Workplace Readiness Skills Assessment

Professional Knowledge and Skills

Personal Qualities and People Skills

Technology Knowledge and Skills
Introduction

Employers are adamant about the need to better prepare students for the workplace. The skills gap is widening. States and organizations have begun to respond by creating curriculum and resources to ensure that students are provided with the tools to be successful as they enter the workplace. To validate learning and award student success with a meaningful workplace readiness credential, CTECS is proud to offer an inexpensive, rigorous, and challenging assessment solution.

By the end of the 2015-16 school year, more than 250,000 WRS Assessments had been administered in the United States since 2011.

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</thead>
<tbody>
<tr>
<td>WRS</td>
<td>45,485</td>
<td>46,913</td>
<td>39,705</td>
<td>34,756</td>
<td>20,742</td>
<td>3,693</td>
</tr>
<tr>
<td>Retake</td>
<td>4,479</td>
<td>3,140</td>
<td>2,059</td>
<td>2,118</td>
<td>863</td>
<td>59</td>
</tr>
<tr>
<td>Pretest</td>
<td>18,614</td>
<td>18,973</td>
<td>19,472</td>
<td>12,551</td>
<td>4,218</td>
<td>n/a</td>
</tr>
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</table>

The states of Idaho, Maine, and Nevada are also using the WRS Assessment.

To learn more about the Virginia Model for Implementing Workplace Readiness Skills in Every CTE Course, click on the link below. This link will take you to a repository that houses the resources, background data, and history that help tell the full Virginia story of Workplace Readiness Skills. http://www.cteresource.org/featured/workplace_readiness.html

Stakeholders

University of Virginia’s Weldon Cooper Center—Validated research and final skills list; conducted employer survey; produced research reports and promotion (www.coopercenter.org/demographics)

CTECS—Assisted research on IT area; created test items; set cut score; implemented testing as test administrator (www.ctecs.org/va-wrs-assessment.htm)

CTE Resource Center—Conducted initial research/literature review; edited skills list; brought the list into Verso and made WRS a part of every CTE course task list; provided instructional resources; conducted inservices

Virginia Department of Education—The Virginia Department of Education—Provided the vision and administration for WRS skills revision and credential development and implementation.
CTECS' Role

The role of CTECS in the development and implementation of the CTECS Workplace Readiness Skills Assessment (WRS) was as follows:

1. Worked with the Weldon Cooper Center at UVA to research and validate the Workplace Readiness Skills.

2. Worked with the Virginia CTE Resource Center to create a committee made up of business, industry, education and guidance personnel to link existing items to standards and develop them where they did not exist.

3. Created a blueprint for the assessment and created a 100-item test for use in the initial pilot.

4. Worked with the Virginia Department of Education and Virginia CTE Resource Center to select a cross section of schools to conduct a pilot test of the assessment and a field test of the E-SESS™ online delivery system.

5. Coordinated and conducted the pilot test with the pilot site test administrators; analyzed the results and feedback in order to improve the assessment and the delivery system.

6. Notified school divisions through their test site administrators in Virginia regarding assessment availability costs and the registration process.

7. Delivered the assessment to those who signed up during a window of opportunity beginning April 1, 2011 through the end of June 2011 school semesters; and continued offering the WRS assessment on a rolling basis to any Virginia school who wanted to administer the assessment.

8. Continued to administer and improve the assessment annually.

CTECS' Role in Technical Assistance: Training, Facilitation, Development

• Validate the assessment processes to ensure face and content validity and reliability
• Deliver the assessments online
• Provide technical assistance and professional development to implement and maintain online testing
• Manage the data validation process when testing is complete

About the Assessment

• 100-item, multiple-choice
• 60-minute, timed test
• Standard of mastery: 75

Member Pricing

• WRS Assessment: $10.00
• WRS Retake: $10.00
• WRS Pretest: $7.00

Non-member Pricing

• WRS Assessment: $15.00
• WRS Retake: $15.00
• WRS Pretest: $12.00

Interested in finding out more about how to order this assessment, go to the WRS Assessment page: https://www.ctecs.org/services
Research

- Continuous research helps to keep the CTE curriculum up to date.
- This research led Virginia to revise its 13 WRS from 1997.
- These reports, along with others, were reviewed and analyzed as part of the revision process.

Workplace readiness skills are essential in almost every occupation. That is why we call them readiness skills. You need them to be ready to work and grow in every occupational environment.

This is why the new curriculum revision tightly integrates teaching WRS into every CTE course. All CTE graduates need to know and understand that employers will expect them to bring these skills to the workplace.

These skills are also critical as students move into the postsecondary environment.
Teaching Workplace Readiness Skills

Virginia’s CTE Resource Center supports career and technical and occupational-technical preparation programs by providing resources for curriculum development and program design and implementation in response to the Carl D. Perkins Career and Technical Education Act.

Through its online curriculum management system, Verso, Workplace Readiness Skills have been included in every Virginia CTE course. Teachers may teach these skills in the context of their standard technical tasks. A wide variety of resources have been provided for each Workplace Readiness Skill, including informational Web sites, discussion topics, background information, lesson plans, project ideas, activities, handouts, and worksheets. Further, skills are detailed with exact definitions that allow teachers to better understand state expectations and the connections to Virginia Standards of Learning. If they cannot find a place for each Workplace Readiness Skill to complement technical tasks within their courses, a wealth of curriculum resources enables instructors to teach them as stand-alone items or within a unit.

Ways to Teach the WRS

- Teachers may wish to cover the WRS in the first few weeks of school or as an instructional unit.

Or, teachers can look for course content that might already cover a WRS and teach them together.
The Standards Performance Summary with Graph report is both a formative and summative tool that gives teachers an inside look at how well their students are performing on each of the 21 WRS. With such data, teachers are able to adjust curriculum and instructional time on each skill that needs improvement.

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## Standards Performance Summary Report

### Workplace Readiness Skills

<table>
<thead>
<tr>
<th>A) Personal Qualities and People Skills</th>
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<tbody>
<tr>
<td>1) Positive Work Ethic: Comes to work every day on time, is willing to take direction, and is motivated to accomplish the task at hand</td>
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<tr>
<td>2) Integrity: Abides by workplace policies and laws and demonstrates honesty and reliability</td>
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<tr>
<td>3) Teamwork: Contributes to the success of the team, assists others, and requests help when needed</td>
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<tr>
<td>4) Self-representation: Dresses appropriately and uses language and manners suitable for the workplace</td>
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<tr>
<td>5) Diversity Awareness: Works well with all customers and coworkers</td>
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<tr>
<td>6) Conflict Resolution: Negotiates diplomatic solutions to interpersonal and workplace issues</td>
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<tr>
<td>7) Creativity and Resourcefulness: Contributes new ideas and works with initiative</td>
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<thead>
<tr>
<th>B) Professional Knowledge and Skills</th>
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<tr>
<td>8) Speaking And Listening: Follows directions and communicates effectively with customers and fellow employees</td>
</tr>
<tr>
<td>9) Reading And Writing: Reads and interprets workplace documents and writes clearly</td>
</tr>
<tr>
<td>10) Critical Thinking And Problem Solving: Analyzes and resolves problems that arise in completing assigned tasks</td>
</tr>
<tr>
<td>11) Health And Safety: Follows safety guidelines and manages personal health</td>
</tr>
<tr>
<td>12) Organizations, Systems, And Climates: Identifies big picture issues and his or her role in fulfilling the mission of the workplace</td>
</tr>
<tr>
<td>13) Lifelong Learning: Continually acquires new industry-related information and improves professional skills</td>
</tr>
<tr>
<td>14) Job Acquisition And Advancement: Prepares to apply for a job and to seek promotion</td>
</tr>
<tr>
<td>15) Time, Task, And Resource Management: Organizes and implements a productive plan of work</td>
</tr>
<tr>
<td>16) Mathematics: Uses mathematical reasoning to accomplish tasks</td>
</tr>
<tr>
<td>17) Customer Service: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service</td>
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<tr>
<th>C) Technology Knowledge and Skills</th>
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<tr>
<td>18) Job-Specific Technologies: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner</td>
</tr>
<tr>
<td>19) Information Technology: Uses computers, file management techniques, and software/programs effectively</td>
</tr>
<tr>
<td>20) Internet Use And Security: Uses the Internet appropriately for work</td>
</tr>
<tr>
<td>21) Telecommunications: Selects and uses appropriate devices, services, and applications</td>
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</table>
The Assessment Statistics report compares the scores of a particular group of test takers. This report also provides other useful information such as the low, high, mean, median, and mode scores.

**Assessment Statistics Report**

- **Assessment:** CTECS Workplace Readiness Skills Assessment
- **Number participants:** 2461
- **Items on assessment:** 100
- **Testing range:** 11/16/20XX - 07/26/20XX
- **Time limit:** 01:00:00
- **Minimum score possible:** 0
- **Maximum score possible:** 100
- **Mean score:** 77.54 / 100 (77.54%)
- **Median score:** 81.00 / 100 (81.00%)
- **Mode score:** The following score(s) occurred 100 time(s): 87
- **Standard deviation:** 14.25
- **Reliability coefficient (KR21):** 0.9235
- **Range:** 99
- **Interquartile range:** 16

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<thead>
<tr>
<th>Score</th>
<th>Min</th>
<th>Max</th>
<th>Mean</th>
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<tr>
<td></td>
<td>0</td>
<td>99</td>
<td>77.54 (77.54%)</td>
</tr>
<tr>
<td>Time</td>
<td>0:09:18</td>
<td>2:30.00</td>
<td>0:51:26</td>
</tr>
<tr>
<td>Items Answered</td>
<td>8</td>
<td>100</td>
<td>98.27</td>
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Certificate of Achievement

Students who meet the standard of mastery in the assessment, receive a certificate of passing that can be used as a wonderful career portfolio item.
Personal Qualities and People Skills

1. POSITIVE WORK ETHIC: Comes to work every day on time, is willing to take direction, and is motivated to accomplish the task at hand

2. INTEGRITY: Abides by workplace policies and laws and demonstrates honesty and reliability

3. TEAMWORK: Contributes to the success of the team, assists others, and requests help when needed

4. SELF-REPRESENTATION: Dresses appropriately and uses language and manners suitable for the workplace

5. DIVERSITY AWARENESS: Works well with all customers and coworkers

6. CONFLICT RESOLUTION: Negotiates diplomatic solutions to interpersonal and workplace issues

7. CREATIVITY AND RESOURCEFULNESS: Contributes new ideas and works with initiative

Professional Knowledge and Skills

8. SPEAKING AND LISTENING: Follows directions and communicates effectively with customers and fellow employees

9. READING AND WRITING: Reads and interprets workplace documents and writes clearly

10. CRITICAL THINKING AND PROBLEM SOLVING: Analyzes and resolves problems that arise in completing assigned tasks

11. HEALTH AND SAFETY: Follows safety guidelines and manages personal health

12. ORGANIZATIONS, SYSTEMS, AND CLIMATES: Identifies “big picture” issues and his or her role in fulfilling the mission of the workplace

13. LIFELONG LEARNING: Continually acquires new industry-related information and improves professional skills

14. JOB ACQUISITION AND ADVANCEMENT: Prepares to apply for a job and to seek promotion

15. TIME, TASK, AND RESOURCE MANAGEMENT: Organizes and implements a productive plan of work

16. MATHEMATICS: Uses mathematical reasoning to accomplish tasks

17. CUSTOMER SERVICE: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service

Technology Knowledge and Skills

18. JOB-SPECIFIC TECHNOLOGIES: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner

19. INFORMATION TECHNOLOGY: Uses computers, file management techniques, and software/programs effectively

20. INTERNET USE AND SECURITY: Uses the Internet appropriately for work

21. TELECOMMUNICATIONS: Selects and uses appropriate devices, services, and applications