



A partner in **GTWORKS**  
Your Workforce Solution

## Tier II Competency Learning Plan



### Competencies Assessment Key

Just Beginning 1 pt.	Needs Development 2 pts.	Competent 3 pts.
<p>Has no knowledge of the skill, objective or behavior indicated. Demonstrates only minimal level of aptitude in the competencies required for this tier level.</p>	<p>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.</p>	<p>Consistently displays the skill, objective, or behavior indicated. Able to demonstrate competencies required for this Tier Level and able to progress to the next tier level.</p>

### Career Competencies

TIER II: BASIC SKILLS		Appraisal Scale Score	Pre-Test Scale Score	Post-Test Scale Score
<b>Reading</b> (CASAS Scale Score of at least 236 to be competent in Tier II)	<b>Score</b>			
	<b>Date</b>			
<b>Math</b> (CASAS Scale Score of at least 230 to be competent in Tier II)	<b>Score</b>			
	<b>Date</b>			

<b>TIER II: JOB SEEKING SKILLS</b>		<i><b>Just Beginning 1 pt.</b></i>	<i><b>Needs Development 2 pts.</b></i>	<i><b>Competent 3 pts.</b></i>
Evidence of job searches using Internet, print and job board posted ads (sample in portfolio)	1st review			
	2nd review			
	3rd review			
Able to create a resume using key words from advertisements. Lists accomplishments and includes accurate spelling and grammar, action words, appropriate white space, bullets (sample in portfolio)	1st review			
	2nd review			
	3rd review			
Able to create a sample cover letter (sample in portfolio)	1st review			
	2nd review			
	3rd review			
Able to request and complete a job application (sample in portfolio)	1st review			
	2nd review			
	3rd review			
Able to demonstrate appropriate interviewing techniques as evidenced by participation in interviewing exercises. Includes copy of critique(s) and a sample list of appropriate questions (sample in portfolio)	1st review			
	2nd review			
	3rd review			
Understands the importance of appropriate work attire and demonstrates this through appearance during programming.	1st review			
	2nd review			
	3rd review			
Uses job appropriate email name and phone voice message	1st review			
	2nd review			
	3rd review			

<b>TIER II: CUSTOMER SERVICE SKILLS</b>		<i>Just Beginning</i> <b>1 pt.</b>	<i>Needs Development</i> <b>2 pts.</b>	<i>Competent</i> <b>3 pts.</b>
Demonstrates enthusiasm through voice and demeanor.	1st review			
	2nd review			
	3rd review			
Appropriately addresses the customer, either in person, by telephone, e-mail or other means.	1st review			
	2nd review			
	3rd review			
Listening skills: let's customer finish speaking, responds appropriately to customer's unhappiness and asks for follow-up questions.	1st review			
	2nd review			
	3rd review			
Able to engage customer – focus on the customer. No side conversations with co-workers. Will look at the customer, smile and say “thank you.”	1st review			
	2nd review			
	3rd review			
Able to identify customer needs by gathering information, assessing customer's knowledge of products/services, and ability to articulate and record needs.	1st review			
	2nd review			
	3rd review			
Able to provide accurate, courteous and timely information, including responding to customer comments and questions.	1st review			
	2nd review			
	3rd review			
Able to deliver services to customers in a timely and accurate manner.	1st review			
	2nd review			
	3rd review			
Demonstrates internal and external customer service.	1st review			
	2nd review			
	3rd review			
Knows what questions to ask in order to gather information.	1st review			
	2nd review			
	3rd review			

Able to write up a customer service problem.	1st review			
	2nd review			
	3rd review			
Able to adjust and relate to diverse customer populations (ethnicity, age, socio-economics, language, clothing style, budget).	1st review			
	2nd review			
	3rd review			

<b>TIER II: INTERPERSONAL SKILLS</b>		<i><b>Just Beginning 1 pt.</b></i>	<i><b>Needs Development 2 pts.</b></i>	<i><b>Competent 3 pts.</b></i>
Displays responsible personal and work behaviors.	1st review			
	2nd review			
	3rd review			
Develops and maintains productive group relations.	1st review			
	2nd review			
	3rd review			
Can teach others, and serve customers.	1st review			
	2nd review			
	3rd review			
Ability to work well with people from culturally diverse backgrounds.	1st review			
	2nd review			
	3rd review			

<b>TIER II: PERSONAL QUALITIES</b>		<i>Just Beginning</i> <b>1 pt.</b>	<i>Needs Development</i> <b>2 pts.</b>	<i>Competent</i> <b>3 pts.</b>
Demonstrates flexibility and adaptability in both one-on-one and in group situations.	1st review			
	2nd review			
	3rd review			
Demonstrates self-management, dependability, and positive attitude toward work.	1st review			
	2nd review			
	3rd review			
	3rd review			

<b>TIER II: COMMUNICATION</b>		<i>Just Beginning</i> <b>1 pt.</b>	<i>Needs Development</i> <b>2 pts.</b>	<i>Competent</i> <b>3 pts.</b>
Uses language appropriate to environment	1st review			
	2nd review			
	3rd review			
Asks questions and seeks clarification on learning tasks	1st review			
	2nd review			
	3rd review			

<b>TIER II: PROBLEM SOLVING AND DECISION MAKING</b>		<i>Just Beginning 1 pt.</i>	<i>Needs Development 2 pts.</i>	<i>Competent 3 pts.</i>
Demonstrates ability to read and follow multi-step directions.	1st review			
	2nd review			
	3rd review			
Ability to learn, reason, and think creatively.	1st review			
	2nd review			
	3rd review			
Demonstrates ability to make appropriate and reasonable decisions	1st review			
	2nd review			
	3rd review			
Demonstrates through role playing ability to identify and solve problems.	1st review			
	2nd review			
	3rd review			
Uses appropriate problem solving strategies.	1st review			
	2nd review			
	3rd review			

<b>TIER II: COMPUTER LITERACY BASIC KNOWLEDGE AND SKILLS</b>		<i>Just Beginning 1 pt.</i>	<i>Needs Development 2 pts.</i>	<i>Competent 3 pts.</i>
Demonstrates familiarity with keyboard and can type with relative ease.	1st review			
	2nd review			
	3rd review			
Possesses general data entry skills, including speed and accuracy	1st review			
	2nd review			
	3rd review			
Demonstrates the ability to receive audio information and record accurately with computer accuracy (listen and type)	1st review			
	2nd review			
	3rd review			
Understands and uses computer terminology appropriately	1st review			
	2nd review			
	3rd review			
Able to use Electronic Mail (compose, retrieve, read, respond)	1st review			
	2nd review			
	3rd review			
Understands appropriate use of email in a work setting.	1st review			
	2nd review			
	3rd review			

<b>TIER II Competencies</b>	<b>Final Scores 1<sup>st</sup> Review</b>	<b>Final Scores 2<sup>nd</sup> Review</b>	<b>Final Scores 3<sup>rd</sup> Review</b>
<b>Job Seeking</b>			
<b>Customer Service</b>			
<b>Interpersonal</b>			
<b>Personal Qualities</b>			
<b>Communication</b>			
<b>Problem Solving and Decision Making</b>			
<b>Computer Literacy</b>			
<b>GRAND TOTAL</b>			

<b>TIER II BASIC SKILLS</b>	<b>FINAL Post-Test Score</b>
<b>Reading</b>	
<b>Math</b>	

**SCORING KEY:** The assessment indicators listed above have numeric value attached for ease of scoring calculation for each tier. When added, the values should be used as a guide to progress to the next tier level. The CASAS scores remain separate from the other competency scores and the minimum level indicated must be met for advancement.

**To progress to the next tier student must have:**

1. CASAS Math >236; and
2. CASAS Reading >230; and
3. Competency Score > (maximum points allowed =)

<p><b>1st review</b></p> <p>Date: _____</p>	<p>Student Signature: _____</p> <p>Instructor/Facilitator Signature _____</p>
<p><b>2nd review</b></p> <p>Date: _____</p>	<p>Student Signature: _____</p> <p>Instructor/Facilitator Signature _____</p>
<p><b>3rd review</b></p> <p>Date: _____</p>	<p>Student Signature: _____</p> <p>Instructor/Facilitator Signature _____</p>



A partner in **GTWORKS**