PROVIDED BY WORK CERTIFIED™

Workshop Strategy

The purpose of this section is to provide an opportunity to utilize modules in the Work Certified™ Program to meet individual workshop requirements as well as business customers' needs.

NOTE: Only certified Work Certified™ Instructors may use the Work Certified™ curriculum for workshops.

WORKSHOPS PROVIDED BY WORK CERTIFIED™

Understanding the Job Search Process from the Employer's Point of View

Reading Comprehension

6 hours

See Course Detail in Reading Comprehension Module

How to Use Procedure Manuals to Find Specific Information & Comprehend Business Documents & Follow Written Instructions

Reading Comprehension

3 hours

See Course Detail in Reading Comprehension Module

How To Use Business Machines & Intro to Computers
(Workplace Safety, Office Equipment Etiquette, Fax, Copier, Mouse Control, Keyboarding, Basic Word Processing/Spreadsheets)

Business Technology

3 hours

See Course Detail in Business Technology Module

Continuation of Basic Word Processing and Spreadsheets

Business Technology

3 hours

See Course Detail in Business Technology Module

Intro to the Internet
(Browsing, Searching, E-mail)

Business Technology

6 hours

See Course Detail in Business Technology Module

Basic Math Review

Business Math 2

12 hours

See Course Detail in Basic Math Module

WORKSHOPS PROVIDED BY WORK CERTIFIED™ (continued)

Writing Techniques

(Topics Include: Business Communications Style, Grammar, Spelling, Choosing Proper Words and More)

Business Communications

6 hours

Lecture Topics: All of Lesson One and all of Lesson Two – See Course Detail in Business Communications Module

Business Communications

2 hour

Lecture Topics: How to Write a Letter to a Customer and How to Write a Business Memo, Alphabetizing - See Course Detail in Business Communications Module

Job Search Skills

Pre-Employment

1 hour

Lecture Topics: Job Search Skills - See Course Detail in Pre-Employment Module

Resume Writing

Pre-Employment

2 hours

Lecture Topics: Resume Writing, Cover Letter Format and Pre-Employment Worksheet – See Course Detail in Pre-Employment Module

Interview and Job Application Skills

Pre-Employment

3 hours

Lecture Topics: How to Complete a Job Application, Interview Skills, Mock Interviews

Customer Focused Organizations

(Good & Bad Customer Service, Profitability, Delivery & Measurements)

Customer Service

6 hours

Lecture Topics: Customer Focus, Customer Perceptions, Internal & External Delivery Services
See Course Detail in Customer Service Module

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WORKSHOPS PROVIDED BY WORK CERTIFIED™ (continued)

Active Listening
(Attention, Repeating, Summarizing)

Customer Service
2 hours

Lecture Topics: Active Listening, Barriers to Communication - See Course Detail in Customer Service Module

Personal Signals

Customer Service
1 hour

Lecture Topics: Personal Signals Lecture and Exercise - See Course Detail in Customer Service Module

Telephone and Customer Service Techniques

Customer Service
3 hours

Lecture Topics: Telephone and Customer Service Techniques - See Course Detail in Customer Service Module

What Makes the Workplace Productive
(Topics Include: Profit Motive of Business, Workplace Basics, Dependability/Reliability, Self-Management, Job Descriptions)

Workplace Diversity
(Topics Include: Labor Force Characteristics, Workplace Diversity, Structure of Work)

Employment Expectations
3 hours

Lecture Topics: Chapter 1 - Your Employment Relationship See Course Detail in Employment Expectations Module
Lecture Topics: Chapter 2 - Avoiding the New Job Blues See Course Detail in Employment Expectations Module

Getting Ready for Your First Day of Work
(Topics Include: Proper Dress, First Day Checklist, Required Paperwork, How to Get Off to a Good Start, Safety Equipment, Personal Grooming, Mannerisms and Habits)

Employment Expectations
3 hours

Lecture Topics: Chapter 3 – Making a Good Impression
3 Chapter Quizzes
See Course Detail in Employment Expectations Module

WORKSHOPS PROVIDED BY WORK CERTIFIED™ (continued)

Good Attendance Strategies

(Topics Include: Problems caused by Absenteeism and Tardiness, How Lifestyle Affects Work, Planning for Success, Getting to Work On Time Every Day)

Employment Expectations

3 hours

Lecture Topics: Chapter 4 - Being There...On Time

Chapter 6 – Learning: What It’s All About

See Course Detail in Employment Expectations Module

Business Ethics

(Topics Include: Do the Right Thing, Guidelines for Making Ethical Decisions, Common Ethical Problems)

Employment Expectations

3 hours

Lecture Topics: Chapter 12 - Doing the Right Thing

3 Chapter Quizzes

See Course Detail in Employment Expectations Module

Affirmations

(Topics Include: Importance of Self-Concept, Importance of Taking Control of your Life, Importance of Living Positively)

Getting Along with Your Supervisor

(Topics Include: Role of Supervisor, Rules for Communicating with your Supervisor, Reporting Results, Asking Questions, Employee Evaluations, Meeting your Supervisor’s Expectations)

Mastering Career Success

3 hours

Lecture Topics: Chapter 7 - Knowing Yourself

Chapter 8 - Getting Along with Your Supervisor

See Course Detail in Mastering Career Success Module

Employment Expectations Independent Study & Chapter Quizzes

Mastering Career Success

3 hours

Lecture Topics: Independent Study & 2 Chapter Quizzes

See Course Detail in Mastering Career Success Module

WORKSHOPS PROVIDED BY WORK CERTIFIED™ (continued)

Getting Along with Your Co-Workers

(Topics Include: Teamwork, Value of Diversity in the Workplace, Getting Along with other People, Problem Solving Skills, How to Avoid Racial/Sexual/Age Discrimination, Dangers of Dating in the Workplace)

Mastering Career Success

3 hours

Lecture Topics: Chapter 9 – Getting Along With Other Workers

Chapter 11 – Problem-Solving Skills

See Course Detail in Mastering Career Success Module

Setting Proper Expectations on Career Growth

(Topics Include: Raises, Promotions, How to Leave a Job)

Mastering Career Success: Thursday PM session

3 hours

Lecture Topics: Chapter 13 - Getting Ahead on the Job

3 Chapter Quizzes

See Course Detail in Mastering Career Success Module

Introduction to Supervisor Skills

General Business Knowledge

3 hours

Lecture Topics: Entire Module

See Course Detail in General Business Knowledge Module

WORK CERTIFIED™ FOR BUSINESSES

The purpose of this section is to provide educational institutions, career centers, workforce development boards and all other venues in which the Work Certified™ Program is offered, a presentation that can be used to promote the program and its graduates to local business communities.

WORK CERTIFIED™ PROGRAM OVERVIEW FOR BUSINESS

Program History:

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|-------------------------|--|
| Research | The Workforce Development Board of the Treasure Coast held numerous focus groups with businesses in five South Florida counties to determine their problems and needs relating to entry-level employees. |
| Program Base | The results of these focus groups were the foundation of the Work Certified™ Program's curriculum. |
| Curriculum | Over five years of research and development produced an ideal program that truly helps members understand what they must do to be successful in the work place. This program not only addresses basic and soft skills, but prepares individuals to understand and fulfill their role in business. Work Certified™ is a behavioral modification, team-building and business ethics program that advances members' self-esteem and career focus. This enables them to find a job, keep a job, and be promotable. The curriculum is dynamic, in that it is subject to ongoing review and improvement, ensuring the best program for employers by developing members to excel in our growing national workforce. |
| Certification | The National Skills Standard Board was consulted throughout the development and implementation of the Work Certified™ Program to ensure all aspects required of certification programs were met. There are, in fact, two separate certification programs available with this program. One is for members; the other is for the Instructors/Trainers. The result of our efforts is best represented by a comment made by Rick Spill of the National Skills Standard Board at a presentation of our program at a conference in Jacksonville, Florida on January 14, 2003. Speaking in regards to the Work Certified™ Program, Mr. Spill said, "This is the best [Work Readiness] Program in the country." |
| Strategy and Assessment | Work Certified™ Program is unique. We consider our main clients the business community. This is different than most work ready certification programs in that our approach is a business training program with certification only given to members who have demonstrated that they are truly ready to be responsible, productive employees. Towards that end, this is not a program whose success is based upon the percentage of enrolled members who obtain certification or the average scores obtained by the individual on the certification test. The success of the program is based upon how well the member's perform in their jobs. |

WORK CERTIFIED™ PROGRAM OVERVIEW FOR BUSINESS CERTIFICATION REQUIREMENTS

Members:

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| <p>Training</p> | <p>Participate in all class lectures for a 90-hour program and complete 15 hours of individual assignments for a total of 105 hours of credit.</p> |
| <p>Demonstrated Competencies/ Universal Competencies</p> | <p>Each member must master 59 competencies to be eligible to take the certification exam. If they fail even one competency they are not eligible for certification. Included are the five competencies that the members must demonstrate proficiency throughout the entire program:</p> <ol style="list-style-type: none"> 1) Have no more than two excused absences. Excused absences must be determined as an emergency by the Instructor and arranged prior to a scheduled class. Members who have more than two excused absences are not permitted to take the certification exam. 2) Have no more than three instances of excused tardiness (late to class, leaving early, taking a longer lunch, etc.) Excused tardiness is determined an emergency by the Instructor and arranged prior to a scheduled class. If a member has more than three excused tardies and one unexcused tardy he/she is not eligible to take the certification exam. 3) Demonstrate proper grooming throughout the entire program. 4) Demonstrate effective use of interpersonal skills when dealing with a supervisor by interacting respectfully and professionally with all Instructors throughout the entire program. Instructors are considered the members' supervisor. 5) Demonstrate effective use of interpersonal skills when dealing with coworkers by interacting respectfully and professionally with all members throughout the entire program. Classmates are considered the members' co-workers. |

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WORK CERTIFIED™ PROGRAM OVERVIEW FOR BUSINESS CERTIFICATION REQUIREMENTS

Instructors:

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| Training | A 30-hour Instructor-training program. |
| Certification Exam | There is a 30-question certification test. Instructors must obtain a score of 90% or higher to obtain certification. |
| Ongoing Requirements | To maintain their certification, Instructors are required to review program updates and changes, attend scheduled Webinars, when available, and remain active within the Work Certified™ Program. Instructors must be employed with an organization that holds a currently active maintenance membership. Instructors may be audited. Failed audits result in re-training and possibly, loss of certification. |

Train-the-Trainer (for new Instructors):

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| Training | An active Trainer who has taught two classes, competed a video/in-person audit of them offering the course (At least one full module), and a Train-the-Instructor class. |
| Process Exam | There is an online 25-question process test. Trainers must obtain a score of 92% or higher to obtain this training level. |
| Ongoing Requirements | To maintain their certification, Trainers are required to review program updates and changes, attend scheduled Webinars, when available, and remain active within the Work Certified™ Program. Trainers must be employed with an organization that holds a currently active maintenance membership. |

Proctors:

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| Training | Attend a 1 hour Proctor training class. Be monitored by a current Proctor or an approved staff member for their first examination session. |
| Ongoing Requirements | To maintain their status, Proctors are required to remain active within the Work Certified™ program. |