

TO: Youth Council

DATE: 08/11/04

FROM: Youth Council Staff

For Action

For Information

For Discussion

SUBJECT: Locally Recognized Credential

PROPOSED MOTION(S): Accept a State recognized credential to be awarded to all successful EMPOWER program participants.

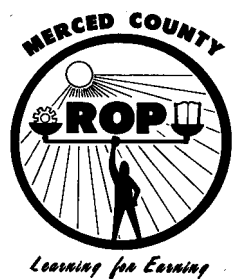
DISCUSSION: The Department of Labor (DOL) provides for the acceptance of a nationally recognized degree or certificate or State/locally recognized credentials with respect to Workforce Investment Act performance measures. During its July 14, 2004 meeting, the Youth Council concurred with the development of a locally recognized credential and requested that MCOE bring the credential proposal to the August Youth Council meeting.

MCOE's credentialing program is the Working Professional. It has been approved by the State of California, and has been part of the Regional Occupational Program since September 2000. The credential requires 360 hours of instruction to provide youth the opportunity to develop, upgrade, and refine basic employability skills in readiness for employment. The curriculum reinforces basic skills in math and written/oral communications, computer competencies, human relations, interpersonal skills, employability portfolio preparation and self-evaluation. Of the 360 hours of instruction, 168 are classroom, and 192 are community classroom.

Successful completion of the EMPOWER program will fulfill the requirements to be awarded the Working Professional credential.

It is suggested that the name of the credential be changed locally to "Work Ready".

ATTACHMENT(S): Working Professional Credential Course Outline



**MERCED COUNTY REGIONAL
OCCUPATIONAL PROGRAM**

**NAME OF COURSE:
Working Professional**

ORIGINAL STATE APPROVAL DATE: 9-25-00

INSTRUCTOR:
Merced County Office Of Education ROP Instructors

ADVISORY COMMITTEE REVIEW DATE: March 2002

2+2 ARTICULATION:
None

College Course Name and Title:

HOURS OF INSTRUCTION: 360 hours

CBEDS NUMBER: 4623

CBEDS TITLE: Business Technology

STATE ID NUMBER: 136-00

LOCATIONS: Los Banos, Merced,
Delhi, Atwater,
Gustine, Le Grand,
Dos Palos, Hilmar &
Livingston

**ENROLLMENT FROM OTHER
SCHOOLS INCLUDE:** None

PREREQUISITES: None

HELPFUL COURSES/BACKGROUND: Keyboarding

CERTIFICATE: Yes

COURSE DESCRIPTION:

The **WORKING PROFESSIONAL ROP Program** is to provide adult and high school students with special needs the opportunity to develop, upgrade, and refine basic employability skills in readiness for training in a specific ROP career pathway. This course will provide a foundation to the SCANS competencies required for employment success. The curriculum will reinforce basic skills in the areas of math and written and oral communication, trade terminology, keyboarding, basic computer competencies, human relations, interpersonal skills, employability portfolio preparation and self-evaluation. Students will be enrolled based on their need for basic skills reinforcement to ensure employment success.

GOALS:

1. Familiarize students with career opportunities of the 21st century.
2. Enable students to utilize appropriate trade terminology.
3. Provide students with the knowledge of job-seeking and employability skills.
4. Enable students to complete a career portfolio.
5. Strengthen a student's academic skills in math and written, listening, and oral communication.
6. Enable students to develop basic keyboarding computer application skills.
7. Familiarize students with the SCANS competencies and their relationship to employment skill areas.
8. Provide students the opportunity to explore All Aspects of an Industry for understanding of business operations.
9. Provide students with self-evaluation skills for continued improvement of employability readiness.
10. Provide students with work place experience.
11. Provide students an opportunity to acquire acceptable work place behaviors, ethics and attitudes.
12. Provide students an opportunity to strengthen interpersonal relationship skills.

OCCUPATIONAL INDUSTRIES/CLUSTERS COMMON TO THIS INDUSTRY:

1. Agriculture
2. Business
3. Industrial Technology
4. Health Services
5. Human and Public Services
6. Arts and Communications

TEACHING METHODOLOGIES:

1. Demonstration
2. Lecture and Discussion
3. Hands on Experience
4. Training Software and Simulations
5. Multimedia
6. Cooperative Learning Groups
7. Guest Speakers
8. Field Trips
9. Business Simulations
10. Community Classroom
11. Cooperative Work Experience

PROGRAM OPERATION:

The WORKING PROFESSIONAL ROP Program is offered to adult and high school students with special needs throughout Merced County. The course is offered for a maximum of 360 hours and provides students an opportunity to learn both in the classroom and at approved training sites.

Workplace connections will be introduced through a variety of strategies such as community classroom, field trips, and guest speakers. Course instruction will emphasize cooperative work groups so students will have an understanding of the importance of teamwork in the workplace.

The core curriculum is built around course adopted standards which includes:

1. The California Department of Education *Career Preparation Standards* common to all vocational/technical courses
2. The nationally-based *SCANS Competencies*
3. The nationally-based *All Aspects of the Industry Competencies*

The above three sets of standards have been interwoven to develop the **Merced County ROP Career Preparation Standards** which include the following list of standards:

1. Basic Skills
2. Personal Qualities
3. Interpersonal Skills
4. Thinking Skills
5. Systems Analysis
6. Technology Usage
7. Information Processing
8. Resource Analysis

All students will receive instruction in job readiness, human relations, customer service and career awareness. Students will be required to complete an Employability Portfolio that includes certain component outlines in *C-TAP, The California Technical Assessment Program*.

SCANS = National Career Preparation Standards
 AI = All Aspects of the Industry
 SCPC = State Career Preparation Standards

UNITS OF INSTRUCTION	ESTIMATED HOURS	FRAMEWORK/ STANDARD
I. Basic Skills A. Classroom Orientation <ol style="list-style-type: none"> 1. Class Procedures 2. Attendance Requirements 3. Grading Procedures 4. Paperwork and Record Keeping 5. Program Rules 6. Safe Working Habits/OSHA 7. Career Exploration and Planning B. Communication Skills <ol style="list-style-type: none"> 1. Reading 2. Writing 3. Speaking 4. Listening C. Mathematics <ol style="list-style-type: none"> 1. Basic Math Applications <ol style="list-style-type: none"> a. Addition b. Subtraction c. Multiplication d. Division 2. Intermediate Math Application <ol style="list-style-type: none"> a. Decimals b. Fractions c. Percentages 3. Payroll Calculations and Terminology <ol style="list-style-type: none"> a. Regular Time b. Overtime c. Straight Commission d. Gross and Net Pay Earning e. Various Deductions 	58	SCANS. 1,4,5,6 SCPS. 3,4,5,6 AI. 3,4,8,9

UNITS OF INSTRUCTION	ESTIMATED HOURS	FRAMEWORK/ STANDARD
D. Employability <ol style="list-style-type: none"> 1. ROP Employability Portfolio <ol style="list-style-type: none"> a. Resume b. Application c. Letter of Application d. Letter of Recommendation e. ROP Career Preparation Standards Assessment f. Writing Sample g. Work Sample h. Other Portfolio Items i. Presentation of Portfolio 2. Interviewing <ol style="list-style-type: none"> a. Proper Dress b. Practice Interview 3. Employer/Employee Relationships 	58 (continued)	SCANS. 1,4,5,6 SCPS. 3,4,5,6 AI. 3,4,8,9
II. Personal Qualities	10	SCANS. 3,5, SCPS. 1,2,6,7 AI. 2,4,5,6,7,9
A. Attitude B. Self-confidence C. Ethical Behavior D. Perseverance E. Adaptability F. Responsibility G. Personal Hygiene		
• Interpersonal Skills	10	SCANS.1,2,3,4,5,7 AI. 1,2,3,5,6,7 SCPS. 2,4,5,6
A. Group Dynamics/Teamwork B. Conflict Resolution C. Leadership D. Workplace Behavior <ol style="list-style-type: none"> 1. Gender Equity 2. Respect for Diversity 		
IV. Thinking Skills	5	SCANS. 2,4,5,6,7 AI. 1,2,3,4,5,6,7 SCPS. 2,3,4,7
A. Problem Solving		

UNITS OF INSTRUCTION	ESTIMATED HOURS	FRAMEWORK/ STANDARD
V. Systems Analysis A. Social Structures of a Business B. Organizational Structures and Business Hierarchy C. Technological Use of Equipment, Materials, Methods and Terminology	5	SCANS.1,2,6,7, AI. 1,2,4,7,8,5 SCPS. 3,4,5,6
VI. Technology Usage A. Selection of Materials, Equipment and Methods B. Application and Operation of Equipment C. Maintenance of Equipment/Applying Proper Procedures D. Troubleshooting Malfunctions of Equipment	5	SCANS. 2,7,8 AI. 1,2,4,7,8 SCPS.1,5,6,7
VII. Information Processing A. Acquire, Access, and Evaluate Data B. Organization and Maintenance of Relevant Records and Files C. Communication & Explanation of Relevant Data	5	SCANS. 1,2,4,6,8 AI. 1,2,3,4,5,8 SCPS. 3,4,7
VIII. Resource Analysis A. Identification Procedures B. Organization Structures C. Planning Techniques D. Allocation Strategies	5	SCANS. 4,6 AI. 1,2,4,5,7 SCPS. 3,4
IX. Grammar, Spelling, and Vocabulary A. Business Application B. Trade Terminology C. Terminology Definitions D. Terminology Spelling	10	SCANS. 1,4,5,6 SCPS. 3,4,5,6 AI. 3,4,8,9
X. Employee Relations and Customer Service A. Customer Service B. Exceeding Customer Expectations C. Company Policies and Procedures D. Telephone Etiquette <ol style="list-style-type: none"> 1. Message Taking 2. Telephone Courtesy 	5	SCANS.1,2,3,4,5,7 SCPS. 1,2,4,5,7 AI. 1,2,3,4,6,7,9

UNITS OF INSTRUCTION	ESTIMATED HOURS	FRAMEWORK/ STANDARD
XI. Keyboarding and Basic Computer Skills A. Basic Keyboarding 1. Typewriter/Computer 2. 10-Key Calculator B. Basic Computer Skills 1. Terminology 2. Basic Applications 3. Internet	50	SCANS. 1,2,4,6,7,8 SCPS. 1,3,4,5,6,7

Total Classroom Hours: 168

UNITS OF INSTRUCTION	ESTIMATED HOURS	FRAMEWORK/ STANDARD
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COMMUNITY CLASSROOM 192

XII. Personal Qualities

- A. Attitude
- B. Self-confidence
- C. Ethical Behavior
- D. Perseverance
- E. Adaptability
- F. Responsibility
- G. Personal Hygiene

XIII. Interpersonal Skills

- A. Group Dynamics/Teamwork
- B. Conflict Resolution
- C. Leadership
- D. Workplace Behavior
 - 1. Gender Equity
 - 2. Respect for Diversity

XIV. Thinking Skills

- A. Problem Solving

UNITS OF INSTRUCTION**ESTIMATED
HOURS****FRAMEWORK/
STANDARD****XV. Systems Analysis**

- A. Social Structures of a Business
- B. Organizational Structures and Business Hierarchy
- C. Technological Use of Equipment,
- D. Materials, Methods and Terminology

XVI. Technology Usage

- A. Selection of Materials, Equipment and Methods
- B. Application and Operation of Equipment
- C. Maintenance of Equipment/Applying Proper Procedures
- D. Troubleshooting Malfunctions of Equipment

XVII. Information Processing

- A. Acquire, Access, and Evaluate Data
- B. Organization and Maintenance of Relevant Records and Files
- C. Communication and Explanation of Relevant Data

XVIII. Resource Analysis

- A. Identification Procedures
- B. Organization Structures
- C. Planning Techniques
- D. Allocation Strategies

XIX. Grammar, Spelling and Vocabulary

- A. Business Application
- B. Trade Terminology
- C. Terminology Definitions
- D. Terminology Spelling

**XX. Employee Relations and
Customer Service**

- A. Customer Service
- B. Exceeding Customer Expectations
- C. Company Policies and Procedures
- D. Telephone Etiquette
 - 1. Message Taking
 - 2. Telephone Courtesy

UNITS OF INSTRUCTION

**ESTIMATED
HOURS**

**FRAMEWORK/
STANDARD**

XXI. Skills Specific to the Job Title

Total Community Classroom Hours:

192

COMPETENCIES:**UNIT#****The student will:**

1. follow outlined classroom procedures. I.A.1
2. follow attendance requirements. I.A.2
3. calculate and maintain grade based on classroom grading policies/procedures. I.A.3
4. complete paperwork necessary for class enrollment and/or community placements. I.A.4
5. demonstrate a clear understanding of all policies regarding transportation, community classroom and classroom conduct. I.A.5-6
6. understand the importance of following safety rules and procedures on the job by identifying potential safety hazards, preventative measures, emergencies and identify the purpose of OSHA (Occupational Safety Hazards Administration). I. A.6
7. have an understanding of the current labor laws that effect working teens. I.A.6
8. understand Career Pathways and set career goals I.A.7
9. demonstrate the ability to follow written instructions. I.B.1
10. demonstrate the ability to follow basic grammar, punctuation and spelling rules. I.B.2
IX. D
11. demonstrate effective oral communication skills through participation in role-play, oral presentations, and job interviews. I.B. 3,4
12. demonstrate the ability to follow oral instructions. I.B.4
13. perform basic computations and approach practical problems by selecting from a variety of mathematical solutions. I.C.1
14. demonstrate the ability to solve problems in basic math involving addition, subtraction, multiplication, and division. I.C. 1a-d
15. demonstrate the ability to solve problems in intermediate math involving decimals, fractions, and percentages. I.C.2a-c
16. calculate payroll and understand the terminology including payroll deductions. I.C.3a-e
17. understand the purpose of completing and filing a basic income tax return. I.C.3d,e
18. complete all elements of the ROP Employability Portfolio including: Merit award packet, writing sample and work sample I.D. 1a-i

19.	demonstrate appropriate interview grooming and dress.	I.D.2a
20.	demonstrate appropriate interviewing skills.	I.D.2b I.D.3
21.	demonstrate the ability to work as a team member, to be flexible and adaptable both on the job and in the classroom.	II.A,C,E I.D.3 III.A
22.	demonstrate a positive attitude with peers, co-workers, supervisors, and instructor.	I.D.3 II.A
23.	demonstrate self-confidence, integrity, and confidentiality both in the classroom and at the community classroom site.	II.B,C
24.	explain the importance of ethics as they relate to the workplace.	II.C
25.	take the initiative to complete assigned tasks in the classroom and at the community classroom site.	II.D,F
26.	demonstrate an ability to be able to adapt to stressful situations in the workplace.	II.E
27.	demonstrate responsible work habits including attendance and punctuality.	II.F
28.	demonstrate appropriate grooming and hygiene in the classroom and on the job.	II.G
29.	understand the importance of, and demonstrate effective conflict resolution skills.	III.A-D
30.	demonstrate effective leadership qualities by modeling honesty, integrity and responsibility.	II.C,F III.C
31.	demonstrate respect for appropriate gender related work interactions.	III.D.1,2
32.	respect diversity in the workplace.	III.D1,2
33.	demonstrate the ability to identify and solve problems and generate solutions.	III,B,C,D IV.A
34.	understand the structure of a business and how each employee fits in.	V.A,B
35.	be aware of social, organizational and technological systems and propose solutions to improve these systems as understanding of each system increases.	V.A-C
36.	know the types of technology commonly used in <u>their</u> workplace	V.C
37.	select and apply tools, equipment and procedures (including computers or other forms of technology) relevant to their occupational path.	VI. A, B

38.	demonstrate the ability to operate the equipment commonly used in their vocational course work and at their worksites.	VI. B
39.	demonstrate proper use and maintenance of equipment.	VI. C
40.	identify basic equipment malfunctions and generate possible solutions.	VI. D
41.	demonstrate ability to acquire, access and evaluate data	VII. A
42.	organize and maintain information and records.	VII. B
43.	demonstrate effective communication of relevant data to co-workers and supervisor through various communication modes.	VII.C I.B.1-4
44.	identify, organize, plan and allocate resources in regards to time, money, materials, facilities and manpower (i.e. simulated business activity, student organizations, etc.)	VIII.A-D
45.	demonstrate the ability to create effective workplace written communications with an emphasis on proper grammar, punctuation, and capitalization.	IX. A-D 1.B.2
46.	demonstrate the ability to identify and apply the workplace terminology commonly used in their vocational coursework.	IX.A-D
47.	explain and demonstrate superior customer service, by exceeding customer expectations, for both internal and external customers.	X.A,B
48.	demonstrate an understanding of and an ability to follow company policies and procedures.	X.C
49.	demonstrate the ability to converse, listen, ask questions and take telephone messages courteously and professionally.	X.D.1,2
50.	demonstrate the ability to use correct fingering, form and posture while keyboarding or typing.	XI. A.
51.	demonstrate the ability to use a 10-key calculator for business/math applications.	XI.A.2
52.	demonstrate an understanding of basic computer terminology.	XI. B.1
53.	ability to use basic computer applications appropriate to their workplace	XI. B.2
54.	demonstrate the ability to search the Internet for job related information and research purposes.	XI.B.3
55.	learn skills specific to the job title of the community classroom training site where they are placed.	XXI