

# Give Students the Job-Seeking Edge! Workforce Skills Certification System (WSCS) Overview

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# **Workforce Skills Certification System**



**Goal**: To promote transition of learners into the workforce

Objective: Learners will be able to utilize the work readiness skills identified and valued by employers to increase the likelihood of getting and keeping employment

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Check if Required		Personal Qualities Competencies	Skill	
	1	Recognizes a situation of right & wrong and acts accordingly.	Integrity	
	2	Recognizes the ethical limits of a situation, assertively confronts others that are pushing those limits. Reminds others of proper behavior. Will refer to higher authority if needed.		
	3	Takes whatever steps necessary to minimize impact of private life on work.	Responsibility	
	4	Takes responsibility when an unusual situation demands special attention		
	5	Recognizes when more information is needed, willing to ask for help if necessary		
	6	Recognizes quality work, ready to go the extra mile to make sure that the job gets done right.		
	7	Responds by helping out when needed, even if it means giving up some personal time.		
	8	Makes sure the job is done before leaving, does not leave extra work for next shift.		
	9	Stands up for self where appropriate, doesn't get defensive when criticized, accepts and learns from critical feedback.	Self Esteem	
	10	Open to new learning experiences, willing to ask for help when needed. Uses work assignments to gain new abilities.		
	11	When things get slow, finds something to do rather than wait to be told what to do.	Self- Management	
	12	Recognizes the limits of own ability, communicates those limits as necessary; seeks help when needed.		
	13	Uses open and honest communications in order to maintain relationships	Sociability	
	14	Correctly balances business need against interpersonal relations.  Takes time to discuss non work-related issues with associates, but only to the extent that this doesn't interfere with work.		

	Customer Care Competencies	Skill	
1	Remains polite and professional when interacting with customers who make unreasonable demands.	Customer Relations	
2	Faced with a hostile customer, maintains positive demeanor and earnestly attempts to help the customer.	Relations	
3	Increases customer loyalty by immediately addressing concerns and following up.	-	
4	Handles competing customer needs in a calm and helpful manner, follows through on commitments.	-	
5	Recognizes when it is best to personally handle customer needs versus when to direct the customer elsewhere	Decision Making	
6	Recognizes priorities, then implements solutions based on an understanding of business need.		
7	Decides when to vary from routine operating policies/guidelines and when to adhere to them.		
8	Recognizes when more information is needed for making a decision.		
9	Recognizes the limits of own authority, correctly decides when to use		
10	those limits in order to keep the customer satisfied. Evaluates alternatives strategies for customer satisfaction, then chooses one that minimizes harm and makes the customer feel supported.	Commitment to Quality	
11	Proactively assists peers for the purpose of increasing overall quality of company operations.		
12	Voice and body language communicate to the customer that satisfying the customer's need is of highest importance.		
13	Balances own work schedule against customer needs; willingly makes adjustments.		
14	Determines customer need and improves customer relations by "listening" to customer comments and requests.		
	" does not refer only to individuals external to the organization. Also inclu , persons in another unit/area, for whom such activities are performed.	ıded are	-



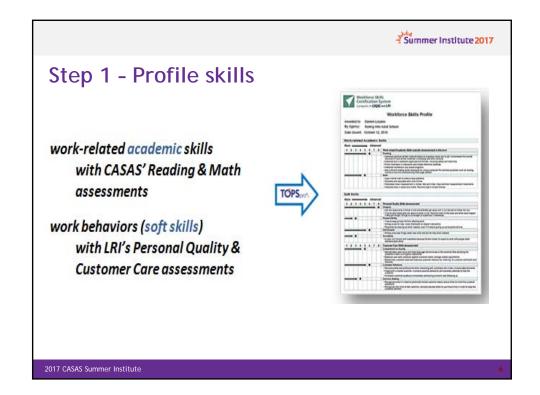
# WSCS is a three step process:

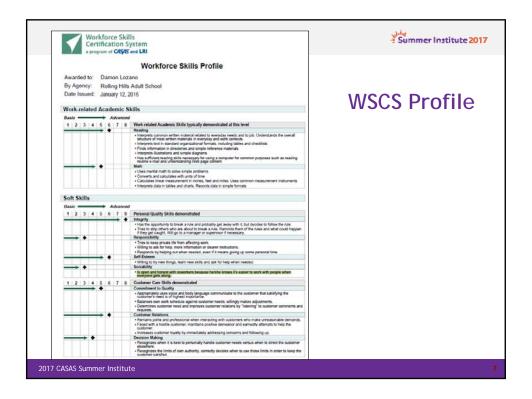
Step 1 - Profile Skills

Step 2 - Develop Skills

Step 3 - Certify Skills

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# Step 1 - Profile Skills



- 1. Administer assessments:
  - CASAS Assessments via CASAS eTests
    - · Life and Work Reading- 60 minutes
    - Life Skills Math 60 minutes
  - LRI Workforce Readiness (soft skills) via the web
    - Personal Qualities 40 minutes
    - Customer Service 37 minutes
- 2. Create a *Workforce Skills Profile* from TOPSpro Enterprise
  - Combines results from Reading/Math and Soft Skills Assessment

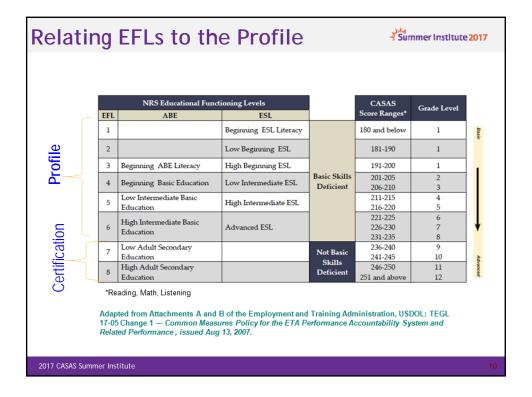
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# Why a Workforce Skills Profile?



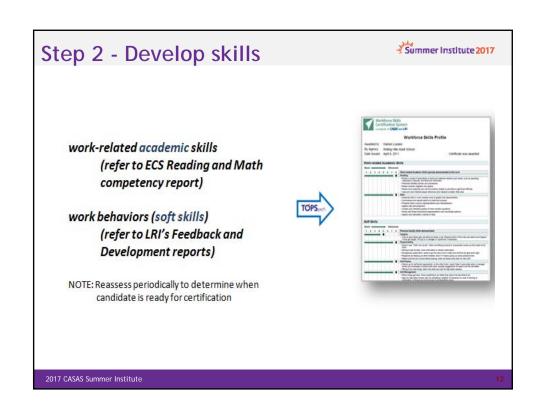
- Documents a person's work-related academic and work behavior skills (soft skills)
  - Benefit for Learners
    - Documents learner's current work readiness skills:
      - What the learner knows
      - What skills needs to be developed
  - Benefit for employers
    - Documents job candidate's work readiness skills
      - Informs employer if prospective employee meets job skill requirements

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# Workplace Behaviors (Soft Skills) Personal Qualities (PQ)\* Integrity Responsibility Self-Esteem Self-Management Sociability Customer Care (CC)\* Customer Relations Decision Making Commitment to Quality \*LRI's Workforce Readiness Skills assessment To see samples go to: www.learning-

resources.com



# Step 2 - Develop skills



Plan and provide work readiness skill curriculum and instruction:

- Utilize WSCS competencies to plan curriculum
- Utilize diagnostic reports to target instruction
  - TOPSpro Enterprise competency reports on learner's reading and math skills
  - LRI Feedback and Development reports on learner's soft skills

Reassess periodically to measure progress

Create updated WSCS profile

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# LRI Feedback Report



- SOCIABILITY:
- You are understanding, friendly, flexible, and polite; when you are around coworkers, you participate in whatever is going on, instead of trying to be "invisible"; you get along well with others; you take an interest in what others say and do.
- Situation In Which Your Performance Was Acceptable
- Is open and honest with coworkers because he/she knows it's easier to work with people when you get along with them.
- Situation In Which Your Performance Needs Development
- Spends some time chatting with coworkers, but not too much. Knows the difference between "down time", when it's okay to socialize, and when it's time to concentrate on work and to let others concentrate on their work.

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# LRI Feedback & Development Reports \*\*Summer Institute 2017

Identify effective skills and developmental Needs

What developmental option would work for your learners?

- Integrate soft skills into courses:
   Academic and technical, VABE, VESL
- Individual or Group Development plans
- On-line development via learner's personal online account
- Workshops and Job Clubs
- Coaching Modular Curriculum
- On-line curriculum: Customer Service
- Work Experience and/or Post-Employment Feedback

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### Comprehensive Soft Skills Discussion Guide



- SKILL: Integrity You know right from wrong and try to do the right thing.
- QUESTION: Assume you are at work and one of your co-workers decides that he wants to leave work 15 minutes early, but does not want the manager to whom you both report to know that he is leaving early. As your co-worker is leaving he explains to you that he is leaving early and asks you to "cover for him" in case your manager comes by and asks where he is. What would you do in this situation?
- (Possible probes/additional comments: Assume the Manager comes by and asks you directly where your co-worker is. What would you say? What would you say to the coworker before he leaves?)

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# Comprehensive Soft Skills Discussion Guide



### SAMPLE EFFECTIVE BEHAVIORS:

- 1. Indicating disagreement with the co-worker's deceitful actions.
- 2. Informing the co-worker he/she will not lie to the manager.
- 3. Indicating that he/she will tell the manager the true story.

### SAMPLE INEFFECTIVE BEHAVIORS:

- 1. Seeing nothing wrong with the co-workers behavior (e.g., it's not my business).
- 2. Agreeing to "cover" for the co-worker or play dumb if questioned by the manager.
- 3. Indicating disagreement with the co-worker's actions, but a reluctance to state views to the co-worker

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# Step 3 - Certify Skills work-related academic skills and work behaviors (soft skills): NOTE: Candidates will be eligible for the WSCS certificate when scores on Form 551 are 246 or above in Reading, 240 or above in Math; on Critical Thinking and Problem Solving are passing; and on LRI modules are 6 or above

# Step 3 - Certify Skills



Administer certification tests via CASAS eTests:

- a. CASAS WSCS Form 551
  - Reading (40 minutes)
  - Math (40 minutes)
- b. CASAS Critical Thinking (15 minutes)
- c. CASAS Problem Solving (25 minutes)
- d. LRI Workforce Readiness soft skills
  - Personal Qualities (40 minutes)
  - Customer Care (37 minutes)

Note: only administer LRI soft skills assessment if student has not yet achieved level 6 overall in both sections.

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# Critical Thinking and Problem Solving Summer Institute 2017



Choose the test that best matches a learner's work experience and/or career interest.

### Critical Thinking & Problem Solving Test Form

# Suggested Occupation/Industry Applications

Form 562:	Processing Data and Money Transactions	Banking, retail, administrative, clerical, and other business occupations
Form 572:	Helping People and Maintaining Safety	Health, education, safety, and other human/social service occupations
Form 582:	Analyzing Production and Promoting Teamwork	Manufacturing, technology, investigative, scientific, and other analytical occupations
Form 583:	Providing Customer Service and Solutions	Customer service, sales, hospitality, personal services, and other service occupations
Form 584:	Working with Materials and Measurement	Construction, maintenance and repair, engineering, transportation, other hands-on occupations

## Step 3 - Award Workforce Skills Certificate



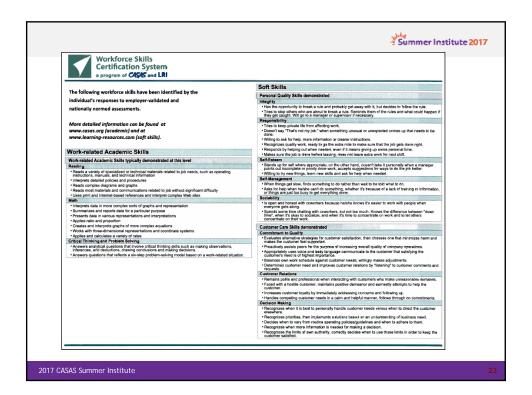
Workforce Skills Certificate is awarded when a learner scores:

- •on WSCS Form 551
  - 246 or above in Reading
  - 240 or above in Math
- •on WSCS Critical Thinking pass
- •on WSCS Problem solving pass
- •on LRI Customer Care 6 or above
- •on LRI Personal Qualities 6 or above

Note: If a learner does not score high enough to earn a certificate, print out an updated WSCS Profile for him/her.

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# Thank You for Attending!

- Be sure to visit the CASAS website at www.casas.org
- Follow us on Twitter (s) twitter.com/CASASsystem and use the hashtag #casassi2017 to tweet updates, photos, and stories.
- Keep in touch with Facebook facebook.com/CASASsystem use the hashtag #casassi2017 to share photos and post stories.
- Visit us on the <u>Warranger</u> YouTube Channel

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