

Correlation of “EASY at Work” to the CASAS Workforce Skills Certification System (WSCS)

This correlation shows how “EASY at Work” addresses workplace skills for:

- High School and adult students (ESL and non-ESL) preparing to enter the workforce
- Adults transitioning to employment
- Adults re-entering the workforce
- Workers improving their employability, work readiness and ESL skills

The document shows the many lessons in “EASY at Work” that support each of the CASAS identified skills that are necessary to prepare for a successful interview, win the job and then develop and progress within it.

CASAS developed the Workforce Skills Certification System to assess students’ work readiness and employability skills. It is applicable to both adult and High School students.

Here is an extract from the CASAS web site:

“The Need: Entry-Level Workers with the Skills to Move Up

Employers seek workers with strong basic skills to work smart and grow on the job. They are prepared to invest in job candidates with the potential to learn independently, benefit from training, take on new responsibilities, and move up the career ladder. Today’s basic skills go beyond the “three R’s” to include communication, critical thinking and a broad array of soft skills.

The CASAS Workforce Skills Certification System (WSCS) provides a foundation to prepare a skilled and able entry-level workforce. WSCS offers job candidates a valuable advantage by documenting specific effective workplace behaviors and job-related skills. WSCS can provide employers a validated transcript of job-candidate’s capabilities. Employers can determine the extent to which candidates can succeed in available jobs when they know the academic and interpersonal skills of the candidates. Those candidates that demonstrate advanced skills in multiple skill areas are eligible to earn a certificate.

*..... Validated by employers from a broad range of industries, WSCS is aligned with SCANS and O*NET skills.”*

Excerpted from CASAS at: <https://www.casas.org/home/index.cfm?fuseaction=home.showContent&MapID=2057>

Correlation of “EASY at Work” to the CASAS Workforce Skills Certification System (continued)

Competency Area	BEHAVIORS, ATTITUDES, AND SKILLS		EASY at Work Unit & Lesson #
Resources Management	Time	Understands organization’s expectations for attendance and adheres to them (i.e. notifies in advance when absent, completes appropriate vacation/day off forms)	10.1, 14.1, 14.3
		Understands organization’s expectations for punctuality and adheres to them (i.e. adheres to scheduled breaks and lunch time limits, calls prior to being late to notify appropriate person)	14.1, 14.3
	Human Resources	Engages co-workers or team members to manage work flow, prioritizes work, and meets deadlines	10.3,12.4
	Materials	Inventories and monitors supplies and merchandise, minimizes waste of supplies, and restocks as necessary	2.3, 4.1, 4.2, 4.3, 5.4, 10.2, 11.2, 12.1
	Facilities	Organizes work space efficiently (including displaying customer information and organizing personal work space)	10.1, 10.2, 11.2,
Interpersonal Skills	Participates as a Team Member	Works cooperatively with co-workers	4.2, 5.1, 5.4, 8.1, 10.3, 10.4, 14.5
		Works cooperatively with supervisors	11.2, 11.5, 12.1, 12.2
		Demonstrates speaking, listening, writing, and interpersonal skills of an effective team member	10.1, 10.2, 14.5
	Serves Customers Serves Customers (continued)	Identifies and clarifies customer needs	8.1, 9.2, 11.2, 11.3, 11.4
		Determines which service(s) or product(s) meet customer needs; develops options to meet customer needs	8.2, 8.3, 9.1, 9.2
		Explains products or services; proposes services/products/solutions that satisfy customer needs	11.3, 11.4
		Facilitates sales or negotiates the solution and reaches agreement with customer; verifies product or service is appropriate for customer needs	5.1, 5.2, 5.3, 11.2, 11.3, 11.4, 12.4
		Provides ongoing customer service and support information to ensure service/product/solution is appropriate match to customer needs (i.e. training, follow up calls, service schedules)	3.4, 10.4, 10.5, 12.2, 12.5

Correlation of “EASY at Work” to the CASAS Workforce Skills Certification System (continued)

Competency Area	BEHAVIORS, ATTITUDES, AND SKILLS		EASY at Work Unit & Lesson #
Interpersonal Skills (continued)		Promotes positive customer relations; handles customer transactions in positive and professional manner (i.e. handles complaints/returns non-defensively)	3.1, 3.2, 3.3, 10.4, 10.5, 11.4, 12.5
	Negotiates	Works cooperatively with co-workers and supervisors to arrive at a decision	4.3, 4.4, 6.2, 6.3, 7.5, 9.1
	Works with Diversity	Works well with and respects differences of men and women from various ages, ethnic, social, and educational backgrounds, including persons with disabilities	3.3
Systems Thinking	Understands Systems	Organizes, processes, and maintains written or computerized records and other forms of information to complete job functions (i.e. customer files, schedules, service agreements)	1.3, 1.4, 11.5
		Identifies regulations, expectations, and policies and adheres to them (i.e. follows confidentiality policies, follows safety procedures, dresses appropriately)	1.1, 1.2, 2.1, 3.5, 4.1, 4.2, 10.4, 14.5,
	Monitors and Corrects Performance	Analyzes problems with the system/process and takes necessary action to correct performance; assesses and makes recommendations based on quality standards (i.e. identifies and recommends quality improvements to processes and work plans)	2.1, 11.3, 15.3
Information Management	Interprets and Communicates Information	Chooses words/manner of expression appropriate to the work place	1.3, 5.2, 4.4, 5.3, 12.1, 12.2, 13.3,
		Verbally interprets graphics or pictorials to others; speaks clearly and precisely	2.1, 3.4
		Communicates messages and information accurately both orally and in writing (i.e. phone messages, coordinate meeting/travel arrangements)	5.2, 5.3, 13.3, 13.4
		Explains ideas from a work plan and describes options for implementation	10.1
		Reports emergencies and safety concerns according to policies and procedures	7.1, 15.1, 15.2
		Selects and uses a variety of ways to present information (i.e., overheads, handouts, e-mail, graphic representation, verbally)	10.1, 15.1
		Writes short notes, simple memos, brief or informative written reports in a clear, logical, legible, and complete manner	5.2, 5.3, 6.3, 6.4

Correlation of “EASY at Work” to the CASAS Workforce Skills Certification System (continued)

Competency Area	BEHAVIORS, ATTITUDES, AND SKILLS		EASY at Work Unit & Lesson #
Information Management (continued)	Acquires and Evaluates Information	Selects and analyzes information to make decisions; selects necessary documents and research to support decisions	7.5
		Reads/understands graphic/pictorial representations (i.e. maps, charts, graphs).	3.4, 5.1, 6.1
		Reads computer generated printouts (i.e. account transaction reports, production schedules, inventory reports, diagnostic reports, job specifications)	9.1, 11.2
		Reads/interprets basic measurement and numerical readings on instruments (i.e., ruler, gauges, job specifications, scales)	4.2, 4.3, 12.4
	Organizes and Maintains Information	Organizes and assembles information for accessibility (i.e. loan applications, service records, customer profiles, document and information storage and retrieval systems)	
Develops/creates graphics to describe a process		1.4	
Technology and Tools	Applies Technology & Tools to Task	Selects and applies the most effective technology and/or tools to accomplish a task (i.e. proofing, inventory, diagnostics, line and work station set-up, equipment installation, building prototypes)	2.3, 8.2, 12.4, 14.5
	Uses Computers to Process Information	Organizes/inputs data into computer (i.e. data entry, keyboarding skills)	11.2, 11.3
		Generates and maintains documents, computerized records and other forms of information (i.e. client/customer accounts, transaction records, work plans, production schedules, file back ups, etc.)	1.3
	Maintains and Troubleshoots Equipment	Maintains equipment and tools; identifies problems with the operation and takes necessary steps to fix or replace inoperable parts or equipment (i.e. proofing machine, computers, switching machines)	11.3, 13.2, 14.5

Correlation of “EASY at Work” to the CASAS Workforce Skills Certification System (continued)

Competency Area	BEHAVIORS, ATTITUDES, AND SKILLS		EASY at Work Unit & Lesson #
Thinking Skills	Problem Solving	Recognizes that problem exists, identifies possible causes and solutions, creates and puts plan into action	11.4, 12.2, 12.4, 14.5
	Knowing How to Learn	Recognizes and applies new knowledge and skills in both familiar and changing situations	14.3, 14.4
	Reasoning	Discovers a rule or principle underlying the relationship between two/more objects; uses logic to draw conclusions	4.4
Personal Qualities	Responsibility	Exerts a high level of effort and perseverance toward goals/ works hard to learn new tasks and seeks information to improve his/her own skill level	4.4, 10.5, 12.2, 12.3, 14.3, 14.4, 14.5
	Self Esteem	Believes in own self-worth and maintains a positive view of self	1.2, 4.4, 7.1, 7.2, 10.5, 14.4
	Self Management	Shows initiative (is a self-starter); identifies and completes tasks that need to be accomplished without being asked	11.4, 12.2, 12.3,
		Exhibits self-control; responds unemotionally/professionally and non-defensively in a variety of situations (i.e. confrontation by supervisor, customer complaints)	4.3, 4.4, 10.5, 11.3, 11.4, 12.3, 12.4, 12.5
	Honesty and Integrity	Maintains customer confidentiality; identifies and prevents loss; follows through on commitments made to customers and co-workers	10.3, 11.1
	Adaptability and Flexibility	Accepts changes and interruptions in work flow; when presented with an unforeseen/unanticipated situation or obstacle, revises time on task and work schedule to accomplish work	12.2, 12.3