

# Central/Western Maine Workforce Investment Board

## Policy for Pre-employment Competency Certification

*(September, 2003)*

CareerCenter Staff will use the following criteria as a tool and guideline to evaluate pre-employment competencies of registered clients in Area III. In no case should the list below be used in direct conference or contact with clients; rather, it is provided as a diagnostic guideline to be used in professional evaluation of a client's ability to succeed in employment and retention objectives.

### **Pre – Employment Competencies:**

- 1) Career Decision Making
  - o able to identify values  
(personal freedom/independence, motivation, effective change, personal growth, self-esteem, self-actualization, etc.)
  - o able to identify interests in relation to working  
(working with hands, being outdoors, likes to write, etc.)
  - o able to identify skills and abilities
  - o able to learn how to make decisions (follow a logical, recognized process)
  - o able to identify barriers  
(personal strengths/weaknesses, situations, circumstances impacting work-readiness)
  - o able to choose career goals
  - o able to develop career plans
- 2) Using Labor Market Information
  - o able to identify and describe sources of information on work opportunities  
(Posted listings, want ads, friends/acquaintances, telephone directory, job boards, personnel departments, employment agencies, etc.)
  - o able to define vocabulary and abbreviations used in job ads
  - o able to identify reasons people get fired
  - o able to identify occupations and interest area
  - o able to give reasons for interest in chosen occupation
  - o able to list skills for each selected occupation
  - o able to identify actual growth potential for each chosen occupation  
(using sources available at CareerCenters)
  - o able to identify characteristics of each selected occupation  
(education/training needed, other qualifications, tools/equipment needed, starting pay, benefits, working conditions, career ladder, job satisfaction, etc.)
  - o able to identify 5 area employers and describe  
(name, address, phone, classification [retail, construction, etc.], scope [international, national, state, local], # of employees, currently hiring?)
  - o able to identify employer and employee expectations/obligations at 5 area employers
  - o able to identify advantages and disadvantages of working at them

- 3) Preparing Resumes
  - o resume is organized and printed according to selected format
  - o resume appearance is free of wrinkles, cross-outs, etc.
  - o resume is readable and error free
  - o references are complete and current
- 4) Filling Out Applications
  - o application is printed in black ink, or typed
  - o information given corresponds to questions asked
  - o line items are fully filled out
  - o answers given are true and correct
  - o application appearance is free of wrinkles, cross-outs, etc.
  - o application is readable, error free and complete
  - o references are complete and current
- 5) Interviewing
  - o arrives at interview on time and appropriately dressed
  - o follows directions given by interviewer (take a seat, etc.)
  - o responds to questions with factual, focused, comprehensive information
  - o asks appropriate follow-up questions of interviewer
  - o does not reflect personal perceptions of inability("I didn't do well in school and probably will have trouble with this job.")
  - o speaks in an articulate and understandable way, using standard vocabulary
  - o makes good eye contact with interviewer
  - o does not exhibit nervous mannerisms
  - o exhibits standard social skills ("please" and "thank you")

**Work Maturity Competencies:**

- 6) Being Consistently Punctual
  - o arrives at work on time and ready to work
- 7) Maintaining Regular Attendance
  - o comes to and remains at work during assigned work hours
  - o gives prior notification of absence
- 8) Demonstrating Positive Attitude
  - o conducts self properly
  - o actively participates
  - o exhibits dependability
  - o accepts assignments without complaint
  - o assumes responsibility shows initiative
  - o shows concern for work quality

- 9) Presenting Appropriate Appearance
- o maintains good personal hygiene
  - o wears appropriate clothing
  - o exhibits neatness
  - o has requisite tools/equipment
- 10) Exhibiting Positive Interpersonal Relations
- o interacts with supervisors, coworkers and public in appropriate fashion
  - o accepts constructive criticism
  - o resolves conflicts
  - o communicates clearly
  - o uses appropriate language
  - o shows consideration for the property of others
- 11) Completing Tasks Safely and Effectively
- o follows directions
  - o asks questions as needed
  - o works within the chain of command as appropriate
  - o prioritizes tasks
  - o finishes tasks in a timely and thorough manner
  - o performs requisite share of work; give extra effort when it is needed
  - o works well under pressure and adapt to new/different circumstances
  - o avoids being distracted
  - o admits mistakes
  - o stops working at proper times only
  - o exercises judgment
  - o solves problems
  - o keeps personal life from interfering with work
  - o keeps work area clean and free of preventable hazards
  - o observes requisite safety procedures

I hereby certify that \_\_\_\_\_ has met the requirements to assure basic skills and aptitudes for employment and retention.

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Case Manager