# Career Connect Network -- College & Career Readiness Competencies

### Proactive Communication & Collaboration
Proficiencies include demonstrates effective verbal and non-verbal communication; communicates fluency in common forms of workplace communication; communicates to co-workers, teams, and management clearly; demonstrates capacity to work collaboratively.

- Crafts formal correspondence that is complete, clear, and uses appropriate language.
- Seeks collaboration with co-workers/peers and supervisors/instructors to address concerns and solve problems.
- Expresses concerns and describes problems or challenges s/he is experiencing in a professional manner.
- Establishes professional network (for references & career advancement purposes).
- Assumes shared responsibility for collaborative work and values the contributions made by each team member.

### Reliability
Proficiencies include follows instruction and demonstrates an understanding of expectations; consistently meets expectations for attendance and punctuality; demonstrates effective task management skills; meets work quality standards.

- Proactively establishes due dates and assignments expectations with supervisors/instructors.
- Seeks to understand or learn new skills or knowledge that will enable tasks to be completed more efficiently and effectively.
- Speaks to how his/her short and long term goals relate to each other.
- Expresses desire to change behavior or acquire new skill or knowledge to gain goals.
- Uses reflections on personal behavior and experience to improve work habits.
- Responds to challenges with ideas and suggestions.

### Self-Management
Proficiencies include understands personal strengths and limitations; sets and manages short and long-term goals; manages personal emotions in the workplace; demonstrates adaptability in diverse settings; demonstrates integrity.

- Understands personal needs and what is required for success.
- Uses feedback from supervisors/instructors and co-workers/peers to improve performance.
- Identifies situations likely to elicit an emotional response and develops strategies to handle these situations.
- Identifies external situations and barriers that could affect performance.
- Acts with personal integrity – intent, words, and actions align.
- Understands and demonstrates awareness of how his/her own behaviors impact others.
- Manages time to complete tasks and assignments in a timely manner.
- Understands the need to balance one’s own cultural expectations with the institutional expectations of work or school.

### Taking Initiative
Proficiencies include demonstrates personal accountability by taking ownership and planning ahead; exhibits perseverance by identifying and overcoming challenges, exercises sound reasoning and analytical thinking; exercises leadership.

- Identifies situations where additional information or help may be needed to perform a task or assignment.
- Able to problem solve in a manner to address/mitigate issues that affect work output or quality.
- Assists others without prompting.
- Makes commitments to supervisors/instructors and peers.
- Acknowledges mistakes and accepts responsibility for incomplete tasks.
- Student effort/challenge level.

### Academic/Technical Skills
Proficiencies include test-taking and note-taking strategies; problem formulation and testing; analyzing and synthesizing information; literacy and numeracy; credentialing; and post-secondary awareness.

- "College & Career Ready"
  - Successful progression in credit bearing coursework; no developmental coursework needed.
  - Gold or Higher on the National Career Readiness Certificate (Career Pathway Employment only).

### Level 1: Skill Development
- Acknowledges and responds to communicated information.
- Demonstrates understanding of non-verbal communication.
- Uses appropriate language for the environment.

- Shows up to work/school prepared and on time and returns from breaks in a timely manner.
- Follows instructions to complete assigned tasks.

- Performs required tasks.

### Level 2: Ready for Placement
- Listens attentively to supervisors/instructors, co-workers/peers, and customers.
- Uses appropriate non-verbal communication with supervisors/instructors and co-workers/peers.
- Conducts in-person communication in a professional manner.
- Asks for help to complete an assignment or overcome problems.
- Works well with others and contributes to group efforts.

- Completes tasks and/or assignments on time.
- Notifies supervisor/instructor prior to being later or unexpectedly absent.
- Meets commitments to supervisors/instructors and colleagues/peers.
- Takes responsibility for the quality of work.
- Addresses problems or issues in a timely manner that enables work to continue with a minimum of interruption.
- Completes steps necessary to perform a task.
- Understands and follows institution policies and procedures.

- Maintains composure during conflicts, including receiving criticism, and responds appropriately.
- Respects the dignity, diversity, and rights of individuals/groups.
- Articulates personal strengths and limitations to an employer/instructor.
- Accepts feedback from supervisors/instructors.
- Shows a method for tracking progress toward goals.
- Assesses how current activities may affect goals.
- Adjusts practices and behavior to meet stated expectations.
- Relates positively with customers, co-workers, instructors, and peers.
- Utilizes time management tools (e.g. calendar, planner)

- Performs required tasks.
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### Level 3: Persistence/Retention
- Asks clarifying questions.
- Displays appropriate body language.
- Repraises and confirms understanding of what is being said.
- Checks in regarding performance on new assignments.
- Conducts telephone conversations to relay or gather information appropriate to assignments.
- States needs and concerns clearly and affirmatively.
- Expresses concerns and describes problems or challenges s/he is experiencing in a professional manner.
- Establishes professional network (for references & career advancement purposes).
- Assumes shared responsibility for collaborative work and values the contributions made by each team member.

- Understands planning and scheduling conventions.
- Prioritizes activities and tasks and maintains focus to complete assignments on time.
- Reviews work samples and improves upon draft work before its submission.
- Adapts to changes in work prioritization.

- Identifies situations where additional information or help may be needed to perform a task or assignment.
- Able to problem solve in a manner to address/mitigate issues that affect work output or quality.
- Assists others without prompting.
- Makes commitments to supervisors/instructors and peers.
- Acknowledges mistakes and accepts responsibility for incomplete tasks.
- Student effort/challenge level.

### Level 4: Advancement
- Demonstrates effective verbal and non-verbal communication; communicates fluency in common forms of workplace communication; communicates to co-workers, teams, and management clearly; demonstrates capacity to work collaboratively.
- Proactively establishes due dates and assignments expectations with supervisors/instructors.
- Seeks to understand or learn new skills or knowledge that will enable tasks to be completed more efficiently and effectively.
- Speaks to how his/her short and long term goals relate to each other.
- Expresses desire to change behavior or acquire new skill or knowledge to gain goals.
- Uses reflections on personal behavior and experience to improve work habits.
- Responds to challenges with ideas and suggestions.

- Thinks of innovative solutions to solve problems.
- Anticipates demands and challenges, develops contingencies.
- Seeks ways to improve tasks and outcomes.

### Notes
- The Career Connect Network is a collaborative effort among the Employment Training Administration (ETA), the Workforce Investment Act (WIA), and the One-Stop System to align career and college readiness skills.
- The competencies are aligned with the College & Career Readiness Certificate (CCRC) and the National Career Readiness Certificate (NCRC).
- The competencies are also aligned with the Workforce Readiness Competencies and the Technical Skills.

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**File Path:** n:youth:system_competencies.wrt:competency_matrix:final:2013.09.10:ccn_competency_matrix.xls

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