

WORKPLACE READINESS SKILLS FOR THE LEP ADULT

Literacy Completion Point A

Student: _____	ID#: _____	Entry Date: _____
Institution: _____	Withdrawal Date: _____	Date Achieved: _____
Site: _____	Instructor(s): _____	

PLEASE CHECK CORRESPONDING BOX AS EACH STANDARD IS ACHIEVED.

WORKFORCE DEVELOPMENT SKILLS
The student is able to...
STANDARD 01.0
<input type="checkbox"/> Demonstrate English Skills necessary for Customer Service and Communication. Date: _____ Instructor: _____
01.01 Give personal information (name, address, phone number, marital status).
01.02 Follow oral and/or written instructions, directions, and requests.
01.03 Ask supervisor and co-workers for assistance, clarification, instructions and/or feedback.
01.04 Communicate with co-workers, guests & clients.
01.05 Take and relate verbal and/or written messages.
STANDARD 02.0
<input type="checkbox"/> Demonstrate English Skills necessary for job duties and procedures. Date: _____ Instructor: _____
02.01 Use telephone effectively to call in sick and/or late.
02.02 Demonstrate an understanding of punctuality in the workplace.
02.03 Demonstrate ability to read/interpret work schedule (breaks, vacation, holidays, over-time).
02.04 Request time off, schedule change and/or vacation time.
02.05 Identify supplies, materials and tools needed to carry out job tasks.
02.06 Locate common supplies and work areas.
02.07 Report work progress and completion verbally or by completing required forms.
02.08 Read/understand job descriptions, company benefits, insurance, paychecks, deductions.
02.09 Read/understand company policies regarding dress, good grooming, personal hygiene.
02.10 Read/understand company mission statement, philosophy, manuals.
STANDARD 03.0
<input type="checkbox"/> Demonstrate English Skills that document ability to work safely. Date: _____ Instructor: _____
03.01 Identify common safety signs related to the workplace (exit, flammable, evacuation).
03.02 Identify common safety clothing and equipment.
03.03 Explain required repairs, equipment problems, defects, substitutions.
03.04 Read/understand product labels and warnings.

03.05 Identify safety precautions, hazardous conditions and chemicals, Material Safety Data Sheets (MSDS).
03.06 Report accidents, injuries, emergency situations.
03.07 Demonstrate ability to take appropriate actions in work-related emergencies.
STANDARD 04.0
<input type="checkbox"/> Demonstrate English Skills necessary for maintaining and advancing on the job. Date: _____ Instructor: _____
04.01 Ask for information regarding job openings within the company.
04.02 Identify acceptable behavior, attitude and social interaction (hugging, body language, harassment).
04.03 Identify the chain of command.
04.04 Demonstrate an understanding of cooperation and teamwork.
04.05 Role play decision-making skills by evaluating and choosing alternatives.
04.06 Role play offering suggestions that enhance the work environment.
04.07 Identify skills training and educational opportunities available at work and in the community.
STANDARD 05.0
<input type="checkbox"/> Demonstrate English skills in the following specific areas. Date: _____ Instructor: _____
SPECIAL NOTE: Specific competencies are not listed for Standard 5.0 because this standard is to be customized to meet the needs of the employees at the individual worksite .

