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ABSTRACT

This Ohio Competency Analysis Profile (OCAP), derived from a modified Developing a Curriculum (DACUM) process, is a current comprehensive and verified employer competency program list for fertilizer/chemical sales and service workers. Each unit (with or without subunits) contains competencies and competency builders that identify the occupational, academic, and employability skills needed to enter this occupation. Within that outline are three levels of items: core, advancing, and futuring. Core items are essential to entry-level employment. Advancing items are needed to advance in a given occupation. Futuring items are needed to enter and remain in a given occupation 3 to 4 years from now. This profile contains eight units: (1) general safety precautions; (2) customer services; (3) merchandise delivery; (4) business management; (5) inventory; (6) agricultural mechanics; (7) fertilizer/chemical formulation and application; and (8) employability skills. (NLA)

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OHIO'S COMPETENCY ANALYSIS PROFILE

FERTILIZER/CHEMICAL SALES AND SERVICE WORKER

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CE 059 531

Division of Vocational and
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What is OCAP?

"A comprehensive and verified employer competency list will be developed and kept current for each program." This is the second objective of Imperative 3 of the *Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work*. Ohio's Competency Analysis Profile (OCAP) lists are the Division of Vocational and Career Education's response to that objective. OCAP lists evolve from a modified DACUM process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory at The Ohio State University's Center on Education and Training for Employment.

How is OCAP used?

Each OCAP contains units (with and without subunits), competencies, and competency builders that identify the occupational, academic, and employability skills needed to enter a given occupation or occupational area. Within that outline there are three levels of items: core, advancing, and futuring. Core items are essential to entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests (scheduled to begin in FY93). Advancing items (marked with one asterisk) are needed to advance in a given occupation. Futuring items (marked with two asterisks) are needed to enter and remain in a given occupation three to four years from now.

Districts may add as many units, subunits, competencies, and competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Using OCAP lists, instructors will be able to formulate their courses of study and monitor competency gains via the new competency testing program.

The **Employability Skills** portion of this list was verified by the following employer panel:

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Ohio Competency Analysis Profile Fertilizer/Chemical Sales and Service Worker

Unit 1: General Safety Precautions

Competency 1.0.1: Maintain safe work environment

Competency Builders:

- 1.0.1.1 Read and follow safety information
- 1.0.1.2 Organize and maintain clean and safe work area
- 1.0.1.3 Identify hazardous materials and location of material safety data sheets (MSDS)
- 1.0.1.4 Comply with shop and equipment safety rules
- 1.0.1.5 Complete accident report
- 1.0.1.6 Recognize environmental issues pertaining to the industry and health administration, Environmental Protection Agency (EPA), Food and Drug Administration (FDA), and state and federal regulations
- 1.0.1.7 Identify and report safety hazards
- 1.0.1.8 Correct safety hazards according to company policy
- 1.0.1.9 Install and maintain safety devices
- 1.0.1.10 Monitor regulation updates*
- 1.0.1.11 Comply with regulations controlling product (e.g., dust control, diking)**

Competency 1.0.2: Apply safe work habits

Competency Builders:

- 1.0.2.1 Wear protective clothing and equipment
- 1.0.2.2 Use safe lifting and carrying methods
- 1.0.2.3 Read and follow label information
- 1.0.2.4 Interpret information on signs
- 1.0.2.5 Check working condition of respirator
- 1.0.2.6 Maintain and use slow-moving-vehicle signs when operating vehicles on road
- 1.0.2.7 Keep riders off mobile equipment
- 1.0.2.8 Observe safety precautions when applying chemicals and fertilizer
- 1.0.2.9 Observe safety precautions when storing chemicals and fertilizers
- 1.0.2.10 Follow appropriate procedures for personal cleanup after handling fertilizers and chemicals
- 1.0.2.11 Dispose of chemicals and containers according to manufacturers' specifications and/or government regulations
- 1.0.2.12 Recognize importance of environmental stewardship and impact on future**

* Advancing
** Futuring

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Competency 1.0.3: Follow emergency response procedures

Competency Builders:

- 1.0.3.1 Check that all components of emergency response kit are in place
- 1.0.3.2 Contact proper personnel
- 1.0.3.3 Secure area
- 1.0.3.4 Use emergency materials to contain emergency

Competency 1.0.4: Operate and maintain equipment

Competency Builders:

- 1.0.4.1 Follow safety rules for equipment operation and maintenance
- 1.0.4.2 Observe and comply with safety zones around equipment
- 1.0.4.3 Operate equipment defensively
- 1.0.4.4 Interpret safety symbols
- 1.0.4.5 Maintain safety shields on all equipment
- 1.0.4.6 Shut down and lock out or tag out power equipment before servicing
- 1.0.4.7 Identify and correct potential equipment safety hazards
- 1.0.4.8 Follow manufacturer's service recommendations

Unit 2: Customer Service

Competency 2.0.1: Determine customer needs

Competency Builders:

- 2.0.1.1 Identify products available to meet customer needs
- 2.0.1.2 Estimate quantity of needed product
- 2.0.1.3 Estimate total cost of needed product
- 2.0.1.4 Interpret soil test reports
- 2.0.1.5 Recommend products to meet customer needs*
- 2.0.1.6 Recommend alternate products to meet customer needs*
- 2.0.1.7 Consult with customer regarding need for product and its proper use**
- 2.0.1.8 Improve public's knowledge of chemicals**

Competency 2.0.2: Provide technical assistance

Competency Builders:

- 2.0.2.1 Provide customer with informative materials
- 2.0.2.2 Advise customer regarding label precautions
- 2.0.2.3 Read and follow product label information
- 2.0.2.4 Explain product use
- 2.0.2.5 Determine product use restrictions
- 2.0.2.6 Determine extent of guarantee
- 2.0.2.7 Explain operating and maintenance procedures for rental equipment
- 2.0.2.8 Explain safety precautions regarding fertilizer and chemical application
- 2.0.2.9 Interpret product labels*
- 2.0.2.10 Provide technical inservice to customers (e.g., safe handling, use, and disposal of chemicals, pesticides, and fertilizers)**

Competency 2.0.3: Perform customer relations activities*

Competency Builders:

- 2.0.3.1 Follow company procedures for addressing customer complaints*
- 2.0.3.2 Follow up purchases and sales*
- 2.0.3.3 Prepare product demonstrations, exhibits, and displays*
- 2.0.3.4 Locate market information sources*
- 2.0.3.5 Emphasize communication, leadership, and personal development skills**

Competency 2.0.4: Conduct sale

Competency Builders:

- 2.0.4.1 Greet customers
- 2.0.4.2 Prepare sales options
- 2.0.4.3 Secure customer approval for sales option
- 2.0.4.4 Use good salesperson techniques
- 2.0.4.5 Implement approved sales options
- 2.0.4.6 Process tax exempt sales transaction
- 2.0.4.7 Process debit card sales transaction
- 2.0.4.8 Process charge card sales transaction
- 2.0.4.9 Calculate customer discount
- 2.0.4.10 Complete sales tickets
- 2.0.4.11 Complete sales slip
- 2.0.4.12 Compute sales tax
- 2.0.4.13 Operate cash register
- 2.0.4.14 Operate computer
- 2.0.4.15 Count change
- 2.0.4.16 Process customer refund
- 2.0.4.17 Detect counterfeit money

Unit 3: Merchandise Delivery

Competency 3.0.1: Prepare and load merchandise

Competency Builders:

- 3.0.1.1 Package orders
- 3.0.1.2 Load bagged and bulk items onto vehicles
- 3.0.1.3 Secure load for shipping
- 3.0.1.4 Prepare shipping records
- 3.0.1.5 Prepare scale tickets
- 3.0.1.6 Prepare bills of lading
- 3.0.1.7 Complete freight billing forms

* Advancing

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Competency 3.0.2: Deliver merchandise

Competency Builders:

- 3.0.2.1 Arrange merchandise delivery
- 3.0.2.2 Identify and attach appropriate placard
- 3.0.2.3 Determine delivery route
- 3.0.2.4 Define commercial driver's license requirements
- 3.0.2.5 Unload merchandise

Unit 4: Business Management

Competency 4.0.1: Perform general office duties

Competency Builders:

- 4.0.1.1 Use telephone
- 4.0.1.2 Process mail
- 4.0.1.3 Duplicate materials
- 4.0.1.4 File materials
- 4.0.1.5 Prepare correspondence
- 4.0.1.6 Prepare reports
- 4.0.1.7 Keep product catalog current
- 4.0.1.8 Secure business documents
- 4.0.1.9 Schedule appointments and meetings
- 4.0.1.10 Schedule equipment rental
- 4.0.1.11 Plan and follow work schedules
- 4.0.1.12 Open and close store or department
- 4.0.1.13 Operate calculator or other tabulating device
- 4.0.1.14 Use two-way radio
- 4.0.1.15 Repair minor malfunctions of office equipment
- 4.0.1.16 Clean work area
- 4.0.1.17 Use computer to perform business procedures (e.g., mailing invoices, determining and regulating chemical/fertilizer mixing and application)**
- 4.0.1.18 Use FAX, E-mail, and other communication systems**

Competency 4.0.2: Conduct general banking procedures

Competency Builders:

- 4.0.2.1 Prepare funds for bank deposit
- 4.0.2.2 Make bank deposit
- 4.0.2.3 Write check
- 4.0.2.4 Endorse check
- 4.0.2.5 Balance bank statement
- 4.0.2.6 Use electronic banking procedures

Competency 4.0.3: Keep customer accounts

Competency Builders:

- 4.0.3.1 Set up customer file
- 4.0.3.2 Verify customer addresses using directories
- 4.0.3.3 Post receipts
- 4.0.3.4 Balance customer accounts
- 4.0.3.5 Prepare statements and invoices
- 4.0.3.6 Check customer credit references*

Competency 4.0.4: Keep sales records

Competency Builders:

- 4.0.4.1 Balance charge receipts and cash tickets
- 4.0.4.2 Balance cash drawer against register reading
- 4.0.4.3 Keep daily sales record
- 4.0.4.4 Keep records of restricted-use pesticides
- 4.0.4.5 Compute daily cash balance

Competency 4.0.5: Manage business finance*

Competency Builders:

- 4.0.5.1 Prepare budget*
- 4.0.5.2 Calculate insurance needs*
- 4.0.5.3 Identify sources of business capital*
- 4.0.5.4 Compute margins and markup*
- 4.0.5.5 Interpret financial statements*
- 4.0.5.6 Record accounts payable*
- 4.0.5.7 Prepare cash flow statements*
- 4.0.5.8 Use agricultural marketing and management network on computer *

Unit 5: Inventory

Competency 5.0.1: Control inventory

Competency Builders:

- 5.0.1.1 Conduct physical inventory of merchandise, structures, and equipment
- 5.0.1.2 Identify high-activity and low-activity items
- 5.0.1.3 Maintain inventory records
- 5.0.1.4 Use card inventory system
- 5.0.1.5 Determine turnover rate*
- 5.0.1.6 Determine merchandise to stock*
- 5.0.1.7 Determine amount of merchandise to stock*
- 5.0.1.8 Use computer to enhance just-in-time delivery and to monitor inventory**

* Advancing
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Competency 5.0.2: Order merchandise*

Competency Builders:

- 5.0.2.1 Assess merchandise seasonality*
- 5.0.2.2 Determine merchandise to order*
- 5.0.2.3 Determine quantity of merchandise to order*
- 5.0.2.4 Determine when to order*
- 5.0.2.5 Prepare daily, weekly, and monthly stock orders*
- 5.0.2.6 Prepare purchase orders*
- 5.0.2.7 Make maximum use of vendor discounts*
- 5.0.2.8 Calculate shipping charges*

Competency 5.0.3: Receive merchandise

Competency Builders:

- 5.0.3.1 Unload merchandise
- 5.0.3.2 Check for shipping discrepancies
- 5.0.3.3 Inspect merchandise for damage
- 5.0.3.4 Report shipment discrepancies or damages to supervisor or vendor

Competency 5.0.4: Store merchandise

Competency Builders:

- 5.0.4.1 Rotate stock
- 5.0.4.2 Update prices on merchandise
- 5.0.4.3 Prepare warehouse receipts
- 5.0.4.4 Maintain quality-control records
- 5.0.4.5 Determine quantity of bulk items
- 5.0.4.6 Clean storage area
- 5.0.4.7 Inspect storage area for damage and hazards
- 5.0.4.8 Use approved rodent-control procedures
- 5.0.4.9 Calculate storage costs*

Unit 6: Agricultural Mechanics

Competency 6.0.1: Operate and maintain equipment

Competency Builders:

- 6.0.1.1 Follow general safety precautions
- 6.0.1.2 Inspect equipment for damage
- 6.0.1.3 Follow start-up and shut-down procedures
- 6.0.1.4 Refuel
- 6.0.1.5 Calibrate and adjust equipment
- 6.0.1.6 Clean and oil electric motors
- 6.0.1.7 Repair hydraulic hoses
- 6.0.1.8 Inflate tires
- 6.0.1.9 Paint equipment
- 6.0.1.10 Prepare equipment for off-season storage

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- 6.0.1.11 Adjust scales
- 6.0.1.12 Clean and repair hand tools
- 6.0.1.13 Use hand and power tools properly
- 6.0.1.14 Maintain service records
- 6.0.1.15 Follow preventive maintenance program
- 6.0.1.16 Troubleshoot equipment
- 6.0.1.17 Operate and maintain hydraulic systems
- 6.0.1.18 Operate and maintain electronic systems
- 6.0.1.19 Operate equipment with assistance of computers (e.g., match fertilizer/chemical application to soil test grids)**

Competency 6.0.2: Maintain cooling systems

Competency Builders:

- 6.0.2.1 Follow general safety precautions
- 6.0.2.2 Flush and fill cooling systems
- 6.0.2.3 Repair leaks in cooling systems
- 6.0.2.4 Maintain fluid levels

Competency 6.0.3: Maintain electrical systems

Competency Builders:

- 6.0.3.1 Follow general safety precautions
- 6.0.3.2 Service battery and battery connections
- 6.0.3.3 Replace light bulbs and fuses
- 6.0.3.4 Service and replace spark plugs
- 6.0.3.5 Service and replace points and condenser
- 6.0.3.6 Troubleshoot basic electronic problems and make repairs**

Competency 6.0.4: Maintain bearings and drives

Competency Builders:

- 6.0.4.1 Follow general safety precautions
- 6.0.4.2 Grease and replace bearings
- 6.0.4.3 Grease joints
- 6.0.4.4 Tighten and replace belts
- 6.0.4.5 Identify and replace worn chains and sprockets
- 6.0.4.6 Replace universal joints
- 6.0.4.7 Replace power take-off shaft

* Advancing
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Competency 6.0.5: Maintain fuel systems

Competency Builders:

- 6.0.5.1 Follow general safety precautions
- 6.0.5.2 Change oil and oil filters
- 6.0.5.3 Change air filters
- 6.0.5.4 Change fuel filters
- 6.0.5.5 Bleed air from fuel lines
- 6.0.5.6 Clean clogged filters and screens
- 6.0.5.7 Replace screens and filters

Competency 6.0.6: Maintain spray equipment and applicators

Competency Builders:

- 6.0.6.1 Follow general safety precautions
- 6.0.6.2 Identify and change worn applicator nozzles
- 6.0.6.3 Replace spreader fan on shaft
- 6.0.6.4 Replace applicator hoses
- 6.0.6.5 Replace drag chains
- 6.0.6.6 Replace pump seals
- 6.0.6.7 Clean application equipment

Competency 6.0.7: Operate welders

Competency Builders:

- 6.0.7.1 Follow general safety precautions
- 6.0.7.2 Use shielded metal arc equipment to make repairs
- 6.0.7.3 Use plasma cutting equipment
- 6.0.7.4 Use oxy-fuel equipment to make repairs

Competency 6.0.8: Maintain facilities

Competency Builders:

- 6.0.8.1 Follow general safety precautions
- 6.0.8.2 Inspect facilities
- 6.0.8.3 Service electrical outlets and extensions
- 6.0.8.4 Perform minor carpentry repairs
- 6.0.8.5 Perform minor plumbing repairs
- 6.0.8.6 Repair roofing and gutters
- 6.0.8.7 Repair siding
- 6.0.8.8 Repair doors and entryways
- 6.0.8.9 Replace window glass
- 6.0.8.10 Paint buildings
- 6.0.8.11 Clean storage facility
- 6.0.8.12 Control rodents and insect pests
- 6.0.8.13 Label storage areas
- 6.0.8.14 Complete maintenance reports

Unit 7: Fertilizer/Chemical Formulation and Application

Competency 7.0.1: Inspect fields for weed, disease, insect, or other damage*

Competency Builders:

- 7.0.1.1 Map fields for weed location and weed pressure severity*
- 7.0.1.2 Keep customer historical field/chemical/fertilizer application records*
- 7.0.1.3 Collect and prepare weed samples for laboratory identification*
- 7.0.1.4 Identify weeds*
- 7.0.1.5 Collect plant disease specimens*
- 7.0.1.6 Identify plant diseases*
- 7.0.1.7 Map fields for insect and pest damage location and severity*
- 7.0.1.8 Collect insect specimens*
- 7.0.1.9 Identify crop insects and pests*
- 7.0.1.10 Identify fertilizer injury to plants*
- 7.0.1.11 Identify herbicide injury to plants*

Competency 7.0.2: Collect field data

Competency Builders:

- 7.0.2.1 Take and prepare soil samples
- 7.0.2.2 Collect plant tissue for nutrient analysis
- 7.0.2.3 Determine population counts for weeds, insects, and plants
- 7.0.2.4 Use pest identification keys

Competency 7.0.3: Formulate fertilizer and chemical mixtures

Competency Builders:

- 7.0.3.1 Determine toxicity class
- 7.0.3.2 Mix materials
- 7.0.3.3 Interpret labels*
- 7.0.3.4 Calculate application rates*
- 7.0.3.5 Use compatibility charts*
- 7.0.3.6 Calculate proportions of fertilizer, chemicals, and carrying agent*
- 7.0.3.7 Develop environmentally safe herbicides and pesticides**

* Advancing
** Futuring

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Competency 7.0.4: Apply fertilizers and chemicals

Competency Builders:

- 7.0.4.1 Follow general safety precautions
- 7.0.4.2 Calibrate equipment
- 7.0.4.3 Transfer dry load at delivery point
- 7.0.4.4 Transfer liquid load at delivery point
- 7.0.4.5 Handle rinsates and residuals
- 7.0.4.6 Time applications*
- 7.0.4.7 Adjust boom-type application equipment*
- 7.0.4.8 Adjust broadcast-type application equipment*
- 7.0.4.9 Spread dry chemicals with broadcast-type equipment*
- 7.0.4.10 Spread liquid fertilizer/chemicals with band-type equipment*
- 7.0.4.11 Spread liquid fertilizer/chemicals with boom-type equipment*
- 7.0.4.12 Apply products through closed handling system**
- 7.0.4.13 Recognize new developments in spraying techniques**

Unit 8: Employability Skills

Subunit 8.1: Career Development

Competency 8.1.1: Investigate career options

Competency Builders:

- 8.1.1.1 Determine interests and aptitudes
- 8.1.1.2 Identify career options
- 8.1.1.3 Research occupations matching interests and aptitudes
- 8.1.1.4 Select career(s) that best match(es) interests and aptitudes
- 8.1.1.5 Identify advantages and disadvantages of career options, including nontraditional careers
- 8.1.1.6 Assess differences in wages, annual incomes, and job opportunities based on geographic location
- 8.1.1.7 Develop a career plan

Competency 8.1.2: Analyze potential barriers to employment

Competency Builders:

- 8.1.2.1 Identify common barriers to employment
- 8.1.2.2 Describe strategies to overcome employment barriers

Unit 8: Employability Skills

Subunit 8.2: Decision Making and Problem Solving

Competency 8.2.1: Apply decision-making techniques in the workplace

Competency Builders:

- 8.2.1.1 Identify the decision to be made
- 8.2.1.2 Compare alternatives
- 8.2.1.3 Determine consequences of each alternative
- 8.2.1.4 Make decisions based on values and goals
- 8.2.1.5 Evaluate the decision made

Competency 8.2.2: Apply problem-solving techniques in the workplace

Competency Builders:

- 8.2.2.1 Diagnose the problem and its causes
- 8.2.2.2 Identify alternatives and their consequences in relation to the problem
- 8.2.2.3 Examine multicultural and nonsexist dimensions of problem solving
- 8.2.2.4 Utilize resources to explore possible solutions to the problem
- 8.2.2.5 Compare and contrast the advantages and disadvantages of each solution
- 8.2.2.6 Determine appropriate action
- 8.2.2.7 Evaluate results

Unit 8: Employability Skills

Subunit 8.3: Work Ethic

Competency 8.3.1: Evaluate the relationship of self-esteem to work ethic

Competency Builders:

- 8.3.1.1 Identify special characteristics and abilities in self and others
- 8.3.1.2 Identify internal and external factors that affect self-esteem

Competency 8.3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace

Competency Builders:

- 8.3.2.1 Distinguish between values and goals
- 8.3.2.2 Determine the importance of values and goals
- 8.3.2.3 Evaluate how values affect goals
- 8.3.2.4 Identify short-term and long-term goals
- 8.3.2.5 Prioritize personal goals
- 8.3.2.6 Describe how personal values are reflected in work ethic
- 8.3.2.7 Describe how interactions in the workplace affect personal work ethic
- 8.3.2.8 Examine how life changes affect personal work ethic

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Competency 8.3.3: Demonstrate work ethic

Competency Builders:

- 8.3.3.1 Examine factors that influence work ethic
- 8.3.3.2 Exhibit characteristics that reflect an appropriate work ethic

Unit 8: Employability Skills

Subunit 8.4: Job-Seeking Skills

Competency 8.4.1: Prepare for employment

Competency Builders:

- 8.4.1.1 Identify traditional and nontraditional employment sources
- 8.4.1.2 Utilize employment sources
- 8.4.1.3 Research job opportunities, including nontraditional careers
- 8.4.1.4 Interpret equal employment opportunity laws
- 8.4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
- 8.4.1.6 Prepare for generic employment tests and those specific to an occupation/organization

Competency 8.4.2: Design a résumé

Competency Builders:

- 8.4.2.1 Identify personal strengths and weaknesses
- 8.4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, and work experience
- 8.4.2.3 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
- 8.4.2.4 Complete résumé using various formats
- 8.4.2.5 Secure references.

Competency 8.4.3: Complete and process job application forms

Competency Builders:

- 8.4.3.1 Explain the importance of an application form
- 8.4.3.2 Identify ways to obtain job application forms
- 8.4.3.3 Describe methods for handling illegal questions on job application forms
- 8.4.3.4 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
- 8.4.3.5 Return application to proper person, request interview, and follow up

Competency 8.4.4: Demonstrate interviewing skills

Competency Builders:

- 8.4.4.1 Investigate interview environment and procedures
- 8.4.4.2 Explain the critical importance of personal appearance, hygiene, and demeanor
- 8.4.4.3 Demonstrate question and answer techniques
- 8.4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions

Competency 8.4.5: Secure employment

Competency Builders:

- 8.4.5.1 Identify present and future employment opportunities within an occupation/organization
- 8.4.5.2 Research the organization/company
- 8.4.5.3 Use follow-up techniques to enhance employment potential
- 8.4.5.4 Compare and evaluate job offers

Unit 8: Employability Skills

Subunit 8.5: Job Retention Skills

Competency 8.5.1: Analyze the organizational structure of the workplace

Competency Builders:

- 8.5.1.1 Identify and evaluate employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
- 8.5.1.2 Be aware of and obey all company policies and procedures
- 8.5.1.3 Examine the role/relationship between employee and employer
- 8.5.1.4 Recognize opportunities for advancement and reasons for termination

Competency 8.5.2: Maintain positive relations with others

Competency Builders:

- 8.5.2.1 Exhibit appropriate work habits and attitude
- 8.5.2.2 Identify behaviors to establish successful working relationships
- 8.5.2.3 Cooperate and compromise through teamwork and group participation
- 8.5.2.4 Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age

Unit 8: Employability Skills

Subunit 8.6: Job Advancement

Competency 8.6.1: Analyze opportunities for personal and career growth

Competency Builders:

- 8.6.1.1 Determine opportunities within an occupation/organization
- 8.6.1.2 Compare and contrast other opportunities
- 8.6.1.3 List benefits of job advancement
- 8.6.1.4 Evaluate factors involved when assuming a new position within or outside an occupation/organization

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Competency 8.6.2: Exhibit characteristics needed for advancement

Competency Builders:

- 8.6.2.1 Display a positive attitude
- 8.6.2.2 Demonstrate knowledge of a position
- 8.6.2.3 Perform quality work
- 8.6.2.4 Adapt to changing situations and technology
- 8.6.2.5 Demonstrate capability for different positions
- 8.6.2.6 Participate in continuing education/training programs
- 8.6.2.7 Respect, accept, and work with ALL individuals in the workplace

Unit 8: Employability Skills

Subunit 8.7: Technology in the Workplace

Competency 8.7.1: Assess the impact of technology in the workplace

Competency Builders:

- 8.7.1.1 Cite how past business/industry practices have influenced present business/industry processes
- 8.7.1.2 Investigate the use of technology in the workplace
- 8.7.1.3 Analyze how present skills can be applied to learning new technologies

Competency 8.7.2: Use a variety of technological applications

Competency Builders:

- 8.7.2.1 Explore basic mathematical, scientific, computer, and technological principles
- 8.7.2.2 Use technology to accomplish assigned tasks
- 8.7.2.3 Create solutions to problems using technical means

Unit 8: Employability Skills

Subunit 8.8: Lifelong Learning

Competency 8.8.1: Apply lifelong learning to individual situations

Competency Builders:

- 8.8.1.1 Define lifelong learning
- 8.8.1.2 Identify factors that cause the need for lifelong learning

Competency 8.8.2: Adapt to change

Competency Builders:

- 8.8.2.1 Analyze the effects of change
- 8.8.2.2 Identify reasons why goals change
- 8.8.2.3 Describe the importance of flexibility when reevaluating goals
- 8.8.2.4 Evaluate the need for continuing education/training

Unit 8: Employability Skills

Subunit 8.9: Economic Education

Competency 8.9.1: Analyze global enterprise system

Competency Builders:

- 8.9.1.1 Identify characteristics of various enterprise systems
- 8.9.1.2 Examine the relationship between competition, risk, and profit
- 8.9.1.3 Illustrate how supply and demand influence price

Competency 8.9.2: Evaluate personal money management

Competency Builders:

- 8.9.2.1 Describe the need for personal management records
- 8.9.2.2 Identify methods of taxation
- 8.9.2.3 Analyze how credit affects financial security
- 8.9.2.4 Compare types and methods of investments
- 8.9.2.5 Prepare a personal budget
- 8.9.2.6 Be an informed and responsible consumer
- 8.9.2.7 Analyze the effects of advertising on the consumer

Unit 8: Employability Skills

Subunit 8.10: Balancing Work and Family

Competency 8.10.1: Analyze the effects of family on work

Competency Builders:

- 8.10.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
- 8.10.1.2 Identify present and future family structures and responsibilities
- 8.10.1.3 Describe personal and family roles
- 8.10.1.4 Analyze concerns of working parent(s)
- 8.10.1.5 Examine how family responsibilities can conflict with work
- 8.10.1.6 Resolve family-related conflicts
- 8.10.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

Competency 8.10.2: Analyze the effects of work on family

Competency Builders:

- 8.10.2.1 Identify responsibilities associated with paid and nonpaid work
- 8.10.2.2 Compare the advantages and disadvantages of multiple incomes
- 8.10.2.3 Explain how work can conflict with family responsibilities
- 8.10.2.4 Explain how work-related stress can affect families
- 8.10.2.5 Identify family support systems and resources

Unit 8: Employability Skills

Subunit 8.11: Citizenship in the Workplace

Competency 8.11.1: Exercise the rights and responsibilities of citizenship in the workplace

Competency Builders:

- 8.11.1.1 Identify the basic rights and responsibilities of citizenship
- 8.11.1.2 Examine the history and contributions of all racial, ethnic, and cultural groups

Competency 8.11.2: Cooperate with others in the workplace

Competency Builders:

- 8.11.2.1 Identify situations in which compromise is necessary
- 8.11.2.2 Examine how individuals from various backgrounds contribute to work-related situations
- 8.11.2.3 Demonstrate initiative to facilitate cooperation
- 8.11.2.4 Give and receive constructive criticism to enhance cooperation

Unit 8: Employability Skills

Subunit 8.12: Leadership

Competency 8.12.1: Evaluate leadership styles appropriate for the workplace

Competency Builders:

- 8.12.1.1 Identify characteristics of effective leaders
- 8.12.1.2 Compare leadership styles
- 8.12.1.3 Demonstrate effective delegation skills
- 8.12.1.4 Identify opportunities to lead in the workplace

Competency 8.12.2: Demonstrate effective teamwork skills

Competency Builders:

- 8.12.2.1 Identify the responsibilities of a valuable group member
- 8.12.2.2 Exhibit open-mindedness
- 8.12.2.3 Identify methods of involving each member of a team
- 8.12.2.4 Contribute to the efficiency and success of a group
- 8.12.2.5 Determine ways to motivate others

Competency 8.12.3: Utilize effective communication skills

Competency Builders:

- 8.12.3.1 Identify the importance of listening
- 8.12.3.2 Demonstrate assertive communication
- 8.12.3.3 Recognize the importance of verbal and nonverbal cues and messages
- 8.12.3.4 Analyze written material
- 8.12.3.5 Prepare written material
- 8.12.3.6 Give and receive feedback
- 8.12.3.7 Articulate thoughts
- 8.12.3.8 Use appropriate language

Unit 8: Employability Skills

Subunit 8.13: Entrepreneurship

Competency 8.13.1: Evaluate the role of small business in the economy

Competency Builders:

- 8.13.1.1 Identify the benefits of small business to a community
- 8.13.1.2 Analyze opportunities for small business in a community

Competency 8.13.2: Examine considerations of starting a business

Competency Builders:

- 8.13.2.1 Research a business idea
- 8.13.2.2 Compare various ways to become a small business owner
- 8.13.2.3 Investigate factors to consider in financing a new business
- 8.13.2.4 Evaluate entrepreneurship as a career option

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