**COMPETENCY LEARNING PLAN**

**Student Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 1st Review Date\_\_\_\_\_\_ 2nd Review Date\_\_\_\_\_**

 **COMPETENCIES ASSESSMENT KEY**

|  |  |  |
| --- | --- | --- |
| JUST BEGINNING 1 point | NEEDS DEVELOPMENT 2 points | COMPETENT 3 points |
| Has no knowledge of the skill, objective or behavior indicated. Demonstrates only minimal level of aptitude in the competencies required for this tier level. |

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|  Beginning to display knowledge of the skill, objective or behavior indicated. Demonstrates a moderate level of aptitude in the competencies required for this tier level.  |

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|  Consistently displays the skill, objective or behavior indicated. Demonstrates high level of aptitude in the competencies required for this tier level.  |

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**SUMMARY**

Enter the values for each competency pre-test/first review and post-test/second review. Calculate points gained.

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| **BASIC SKILLS** | **PRE-TEST** | **POST-TEST**  | POINTS GAIN |
| 1. Reading

ACT Workeys |  |  |  |
| 1. Writing

ACT WorkeysHolistic Essay |  |  |  |
| OTHER COMPETENCIES | 1st Review | 2nd Review | POINTS GAIN |
| Job Seeking |  |  |  |
| Customer Service |  |  |  |
| Interpersonal and Communication Skills |  |  |  |
| Personal Qualities |  |  |  |
| Problem Solving and Decision Making |  |  |  |
| Computer Literacy |  |  |  |
| TOTAL |  |  |  |

|  |  |  |
| --- | --- | --- |
| **JOB SEEKING SKILLS**  | **1ST REVIEW**  | **2ND REVIEW**  |
| Able to conduct job searches using Internet, print and job board posted ads.  |  |  |
| Able to create a resume which includes: key words from advertisements; list of accomplishments; accurate spelling and grammar; action words; appropriate white space; and bullets.  |  |  |
| Able to create a sample cover letter.  |  |  |
| Able to request and complete a job application.  |  |  |
| Able to demonstrate appropriate interviewing techniques as evidenced by participation in interviewing exercises.  |  |  |
| Understands the importance of appropriate work attire and demonstrates this through appearance during program.  |  |  |
| Uses job appropriate email address and voicemail message.  |  |  |
| **JOB SEEKING SKILL SUBTOTAL**  |  |  |

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| --- | --- | --- |
| **CUSTOMER SERVICE** | **1ST REVIEW**  | **2ND REVIEW**  |
| Demonstrates enthusiasm through voice and demeanor.  |  |  |
| Appropriately addresses the customer, either in person, by telephone, via email or other means.  |  |  |
| Lets customer finish speaking, responds appropriately to customer’s concerns and asks follow-up questions.  |  |  |
| Able to engage and focus on customer, i.e. no side conversations with coworkers, making eye contact with customer, saying “thank you,” etc.  |  |  |
| Able to identify customer needs by gathering information, assessing customer’s knowledge of products/services, articulating and recording needs.  |  |  |
| Able to provide accurate, courteous and timely information, including responding to customer complaints and questions.  |  |  |
| Able to deliver services to customers in a timely and accurate manner.  |  |  |
| Demonstrates internal and external customer service.  |  |  |
| Knows what questions to ask in order to gather information.  |  |  |
| Able to write up a customer service problem.  |  |  |
| Able to adjust and relate to diverse customer populations, e.g. ethnicity, age, socioeconomic, language, clothing style, budget.  |  |  |
| **CUSTOMER SERVICE SUBTOTAL**  |  |  |

|  |  |  |
| --- | --- | --- |
| **INTERPERSONAL AND COMMUNICATION SKILLS** | **1ST REVIEW**  | **2ND REVIEW**  |
| Displays responsible personal and work behaviors.  |  |  |
| Develops and maintains productive group relations.  |  |  |
| Can teach others and serve customers.  |  |  |
| Ability to work well with people from culturally diverse backgrounds.  |  |  |
| Uses language appropriate to environment.  |  |  |
| Asks questions and seeks clarification on learning tasks.  |  |  |
| **INTERPERSONAL AND COMMUNICATION SKILLS SUBTOTAL**  |  |  |

|  |  |  |
| --- | --- | --- |
| **PROBLEM SOLVING AND DECISION MAKING** | **1ST REVIEW**  | **2ND REVIEW**  |
| Demonstrates ability to read and follow multistep directions.  |  |  |
| Demonstrates ability to learn, reason and think creatively.  |  |  |
| Demonstrates ability to make appropriate and reasonable decisions.  |  |  |
| Demonstrates through role playing ability to identify and solve problems.  |  |  |
| Uses appropriate problem solving strategies.  |  |  |
| **PROBLEM SOLVING AND DECISION MAKING SUBTOTAL**  |  |  |

|  |  |  |
| --- | --- | --- |
| **PERSONAL QUALITIES** | **1ST REVIEW**  | **2ND REVIEW**  |
| Demonstrates flexibility and adaptability in both one-on-one and in group situations.  |  |  |
| Demonstrates self-management, dependability and positive attitude towards work.  |  |  |
| **PERSONAL QUALITIES SUBTOTAL**  |  |  |

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| --- | --- | --- |
| **COMPUTER LITERACY** | **1ST REVIEW**  | **2ND REVIEW**  |
| Demonstrates familiarity with keyboard and can type with relative ease.  |  |  |
| Possesses general data entry skills, including speed and accuracy.  |  |  |
| Demonstrates ability to receive audio information and record accurately with on computer (i.e. listen and type).  |  |  |
| Understands and uses computer terminology appropriately.  |  |  |
| Able to use email, e.g. compose, retrieve, read, respond.  |  |  |
| Understands appropriate use of email in a work setting.  |  |  |
| **COMPUTER LITERACY SUBTOTAL** |  |  |



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