

SCENARIO A

STANDARDS

AA001 Adjust communication to other's ability to understand

OD002 Demonstrate respect of individual cultural, social, and ethnic diversity within the health care environment

SCENARIO

Understanding and respecting people who are different from you is essential as a health care worker. You must deal with people, both co-workers and patients, from many backgrounds. Cultural diversity may interfere with communication and create barriers.

TASKS

Describe 3 or more cultural differences that might interfere or cause barriers with providing appropriate healthcare. Provide an example of an intervention for each cultural difference.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Describe 3 or more cultural differences
- Identify one intervention for each difference identified
- Correct use of terminology and information
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Describe 2 or more cultural differences
- Identify an intervention to address each difference identified
- Correct use of terminology and information
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Identifies at least 1 cultural difference
- Identify at least 1 intervention for the difference identified
- Mostly correct use of terminology and information
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Attempts to identify at least 1 cultural difference
- Little or no example of an intervention for the difference
- Incorrect use of terminology and information
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

STANDARDS

- EB003 Provide written communication that is accurate and grammatically correct using nomenclature appropriate to the environment
- OD002 Demonstrate respect of individual cultural, social, and ethnic diversity within the health care environment

SCENARIO

"A communication barrier is something that gets in the way of clear communication."

You are a nursing assistant in a long-term care facility. You have been assigned to deliver and set up a blind resident's lunch tray and assist him/her in eating as needed.

TASKS

Identify 4 or more **procedures** you will need to use to accommodate the needs of a blind resident as you enter the room, set up the tray, and assist the resident in eating. Provide an explanation for each procedure identified. Compare the differences in the needs of a visually impaired patient and a patient with normal vision.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Correctly identifies at least 4 procedures
- Explains each of the 4 major procedures
- Accurately and thoroughly compares the needs of a sighted patient and a visually impaired patient
- Correct use of terminology and information
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- Correctly identifies at least 3 major procedures
- Explains each of the 3 procedures
- Partially compares the needs of a sighted patient and a visually impaired patient
- Correct use of terminology and information
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Correctly identifies at least 2 procedures
- Explains each of the 2 procedures
- Limited comparison of the needs of a sighted patient and a visually impaired patient
- Mostly correct use of terminology and information
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Attempts to identify 1 procedure
- Little or no explanation of that procedure
- No comparison of the needs of a sighted patient and a visually impaired patient
- Incorrect use of terminology and information
- Limited organization and effective communication
- Many grammatical and spelling errors that distract the reader

SCENARIO A

STANDARDS

- OC002 Implement learning activities in all curriculum areas that meet the developmental needs of children
- OC003 Implement an integrated curriculum that incorporates a child's language, learning styles, home experiences, and cultural values
- OC004 Demonstrate a variety of teaching methods to meet individual needs of children
- AA003 Demonstrate competence in writing and editing documents, using correct grammar and punctuation

SCENARIO

Ms. Jackson has a group of 3-4 year olds with diverse backgrounds. Her classroom is set up with the following learning centers: reading/language arts, math & science, art and music.

TASK

Develop one activity in each of the four learning centers relating to the theme, family. Support how each activity addresses the needs of her diverse students.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Develops one age appropriate activity for each of the four centers relating to the theme of family
- Thoroughly supports each activity in regards to diversity
- Well organized and communicates effectively
- Few grammar and spelling errors but they do not distract the reader

3

- Develops one age appropriate activity for three of the four centers relating to the theme of family
- Adequately supports three activities in regards to diversity
- Mostly organized and communicates effectively
- Some grammar and spelling errors but they do not distract the reader

2

- Develops one age appropriate activity for two of the four centers relating to the theme of family
- Somewhat supports two activities in regards to diversity
- Somewhat organized
- Several grammar and spelling errors but they do not distract the reader

1

- Develops one age appropriate activity for one of the four centers relating to the theme of family
- Little or no explanation in regards to diversity
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

STANDARDS

- EA001 Demonstrate consistently punctual arrival
- EA004 Demonstrate appropriate dress and hygiene for successful employment
- EA005 Demonstrate the ability to act in a polite and respectful way towards co-workers.
- EA010 Participate in an employment interview
- AA003 Demonstrate competence in writing and editing documents, using correct grammar and punctuation

SCENARIO

As a new high school graduate, you have applied for an entry level position at Sunshine Preschool. This preschool specializes in preparing children for kindergarten as well as providing basic needs. Your interview is tomorrow.

TASK

Choose four practices and support your choices with details (examples) that would ensure a smooth and successful interview.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Identifies and thoroughly supports with examples four practices to ensure a successful interview
- Well organized and communicates effectively
- Few grammar and spelling errors but they do not distract the reader

3

- Identifies and adequately supports with examples three practices to ensure a successful interview
- Mostly organized and communicates effectively
- Some grammar and spelling errors but they do not distract the reader

2

- Identifies and attempts to support with examples two practices to ensure a successful interview
- Somewhat organized
- Several grammar and spelling errors but they do not distract the reader

1

- Identifies and provides a limited description of one practice to ensure a successful interview
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

SCENARIO A

STANDARDS

- EB002 Identify the characteristics of a diverse workforce
- EB003 Demonstrate ethical characteristics and behaviors
- EB005 Define discrimination, harassment and equity
- EB006 Demonstrate non-discriminating, non-harassing, and equitable behaviors
- AD003 Identify and demonstrate basic leadership skills
- AB002 Use correct grammar
- AB003 Use correct spelling
- AB004 Demonstrate basic written communications skills with accuracy, conciseness and clarity

SCENARIO

As part of your applying for a supervisor position, you are being asked to respond to the following:

A new employee comes to you visibly upset. Co-workers are making fun of him and they are having a hard time accepting his differences. The employee feels uncomfortable, frustrated and unfairly treated. The situation is hurting the work environment.

TASK

Write a response to the situation outlined above describing how you would help not only the victim but also the co-workers who are causing the problem. Identify at least 2 ways to improve the co-workers behaviors.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

- 4**
- Identifies and describes at least 1 solution for the victim
 - Identifies and describes at least 1 solution for the co-workers
 - Identifies at least 2 ways to improve the co-workers behaviors
 - Well organized and communicates effectively
 - Few grammatical and spelling errors but they do not distract the reader
- 3**
- Identifies and describes at least 1 solution for the victim
 - Identifies and describes at least 1 solution for the co-workers
 - Identifies at least 1 way to improve the co-workers behaviors
 - Mostly well organized and communicates effectively
 - Some grammatical and spelling errors but they do not distract the reader
- 2**
- Identifies and describes at least 1 solution for the victim or the co-workers
 - Identifies 1 way to improve the co-workers behaviors
 - Some organization and some parts are communicated effectively
 - Some grammatical and spelling errors that distract the reader
- 1**
- Does not adequately identify and describe solutions for the victim or co-workers
 - Does not adequately identify the any ways to improve the co-workers behaviors
 - Limited organization and limited effective communication
 - Many grammatical and spelling errors that distract the reader

STANDARDS

- EB015 Plan and organize work
- EC004 Display initiative
- OA004 Organize workflow logically (information, materials, and procedures)
- AD003 Identify and demonstrate basic leadership skills
- AB002 Use correct grammar
- AB003 Use correct spelling
- AB004 Demonstrate basic written communications skills with accuracy, conciseness and clarity

SCENARIO

You are a member of your school club. The club has decided to have a group picnic for all its members. You have been appointed chairman of the committee. Certain organizational skills are needed in order to perform this task. You will have other members on your committee to help. Food, activities, transportation and location for the picnic all have to be planned.

TASK

Identify and explain four steps you need to follow in the planning of this event. Suggest two tasks that need to be taken care of within the committee.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Identifies and thoroughly explains 4 steps for a plan
- Suggests two tasks that need to be taken care of within the committee
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Identifies and adequately explains 3 steps for a plan
- Suggests one task that needs to be taken care of within the committee
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Identifies and somewhat explains 2 steps for a plan
- Suggests one task that needs to be taken care of within the committee
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Identifies 1 or more steps for a plan but provides no explanation
- Little or no effort to suggest any tasks that need to be taken care of within the committee
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

STANDARDS

- EA006 Assume responsibility for the personal safety of self and others
- EA009 Comply with established safety guidelines
- OB002 Demonstrate knowledge of safety practices that relate to the construction industry
- OD006 Identify OSHA's 1926.10 Construction Standards and who enforces OSHA Rules and Regulations in Kentucky
- AB003 Use correct spelling
- AB004 Write with accuracy, conciseness, and clarity

SCENARIO

Material Safety Data Sheets (MSDS) identify characteristics of liquids and other materials handled by individuals in the workplace and provide important information. As a safety committee chairman, you are assigned to check all MSDS in your building. Develop a plan to keep track of new and old MSDS for the OSHA inspections.

TASK

Develop a written plan for keeping up with new and old MSDS for OSHA inspections. Within your plan, be sure to describe at least three reasons why MSDS information is important, and how records will be maintained.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Demonstrates thorough knowledge of MSDS regulations
- Thoroughly describes 3 reasons why MSDS are important, and how records will be maintained
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Demonstrates adequate knowledge of MSDS regulations
- Adequately describes 2-3 reasons why MSDS are important, and how records will be maintained
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Demonstrates limited knowledge of MSDS regulations
- Minimally describes 2 reasons why MSDS are important, and how records will be maintained
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Demonstrates little or no knowledge of MSDS regulations
- Little or no description of 0-1 reasons to why MSDS are important, and how records will be maintained
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

STANDARDS

- OB002 Demonstrate knowledge of safety practices that to the construction industry
- EA001 Assume responsibility for decisions and actions
- EA006 Assume responsibility for the personal safety of self and others
- EA010 Demonstrate a positive attitude towards safety
- EC005 Match employee responsibilities to employer expectations
- AB003 Use correct spelling
- AB004 Write with accuracy, conciseness, and clarity

SCENARIO

You are working on a construction job site that is renovating an apartment complex. You immediately notice that some of your fellow workers are not following safety procedures, such as, not wearing hard hats and safety glasses. You are concerned for their safety.

TASK

Prepare a written response of how you would address the situation and three reasons to support your response.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

- 4**
- Thoroughly identifies safety and ethical behaviors and characteristics
 - Provides 3 reasons for response to the situation
 - Well organized and communicates effectively
 - Few grammatical and spelling errors but they do not distract the reader
- 3**
- Adequately identifies safety and ethical behaviors and characteristics
 - Provides 2-3 reasons for response to the situation
 - Mostly well organized and communicates effectively
 - Some grammatical and spelling errors but they do not distract the reader
- 2**
- Attempts to identify safety and ethical behaviors and characteristics
 - Provides 2 reasons for response to the situation
 - Some organization and some parts are communicated effectively
 - Some grammatical and spelling errors that distract the reader
- 1**
- Little or no attempt to identify safety and ethical behaviors and characteristics
 - Provides 0-1 reasons for response to the situation
 - Limited organization and limited effective communication
 - Many grammatical and spelling errors that distract the reader

SCENARIO A

STANDARDS

ED001 Organize materials with a logical flow

ED006 Elect appropriate communication methods

OM002 Demonstrate verbal and nonverbal behaviors and attitudes that contribute to effective communication

SCENARIO

Your friend Chris and Chris's parents are in a major disagreement. Chris who is 16 wants an eyebrow pierced, but Chris's parents are strongly opposed to this piercing. Although all concerned want to reach a satisfactory agreement, this has not happened. Everyone has agreed to sit down tonight to try and resolve the conflict.

TASK

A. Recommend 3 verbal and 3 nonverbal communication techniques that would help resolve this conflict.

B. Examine how each verbal and nonverbal technique would help them reach a resolution. Include examples.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

- 4
- Recommends 3 verbal and 3 nonverbal communication techniques that help resolve
 - Thorough examination of techniques with examples
 - Well organized and communicates effectively
 - Few grammatical and spelling errors but they do not distract the reader

- 3
- Recommends 2 verbal and 2 nonverbal communication techniques that help resolve
 - Adequate examination of techniques with examples
 - Some organization and attempts to communicate effectively
 - Some grammatical and spelling errors but they do not distract the reader

- 2
- Recommends 1 verbal and 1 nonverbal communication techniques that help resolve
 - Limited examination of techniques with examples
 - Limited organization and some parts are communicated effectively
 - Some grammatical and spelling errors that distract the reader

- 1
- Recommends either 1 verbal or 1 nonverbal communication techniques that help resolve
 - Lacks examination of techniques
 - Lacks organization and communication
 - Many grammatical and spelling errors that distract the reader

STANDARDS

ED001 Organize materials with a logical flow

OE001 Examine the use of resources in making choices that satisfy needs and wants of individuals and families

OI 001 Examine the impact of the economic system on personal income, individual and family security and consumer decisions.

SCENARIO

Tom is looking for a financial institution to help him manage his money. He works long hours and frequently travels out of town. One of his long term goals is to save money to buy a house. He knows that in the next year he will have to replace his car.

TASK

Recommend 4 services that Tom should consider in a financial institution, explaining how each service will help him satisfy his needs and meet his financial goals.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Recommend 4 services of financial institutions
- Thorough explanation of how services satisfy needs and meet financial goals
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Recommend 3 services of financial institutions
- Adequate explanation of how services satisfy needs and meet financial goals
- Some organization and attempts to communicate effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Recommend 2 services of financial institutions
- Limited explanation of how services satisfy needs and meet financial goals
- Limited organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Recommend 1 service of financial institutions
- Lacks explanation of how services satisfy needs and meet financial goals
- Lacks organization and communication
- Many grammatical and spelling errors that distract the reader

SCENARIO A

STANDARDS

- OD002 Apply menu-planning principles to develop and modify menus.
- OJ006 Critique the selection of food to promote a healthy lifestyle.
- OK004 Select appropriate special nourishment based on nutritional needs.
- AA003 Demonstrate competence in writing and editing documents, using grammar and punctuation.

SCENARIO

Johnny is in the 6th grade. At 5'3" of height, he weighs 210 lbs. A typical dinner for Johnny includes:
9 chicken nuggets
1 quarter pound hamburger
1 large fry
16 ounce coke
1 slice of apple pie/ice cream

TASK

- A. Predict 4 health problems that Johnny might experience in the future as a result of his dietary intake.
- B. Using the new dietary guidelines, recommend 4 menu changes that would contribute to Johnny's future health and fitness.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario to pass this portion of the assessment.

SCORING RUBRIC

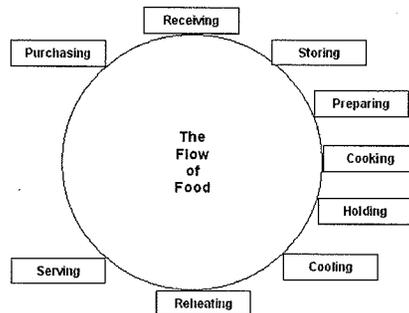
- 4
 - Correctly predicts 4 health problems that Johnny could experience
 - Correctly identifies 4 dietary changes that would contribute to Johnny's future health and fitness.
 - Well organized and communicates effectively.
 - Few grammatical and spelling errors but they do not distract the reader.
- 3
 - Adequately predicts 3 health problems that Johnny could experience
 - Correctly identifies 3 dietary changes that would contribute to Johnny's future health and fitness.
 - Mostly well organized and communicates effectively.
 - Some grammatical and spelling errors but they do not distract the reader.
- 2
 - Adequately predicts 2 health problems that Johnny could experience
 - Correctly identifies 2 dietary changes that would contribute to Johnny's future health and fitness.
 - Some organization and communication
 - Grammatical and spelling errors that distract the reader.
- 1
 - Predicts one health problem that Johnny could experience.
 - Correctly identifies 1 or less dietary change that would contribute to Johnny's future health and fitness.
 - Limited organization and communication.
 - Many grammatical and spelling errors that distract the reader.

STANDARDS

- OB004 Use HACCP principles and procedures to minimize the risks of food borne illness.
- AC003 Understands the interaction of organisms with their environment.
- EE001 Determine roles and functions of individuals engaged in food productions and services careers.
- AA003 Demonstrate competence in writing and editing documents, using grammar and punctuation.

SCENARIO

As a new employee, you are required to complete a training course that clearly defines techniques for promoting food safety. Sanitation during the flow of food is an important part of this course of study.



TASK

- A. Create a chart that identifies 4 common practices that can occur during the flow of food and are responsible for food borne illness. Include in the chart the stage of the flow of food at which the problem can occur and a procedure for elimination of the practice.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario to pass this portion of the assessment.

SCORING RUBRIC

- 4
 - Correctly identified 4 practices responsible for food borne illness.
 - Correctly identify stage of the flow of food for each practice.
 - Most effective recommendation for eliminating each practice.
 - Well organized and communicated effectively.
 - Few grammatical and spelling errors but they do not distract the reader.
- 3
 - Correctly identified 3 practices responsible for food borne illness.
 - Correctly identify stage of the flow of food for each practice.
 - Most effective recommendation for eliminating 3 factors.
 - Well organized and communicated effectively.
 - Some grammatical and spelling errors but they do not distract the reader.
- 2
 - Correctly identified 2 practices responsible for food borne illness.
 - Most effective recommendation eliminating 2 factors.
 - Some organization and some parts are communicated correctly.
 - Some grammatical and spelling errors that distract the reader
- 1
 - Limited knowledge of safe food practices.
 - Little correlation to stage of the flow of food process.
 - Most effective procedures for elimination of food borne illness.
 - Limited organization and limited communication.
 - Many grammatical and spelling errors that distract the reader.

SCENARIO A

STANDARDS

- EC005 Identify possible actions that may lead to customer dissatisfaction.
- EC006 Identify the ways that the level of customer satisfaction may affect company success.
- EC007 Explain the importance of a business reputation.
- EC008 Identify possible actions that may be used to correct customer dissatisfaction.

SCENARIO

As a consumer, you have certain rights. You have the right to expect products to perform as advertised. If the product does not perform as it should, you, as the consumer, have the right to inform the seller. You have just purchased a clothing garment that you now cannot wear due to poor quality.

TASK

Using your knowledge of consumer rights, compose a letter to convince the company headquarters to resolve the problem to your satisfaction. Analyze the situation. Use supporting details; persuade the company to accept your solution.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

- 4**
 - Clearly describes problem with an appropriate solution
 - Thorough analysis of situation with convincing argument
 - Well organized and communicates effectively
 - Few grammatical and spelling errors, but they do not distract the reader
- 3**
 - Adequately describes problem with an appropriate solution
 - Analysis of situation with convincing argument
 - Some organization and attempts to communicate effectively
 - Some grammatical and spelling errors, but they do not distract the reader
- 2**
 - Minimal description of problem with an appropriate solution
 - Limited analysis of situation
 - Limited organization and some parts are communicated effectively
 - Some grammatical and spelling errors that distract the reader
- 1**
 - Limited description of problem with an appropriate solution
 - Lacks analysis of situation
 - Lacks organization and communication
 - Many grammatical and spelling errors that distract the reader

STANDARDS

- OE005 Utilize applicable building codes, universal guidelines, and regulations in space planning.
- OG001 Assess human needs, safety, space, and technology as they relate to the housing and interiors design goals.
- OG004 Critique design plans that address client's needs, goals, and resources.

SCENARIO

An interior designer has a wide variety of clients with an even larger variety of needs. One particular need they will encounter on a regular basis will be adapting/modifying a space to meet the specifications of individuals with special needs. The American Disabilities Act (ADA) requires by law that all public facilities must be handicap accessible.

TASK

Bank FCS (built in the 1950's) approaches you, an interior designer, about helping them in their remodel to make their facility handicap accessible. Create a portion of the complete proposal that focuses directly on these modifications you are recommending. Include a minimum of four (4) different modifications you will use in your design. Assess each modification and what it provides for individuals with disabilities.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Assesses 4 recommended modifications that would help make their facility handicap accessible.
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- Assesses 3 recommended modifications that would help make their facility handicap accessible.
- Mostly organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Assesses 2 recommended modifications that would help make their facility handicap accessible.
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Assesses 1 recommended modification that would help make their facility handicap accessible.
- Limited organization and communication
- Many grammatical and spelling errors that distract the reader

SCENARIO A

STANDARDS

- AB003 Use correct spelling, punctuation and grammar.
- AC004 Apply a system of problem solving and implement solutions.
- EA003 Exhibit non-discriminatory behavior.
- EB010 Identify and practice good ethical behavior.
- EB011 Differentiate between good and poor business ethics.
- OG013 Receive loan application.
- OG014 Process loan request.

SCENARIO

Jane, a loan officer, takes the initial credit application from Jose Gonzalez, a migrant worker in the community. While taking the application, Jane notices Mr. Gonzalez's appearance and ethnic background. After Mr. Gonzalez leaves the bank, Jane throws the application in the trash. Jane's supervisor witnesses the entire situation.

TASKS

- A. Outline the loan application process.
- B. As the supervisor, evaluate 2 inappropriate actions of the loan officer. Prepare a corrective action plan that provides Jane with strategies to correct these 2 inappropriate actions that occurred during the loan application process.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Thoroughly describes the loan application process.
- Thoroughly prepares a corrective action plan that provides 2 strategies for improving Jane's inappropriate actions in the loan process.
- Well organized and communicates effectively.
- Few grammatical and spelling errors but they do not distract the reader.

3

- Adequately describes the loan application process.
- Adequately prepares a corrective action plan that provides 1-2 strategies for improving Jane's inappropriate actions in the loan process.
- Mostly well organized and communicates effectively.
- Some grammatical and spelling errors but they do not distract the reader.

2

- Partially describes the loan application process.
- Limited preparation of a corrective action plan that provides 1 strategy for improving Jane's inappropriate actions in the loan process.
- Some organization and some parts are communicated effectively.
- Some grammatical and spelling errors that distract the reader.

1

- Little or no description of the loan application process.
- Little or no preparation of a corrective action plan to provide strategies for improving Jane's inappropriate actions in the loan process.
- Limited organization and limited effective communication.
- Many grammatical and spelling errors that distract the reader.

STANDARDS

- AB003 Use correct spelling, punctuation and grammar.
- AC003 Use ideas and procedures to communicate, reason, and solve problems.
- EA004 Maintain confidentiality and sensitivity of company information.
- EB007 Adhere to established company rules, regulations, and policies.

SCENARIO

At the salon, Lauren, a part time teller at USA Bank, tells her stylist that she saw a check for \$30,000 that Mrs. Smith (a bank customer) wrote to pay for her new car. A relative of Mrs. Smith is in the salon and overhears the conversation.

TASKS

- A. Identify bank policies and procedures that Lauren has disregarded in the scenario.
- B. Formulate in writing 3 consequences of Lauren's actions that could impact the reputation of USA Bank.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Thoroughly identifies bank policies and procedures that Lauren has disregarded in the scenario.
- Thoroughly formulates in writing 3 consequences of Lauren's actions that could impact the reputation of USA Bank.
- Well organized and communicates effectively.
- Few grammatical and spelling errors but they do not distract the reader.

3

- Adequately identifies bank policies and procedures that Lauren has disregarded in the scenario.
- Adequately formulates in writing 2-3 consequences of Lauren's actions that could impact the reputation of USA Bank.
- Mostly well organized and communicates effectively.
- Some grammatical and spelling errors but they do not distract the reader.

2

- Limited identification of bank policies and procedures that Lauren has disregarded in the scenario.
- Limited explanation of 1-2 consequences of Lauren's actions that could impact the reputation of USA Bank.
- Some organization and some parts are communicated effectively.
- Some grammatical and spelling errors that distract the reader.

1

- Little or no identification of bank policies and procedures that Lauren has disregarded in the scenario.
- Little or no explanation of consequences of Lauren's actions that could impact the reputation of USA Bank.
- Limited organization and limited effective communication.
- Many grammatical and spelling errors that distract the reader.

SCENARIO A

STANDARDS

- AA004 Use correct spelling, grammar and punctuation
- AA005 Write with accuracy, brevity and clarity
- ED001 Organize materials with a logical flow
- AC005 Analyze the process of plant growth and development
- ED003 Communicate with customers
- OA001 Develop a marketing plan

SCENARIO

You are planning a fruit and vegetable growing operation. Since there are no other organic growers in the area, you would like to target this market and become a certified organic grower.

TASK

Write a persuasive letter to your banker to defend organic production **and** identify two reasons that an organic production business will be successful in your community so that you will be able to obtain a production loan. Support your plan by including 4 advantages of organic products.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Clearly promoted organic products and provides all information customers require to understand the business
- Supports 4 advantages of organic products
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- Promotes business providing basic information
- Supports 3 advantages of organic products
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Lacks necessary information to promote business
- Supports at least 2 advantages of organic products
- Some grammatical and spelling errors that distract the reader
- Some organization and some parts are communicated effectively

1

- Lacks necessary information to promote business
- Supports at least 1 advantage of organic products
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

STANDARDS

- AC003 Understand the reproductive processes of plants
- AC004 Investigate sexual and asexual reproduction of plants including tissue culture.
- AA003 Use correct terminology.
- AA004 Use correct spelling, grammar, and punctuation.
- AA005 Write with accuracy, brevity, and clarity.
- OD003 Schedule production and harvest for given crop.

SCENARIO

You need to produce 10,000 geraniums for your greenhouse. You have options of growing from seed (sexual) or purchasing rooted cuttings (asexual).

TASK

You have 6 months to produce this crop. Select which method (sexual or asexual) you will use. Support your selected method with 3 advantages why you chose this method.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Select the method you will use
- Support your selected method by providing 3 advantages for choosing this method
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- Select the method you will use
- Support your selected method by providing 2 advantages for choosing this method
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Select the method you will use
- Support your selected method by providing 1 advantage for choosing this method
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Select the method you will use
- Fails to support an advantage for choosing this method
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

SCENARIO A

STANDARDS

- EE002 Apply a system of problem solving
- AC002 Analyzes and evaluates environmental issues
- OI001 Examine the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries.
- OI002 Demonstrate ability to ensure customer safety
- OD002 Demonstrate a waste minimization plan
- AA003 Demonstrates competence in writing and editing documents using correct grammar and punctuation

SCENARIO

You are the supervisor of Holiday Hills RV Resort near Kentucky Lake. Recently, a young child was injured near a bathhouse by a broken piece of glass that was not properly disposed. You are concerned that your campers are not following the guidelines for disposing garbage. As a manager, you are responsible for your customer's safety and following environmentally friendly policies.

TASK

As a manager, address this situation by:

- Identifying 2 problems related to the garbage management issue.
- Discussing 2 solutions to the garbage management issue.
- Developing a written garbage disposal policy to inform and implement (signage, customer contract).

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Clearly identifies 2 problems related to the garbage management issue
- Thoroughly discusses 2 solutions to the garbage management issue
- Accurately and thoroughly develops a written garbage disposal policy
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Clearly identifies 2 problems related to the garbage management issue
- Adequately discusses 1-2 solutions to the garbage management issue
- Adequately develops a written garbage disposal policy
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Identifies 1 problem related to the garbage management issue
- Somewhat discusses 1 solution to the garbage management issue
- Somewhat develops a written garbage disposal policy
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader.

1

- Identifies 0-1 problem related to the garbage management issue
- Little or no discussion of solution to the garbage management issue
- Little or no development of a garbage disposal policy
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

STANDARDS

- EC008 Identify possible actions that may be used to correct customer dissatisfaction
- OG001 Demonstrate quality customer service which exceeds satisfaction
- EE002 Apply a system of problem solving
- AA003 Demonstrates competence in writing and editing documents using correct grammar and punctuation.
- ED001 Organize materials with a logical flow.

SCENARIO

Providing quality service is the key for success in the hospitality industry. The cycle of service is designed to identify critical moments of a customer's experience in a hospitality business. Managers use this cycle to help create employee service plans to eliminate poor customer service, which leads to loss of business. As a restaurant manager, one must develop a plan to ensure quality and consistent service for every customer.

TASK

Using the Cycle of Service Diagram below, identify the positive qualities a customer should experience from a well-managed restaurant with customer-focused employees. Include the ideal practices needed for positive customer service in each of the 10 areas.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

- 4
- Thoroughly identifies positive qualities in 10 areas of the cycle of service
 - Well organized and communicates effectively
 - Few grammatical and spelling errors but they do not distract the reader
- 3
- Accurately identifies positive qualities in 8-10 areas of the cycle of service
 - Mostly well organized and communicates effectively
 - Some grammatical and spelling errors but they do not distract the reader
- 2
- Accurately identifies positive qualities in 5-7 areas of the cycle of service
 - Some organization and some parts are communicated effectively
 - Some grammatical and spelling errors that distract the reader.
- 1
- Accurately identifies positive qualities in 0-4 areas of the cycle of service
 - Limited organization and limited effective communication
 - Many grammatical and spelling errors that distract the reader

Cycle of Service



STANDARDS

- AB002 Use proper grammar and vocabulary
- AB004 Persuade others
- AB008 Write informational messages
- AB011 Prepare simple written reports
- OH004 Identify the elements of the promotional mix
- OH009 Explain components of advertisements

SCENARIO

Kwik Klean is a local dry cleaning establishment located in Central City. Central City is a community of approximately 50,000 people. Most of the community is employed locally. As with most dry cleaning establishments, profit margins are small and advertising dollars must be used as effectively as possible. The advertising budget for this coming quarter is \$500. Kwik Klean has decided to use only print media. The available media and their associated costs are:

Local Newspaper Classified Ad:	20 words - \$7.50/day
Local Newspaper 1/8 Page Ad:	Single Ad - \$50; 5 Ads - \$35/each
Local Weekly Magazine Ad:	1/8 page - \$75
Brochure:	\$300/1,000
Single Page Flyer:	\$75/1,000
Pocket Insert:	\$5/1,000

TASK

You are to write a proposal that will be given to the owner of Kwik Klean. The proposal will recommend at least 3 different forms of print media with at least 2 logical reasons for each choice that support your choices. Be sure to consider the advertising budget and how to make the most effective use of the budget.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Thoroughly describes at least 3 methods of print media for effectively using the advertising budget
- Thoroughly provides at least 2 logical reasons for **each** recommendation
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- Adequately describes at least 2-3 methods of print media for effectively using the advertising budget
- Adequately provides 1-2 logical reason for **each** recommendation
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Minimally describes at least 1-2 methods of print media for effectively using the advertising budget
- Minimally provides at least 1 logical reason for the recommendation
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Little or no effort to identify methods of print media for effectively using the advertising budget
- Fails to provide reasons for the recommendation
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

STANDARDS

- AB002 Use proper grammar and vocabulary
- AB008 Write informational messages
- AC010 Identify factors affecting a business's profit
- AC012 Explain the concept of competition

SCENARIO

You are the manager of Happy Days, a miniature golf business that is located in a popular recreation area. The business has been marginally profitable for the last two years, losing a large portion of its market share to new miniature golf locations. Costs are increasing in relation to customers and the business owner has asked you to evaluate certain cost-cutting measures.

TASK

Write a proposal to the Happy Days owner that includes three ways you feel the miniature golf business could cut costs and fully explain each recommendation.

Information about Happy Days

- ✓ Business Hours – 9 AM – Midnight
- ✓ Employees – 8 Full-time, 3 Part-time
- ✓ Advertising Budget - \$200 per month
- ✓ Utilities - \$200 per month
- ✓ Insurance - \$200 per month
- ✓ Maintenance - \$100 per month

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Describes at least 3 appropriate cost-cutting practices
- Thoroughly explains each recommendation
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- Describes at least 2-3 appropriate cost-cutting practices
- Adequately explains each recommendation
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Describes at least 1-2 cost-cutting practices
- Minimally explains the recommendation
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Little or no identification of cost-cutting practices
- Little or no explanation of recommendations
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

SCENARIO A

STANDARDS

- AA004 Use correct spelling, grammar and punctuation.
- AA005 Write with accuracy, brevity, and clarity.
- ED001 Organize materials with a logical flow.
- ON001 Utilize appropriate soil conservation practices.
- ON002 Identify and apply appropriate water conservation practices.

SCENARIO

You are a farmer who has just had new neighbors move next door to your farm. Your neighbors are from a very urban area and don't understand production agriculture.

TASK

Explain the major steps in producing your crop especially those related to soil and water conservation practices. Persuade your new neighbors that what you will be doing is environmentally safe and sound.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Thoroughly explains the major steps in producing your chosen crop
- Thoroughly explains at least 3 soil and/or water conservation practices
- Thoroughly persuades audience of safe farming through soil and water conservation practices
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- Adequately explains the major steps in producing your chosen crop
- Adequately explains 2 soil and/or water conservation practices
- Adequately persuades audience of safe farming through soil and water conservation practices
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Provides a limited explanation of the major steps in producing your chosen crop
- Somewhat explains at least 1 soil and/or water conservation practices
- Attempts to persuade audience of safe farming through soil and water conservation practices
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Chooses a crop but does not describe steps in producing the crop
- Little or no explanation of soil and/or water conservation practices
- Little or no evidence of persuading audience of safe farming through soil and water conservation practices
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

STANDARDS

- AA004 Use correct spelling, grammar and punctuation.
- AA005 Write with accuracy, brevity, and clarity.
- ED001 Organize materials with a logical flow.
- ON004 Assess fertilizer and pesticide applications.

SCENARIO

A local elementary school teacher has asked you to explain to her class about fertilizer and pesticide use on your farm. She wants to ensure that her students understand why chemicals are used on farms.

TASK

List and fully explain 2 advantages and 2 disadvantages of fertilizer and pesticide use. Persuade the audience science and technology has improved the safety of these products. What multimedia technology would you use in this presentation?

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Fully explains 2 advantages and 2 disadvantages of fertilizer and pesticide use
- Persuades how science and technology have improved the safety of fertilizer and pesticide use
- States 2 sources of multimedia resources in the presentation
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- Provides a somewhat detailed explanation of 1 or 2 advantages and 1 or 2 disadvantages of fertilizer and pesticide use for a total of 3 advantages/disadvantages
- Persuades the audience how science and technology have improved the safety of fertilizer and pesticide use
- States 1 source of multimedia resource in the presentation
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Explains at least 1 advantage and at least 1 disadvantage of fertilizer and pesticide use
- Limited explanation of how science and technology have improved the safety of fertilizer and pesticide use
- Does not indicate a source of multimedia resource in the presentation
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Little to no explanation of advantages or disadvantages of fertilizer and pesticide use
- Little to no explanation of how science and technology have improved the safety of fertilizer and pesticide use
- No mention of multimedia resources in the presentation
- Limited organization and limited effective communication.
- Many grammatical and spelling errors that distract the reader.

SCENARIO A

STANDARDS

- AA004 Use correct spelling, grammar and punctuation.
- AA005 Write with accuracy, brevity, and clarity.
- ED001 Organize materials with a logical flow.
- AC002 Compare the anatomical parts and distinguishing characteristics of plants and animals.
- OI001 Utilize appropriate production techniques for livestock (beef cattle, dairy cattle, swine, horses, sheep, poultry, specialty animals).
- OL003 Use appropriate agricultural terminology.

SCENARIO

Working beef cattle has always been the most dangerous part of cattle management. Due to the animal's size and strength, the operator must be very careful when working in close proximity to cattle. This is especially necessary when giving cattle shots that require a person to be in very close proximity with the animal.

TASK

- A. Identify and evaluate 3 cattle handling facilities or equipment that are essential for the safety of the cattle and technician.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Identifies 3 cattle handling facilities or equipment
- Thoroughly evaluates each facility or equipment identified
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- Identifies 2 cattle handling facilities or equipment
- Adequately evaluates each facility or equipment identified
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Identifies 1 cattle handling facilities or equipment
- Limited evaluation of each facility or equipment identified
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Identifies 1 cattle handling facilities or equipment
- Little or no evaluation of each facility or equipment identified
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

STANDARDS

- AA004 Use correct spelling, grammar and punctuation.
- AA005 Write with accuracy, brevity, and clarity.
- ED001 Organize materials with a logical flow.
- EE002 Apply a system of problem solving.
- OI001 Utilize appropriate production techniques for livestock (beef cattle, dairy cattle, swine, horses)

SCENARIO

As a farm livestock consultant, you have received an inquiry from a landowner who wants to use 20 acres of pasture to graze livestock. They have asked for your advice. Using the facts presented below, write a memo to the landowner.

- An acre of average non-irrigated pasture will produce between 500 and 1,000 pounds of usable forage per year.
- Beef cows should have at least 2 acres of pasture per head.
- Pasture carrying capacities can be increased by irrigation, rotation grazing, a balanced fertilization program, superior grass species, and supplemental feed.
- Overgrazed pastures can become barren or weed infested and can erode more easily.
- New landowners typically overestimate the carrying capacity of land for livestock.

TASK

- A. As a farm consultant, write a memo to the landowner that gives them 3 points of advice on raising cattle.
- B. Persuade them that livestock is a valuable choice for their operation.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- List 3 points of advice for raising cattle
- Thoroughly discusses each point
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- List 3 points of advice for raising cattle
- Adequately discusses each point
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- List 2 points of advice for raising cattle
- Limited discussion for each point
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- List 1-2 points of advice for raising cattle
- Little or no discussion of each point
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

STANDARDS

- AB002 Use proper grammar and vocabulary.
- AB004 Persuade others
- AB012 Use communications technologies/systems
- EA003 Follow Directions
- OD001 Motivate customers to return for future purchases

SCENARIO

You are an experienced salesperson for Good Time Clothing Store. The store is receiving an exclusive line of jeans.

TASK

Create a persuasive email inviting current customers to come into the store to purchase the exclusive line of jeans. In your message, include a link to Good Time Clothing Store's homepage at www.goodtimeclothing.com to preview the new line of jeans. Within the email suggest that the customer print the coupon in order to motivate customers to return for future purchases.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Clearly invites customers into the store
- Clearly invites customers to utilize coupon
- Clearly uses communications technologies/systems such as email
- Well organized and communicates effectively with very few grammatical and spelling errors

3

- Adequately invites customers into the store
- Adequately invites customers to utilize coupon and to visit the store for future purchases
- Adequately uses communications technologies/systems such as email
- Mostly well organized and communicates effectively with few grammatical and spelling errors

2

- Does not clearly invite customers into the store and/or
- Does not clearly invite customers to utilize coupon and to visit the store for future purchases
- Does not clearly use communications technologies/systems such as email
- Some organization and some parts are communicated effectively with some grammatical and spelling errors

1

- Does not invite customers into the store
- Does not invite customers to utilize coupon and to visit the store for future purchases
- Does not use communications technologies/systems such as email
- Limited organization and limited effective communication with many grammatical and spelling errors

STANDARDS

- AB002 Use proper grammar and vocabulary.
- AB004 Persuade others
- AB008 Write informational messages.
- EA003 Follow Directions
- OI009 Analyze product information to identify product feature and benefits.

SCENARIO

You are a sales agent at Main Mall Mobil. The mall manager has noticed that several current store rental clients have contracts coming up for renewal. You are to develop a memo to share with the sales department outlining selling points to use with these clients.

TASK

In the memo provide three (3) reasons with appropriate rationale for renewing a contract with Main Mall Mobil. You may discuss the features and benefits of the service plan, expanded rental areas, the upgraded phone options or loyalty to the business.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

- 4**
- Thoroughly explains 3 benefits of renewing his contract
 - Benefits are realistic and logical
 - Provides an informational message with logical organization
 - Well organized and communicates effectively
 - Few grammatical and spelling errors but they do not distract the reader
- 3**
- Adequately explains 2-3 benefits of renewing his contract
 - Benefits are realistic and logical
 - Provides an informational message with adequate organization
 - Mostly well organized and communicates effectively
 - Some grammatical and spelling errors but they do not distract the reader
- 2**
- Somewhat explains 1-2 benefits of renewing his contract
 - Benefits are somewhat realistic and logical
 - Provides an informational message with somewhat logical organization
 - Some organization and some parts are communicated effectively
 - Some grammatical and spelling errors that distract the reader
- 1**
- Little or no explanation of benefits for renewing his contract
 - Benefits are unrealistic or illogical
 - Provides an informational message with illogical organization
 - Limited organization and limited effective communication
 - Many grammatical and spelling errors that distract the reader

STANDARDS

- OP004 Renewable and non-renewable forms of energy
- OP002 energy sources
- OJ003 Not all problems are technological or can be solved
- OJ002 Researching technological problems
- OK001 Identify a design problem
- OK006 Reevaluate final solution(s)
- AA004 Use correct spelling
- AA005 Write with accuracy, brevity, and clarity
- EA002 Organize materials with logical flow

SCENARIO

You are marooned on an island in the South Pacific after your small single engine airplane crashes into the side of a mountain killing the pilot and leaving the airplane unable to fly. All electrical systems of the airplane are dysfunctional. Your hopes of rescue are unlikely for the next four years (however it does happen during the 5th year). The island has drinking water, vegetation and wildlife (snakes, birds and rodents).

TASK

You have been asked to write a feature article for your local newspaper detailing your survival experience. The article should include your plan for your existence utilizing two the natural resources available (human, solar, wind and chemical). Additionally, you are to describe two rescue techniques that were implemented.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Develops a feature article that thoroughly utilizes at least 2 resources (human, solar, wind and chemical) to provide food and shelter
- Develops a feature article that thoroughly describes 2 rescue techniques
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Develops a feature article that adequately utilizes at least 2 resources (human, solar, wind and chemical) to provide food and shelter
- Develops a feature article that adequately describes 2 rescue techniques
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Develops a feature article utilizing at least 1 resources (human, solar, wind and chemical) to provide food and shelter
- Develops a feature article that describes 1 rescue techniques
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Develops a feature article utilizing unrelated resources (human, solar, wind and chemical) to provide food and shelter
- Develops a feature article that does not elaborate on rescue techniques
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

STANDARDS

- OK002 Identify criteria and constraints
- OI001 Design Principles
- OI004 Factors in Engineering Design
- OJ001 Research and Development
- ON004 Biochemistry
- OO002 Biotechnology
- EA006 Write steps of an occupational process using sentences and statements as appropriate
- AA004 Use correct spelling, grammar and punctuation
- AA005 Write with accuracy, brevity and clarity
- EA002 Organize material with a logical flow

SCENARIO

CSI (Crime Scene Investigation) has purchased a device to keep their staff from contaminating the crime scene while collecting blood spatter samples. The device uses at least three of the known simple machines, (pulley, lever, incline plane, wedge, wheel & axle, screw) and can pick up evidence from 12 feet away. An instructional manual is needed to train the CSI staff in the use of the device.

TASK

Create a detailed instructional manual which should include the following:

- Describe the simple machines that the devices uses
- Considerations must support the safety of the CSI staff, and prevention of crime scene contamination.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Illustrates three of the six simple machines (pulley, lever, wheel & axle, screw, incline plane, wedge) in the solution
- Thoroughly supports and addresses the safety and crime scene contamination concerns
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Illustrates two of the six simple machines in the solution
- Adequately supports and addresses the safety and crime scene contamination concerns
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Illustrates one of the six simple machines in the solution
- Limited support of the safety and crime scene contamination concerns
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Exhibits little or no support of actions taken to utilize the device
- Does not illustrate any use of simple machines in the solution
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

STANDARDS

- AA005 Apply conflict and resolution techniques
- EC003 Identify opportunities for applying problem-solving techniques
- ED001 Identify the components that lead to customer satisfaction
- OD001 Identify customer concerns
- OD004 Recommend possible solutions
- AA003 Use correct pronunciation, spelling, grammar, and syntax
- AA004 Write with accuracy, brevity and clarity

SCENARIO

A customer has brought a vehicle to your shop that needs major repair. You have a 3-week backlog of work. The customer is demanding immediate service.

TASK

Describe possible solutions to remedy the situation in a timely manner that will encourage the customer to become or remain a loyal customer.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

- 4
 - Thoroughly describes how to manage the situation to keep customer loyal
 - Thoroughly describes 2 or more possible solutions to the situation
 - Well organized and communicates effectively
 - Few grammatical and spelling errors but they do not distract the reader
- 3
 - Adequately describes how to manage the situation to keep customer loyal
 - Adequately describes 1 or more possible solutions to the situation
 - Mostly well organized and communicates effectively
 - Some grammatical and spelling errors but they do not distract the reader
- 2
 - Demonstrates limited knowledge of how to manage the situation to keep customer loyal
 - Lists 1 or more possible solutions to the situation
 - Some organization and some parts are communicated effectively
 - Some grammatical and spelling errors that distract the reader
- 1
 - Demonstrates little to no knowledge of how to manage the situation to keep customer loyal
 - Lists no possible solutions to the situation
 - Limited organization and limited effective communication
 - Many grammatical and spelling errors that distract the reader

STANDARDS

- EB001 Assume responsibility for the personal safety of self and others
- EB007 Identify methods of preventing accidents in the workplace
- OC019 Apply ergonomics to the transportation process
- OC021 Integrate improvement processes
- OC022 Demonstrate methods of preventing accidents in the workplace
- AA003 Use correct pronunciation, spelling, grammar, and syntax
- AA004 Write with accuracy, brevity and clarity

SCENARIO

During a shop meeting, your employer states that a large number of back-related work absences have occurred during the past 3 years. Your employer offers a \$300 bonus to anyone with a successful plan to reduce the back-related injuries.

TASK

Write a plan that details three ways to reduce back-related injuries and recommendations on how to implement the plan.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

- 4**
- Identifies and thoroughly explains 2-3 ways to reduce back injury
 - Develops and thoroughly explains 2-3 recommendations for implementing a plan
 - Well organized and communicates effectively
 - Few grammatical and spelling errors but they do not distract the reader
- 3**
- Identifies and adequately explains 2-3 ways to reduce back injury
 - Develops and adequately explains 2-3 recommendations for implementing a plan
 - Mostly well organized and communicates effectively
 - Some grammatical and spelling errors but they do not distract the reader
- 2**
- Identifies and somewhat explains 2 ways to reduce back injury
 - Some effort to describe recommendations for implementing a plan
 - Some organization and some parts are communicated effectively
 - Some grammatical and spelling errors that distract the reader
- 1**
- Identifies 2 ways to reduce back injury but provides little or no explanation
 - Little or no effort to describe recommendations for implementing a plan
 - Limited organization and limited effective communication
 - Many grammatical and spelling errors that distract the reader

STANDARDS

- OD002 Determine causes of the problem
- OD005 Inspect, troubleshoot, diagnose service, and/or verify compliance
- AA003 Use correct pronunciation, spelling, grammar, and syntax
- AA004 Write with accuracy, brevity and clarity

SCENARIO

You have just received notice from the technician that the customer's car has a bearing problem, which is worn, noisy, and seized on the shaft.

TASK

Prepare a written explanation to the customer describing the problem, the cause of the problem and how the problem can be corrected.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Thoroughly describes the problem and possible ways to solve the problem
- Provides a thorough explanation of 2 possible causes for bearing problems
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Adequately describes the problem and possible ways to solve the problem
- Provides an adequate explanation of 1 possible causes for bearing problems
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Attempts to describe the problem and possible ways to solve the problem
- Provides limited explanation of 1 possible causes for bearing problems
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Little or no attempt to describe the problem and possible ways to solve the problem
- Provides little or no explanation of the possible causes for bearing problems
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader