Virginia Department of Education
Workplace Readiness Skills for the Commonwealth
Standards Performance Summary
Number Tested - 34,747
2012-2013 School Year

1) Workplace Readiness Skills (WRS) for the Commonwealth

A) Personal Qualities and People Skills

1) Positive Work Ethic: Comes to work every day on time, is willing to take direction, and is motivated to accomplish the task at hand
2) Integrity: Abides by workplace policies and laws and demonstrates honesty and reliability
3) Teamwork: Contributes to the success of the team, assists others, and requests help when needed
4) Self-representation: Dresses appropriately and uses language and manners suitable for the workplace
5) Diversity Awareness: Works well with all customers and coworkers
6) Conflict Resolution: Negotiates diplomatic solutions to interpersonal and workplace issues
7) Creativity and Resourcefulness: Contributes new ideas and works with initiative

B) Professional Knowledge and Skills

8) Speaking And Listening: Follows directions and communicates effectively with customers and fellow employees
9) Reading And Writing: Reads and interprets workplace documents and writes clearly
10) Critical Thinking And Problem Solving: Analyzes and resolves problems that arise in completing assigned tasks
11) Health And Safety: Follows safety guidelines and manages personal health
12) Organizations, Systems, And Climates: Identifies big picture issues and his or her role in fulfilling the mission of the workplace
13) Lifelong Learning: Continually acquires new industry-related information and improves professional skills
14) Job Acquisition And Advancement: Prepares to apply for a job and to seek promotion
15) Time, Task, And Resource Management: Organizes and implements a
productive plan of work

16) Mathematics: Uses mathematical reasoning to accomplish tasks
   82.14%

17) Customer Service: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service
   79.50%

C) Technology Knowledge and Skills

18) Job-Specific Technologies: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner
   77.11%

19) Information Technology: Uses computers, file management techniques, and software/programs effectively
   67.96%

20) Internet Use And Security: Uses the Internet appropriately for work
   87.09%

21) Telecommunications: Selects and uses appropriate devices, services, and applications
   67.25%