



A partner in **GTWORKS**  
Your Workforce Solution

## Tier III 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>

**Instructions: The Facilitator should complete the information below**

### Career Competencies

TIER III: BASIC SKILLS		Appraisal Scale Score	Pre-Test Scale Score	Post-Test Scale Score
<p><b>Reading</b> (CASAS Scale Score of at least 246 to be competent in Tier III)</p>	<b>Score</b>			
	<b>Date</b>			
<p><b>Math</b> (CASAS Scale Score of at least 240 to be competent in Tier III)</p>	<b>Score</b>			
	<b>Date</b>			

<b>TIER III: JOB SEEKING SKILLS</b>		<i>Just Beginning 1 pt.</i>	<i>Needs Development 2 pts.</i>	<i>Competent 3 pts.</i>
Able to create a professional style resume that can be used during real job search.	1st review			
	2nd review			
	3rd review			
Able to create a professional style cover letter (sample in portfolio) that can be used during real job search.	1st review			
	2nd review			
	3rd review			
Able complete a job application (sample in portfolio) with no mistakes, good penmanship, and no missing information.	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			
Demonstrates appropriate work attire through appearance during programming and on the worksite.	1st review			
	2nd review			
	3rd review			

**Instructions: The Worksite Supervisor should complete the information below**

<b>TIER III: COMMUNICATION</b>		<b><i>Just Beginning</i> 1 pt.</b>	<b><i>Needs Development</i> 2 pts.</b>	<b><i>Competent</i> 3 pts.</b>
Demonstrates the ability to speak professionally and so others can understand.	1st review			
	2nd review			
	3rd review			
The individual will be able to actively listen and offer critical observations of what was heard.	1st review			
	2nd review			
	3rd review			
Uses language appropriate to work environment.	1st review			
	2nd review			
	3rd review			
Asks questions and seeks clarification on tasks.	1st review			
	2nd review			
	3rd review			

<b>TIER III: CUSTOMER SERVICE</b>		<b><i>Just Beginning</i> 1 pt.</b>	<b><i>Needs Development</i> 2 pts.</b>	<b><i>Competent</i> 3 pts.</b>
Excellent communication skills, including eye contact, speaking slowly and articulately.	1st review			
	2nd review			
	3rd review			
Demonstrates appropriate internal and external customer service.	1st review			
	2nd review			
	3rd review			
Able to deal calmly with “difficult” or upset customers.	1st review			
	2nd review			
	3rd review			
Demonstrates the ability to help solve customer problems.	1st review			
	2nd review			
	3rd review			

<b>TIER III: CUSTOMER SERVICE, continued</b>		<b><i>Just Beginning 1 pt.</i></b>	<b><i>Needs Development 2 pts.</i></b>	<b><i>Competent 3 pts.</i></b>
Can make appropriate decisions about which problems to handle and when to escalate a problem to a manager.	1st review			
	2nd review			
	3rd review			

<b>TIER III: INTERPERSONAL SKILLS</b>		<b><i>Just Beginning 1 pt.</i></b>	<b><i>Needs Development 2 pts.</i></b>	<b><i>Competent 3 pts.</i></b>
Demonstrates ability to work without direct supervision.	1st review			
	2nd review			
	3rd review			
Displays responsible personal and work behaviors.	1st review			
	2nd review			
	3rd review			
Develops and maintains productive group relations.	1st review			
	2nd review			
	3rd review			
Ability to work well with people from culturally diverse backgrounds.	1st review			
	2nd review			
	3rd review			

<b>TIER III: PERSONAL QUALITIES</b>		<b><i>Just Beginning 1 pt.</i></b>	<b><i>Needs Development 2 pts.</i></b>	<b><i>Competent 3 pts.</i></b>
Understands and can describe workplace culture and can adapt to it accordingly.	1st review			
	2nd review			
	3rd review			
Individual has addressed barriers to employment (e.g. transportation, child care, etc.)	1st review			
	2nd review			
	3rd review			

<b>TIER III: PERSONAL QUALITIES, continued</b>		<i>Just Beginning 1 pt.</i>	<i>Needs Development 2 pts.</i>	<i>Competent 3 pts.</i>
Individual consistently shows up for work on time.	1st review			
	2nd review			
	3rd review			
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			
Able to accept criticism. Responds appropriately and addresses suggested changes in a timely manner.	1st review			
	2nd review			
	3rd review			

**Instructions: The Facilitator and Worksite Supervisor should collaboratively complete the information below**

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

<b>TIER III 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>Oral Communication</b>			
<b>Customer Service</b>			
<b>Interpersonal</b>			
<b>Personal Qualities</b>			
<b>GRAND TOTAL</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 > 240; and
2. CASAS Reading > 246; and
3. Competency Score >72 (maximum points allowed =81)

<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>



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