

# Course Outline

Transportation

April/2021

**Job Title**

Warehouse Operator

**Career Pathway:**

Operations

**Industry Sector:**

Transportation

**O\*NET-SOC CODE:**

53-7051.00

**CBEDS Title:**

Warehouse Operations

**CBEDS No.:**

5687

**79-90-91**

## Warehouse Operations: Fundamentals

**Credits:** N/A

**Hours:** 20

**Course Description:**

This competency-based course provides students with entry-level skills for the modern material-handling trades. Training includes warehousing, storekeeping, industrial safety, the uses and purposes of various types of material-handling equipment. The competencies in this course are aligned with the California High School Academic Content Standards and the California Career Technical Education Model Curriculum Standards.

**Prerequisites:**

None.

**NOTE:** For Perkins purposes, this course has been designated as an **introductory** course.

This course **cannot** be repeated once a student receives a Certificate of Completion.



## **COURSE OUTLINE COMPETENCY-BASED COMPONENTS**

A course outline reflects the essential intent and content of the course described. Acceptable course outlines have six components. (Education Code Section 52506). Course outlines for all apportionment classes, including those in jails, state hospitals, and convalescent hospitals, contain the six required elements:

(EC 52504; 5CCR 10508 [b]; Adult Education Handbook for California [1977], Section 100)

### **COURSE OUTLINE COMPONENTS**

### **LOCATION**

#### **GOALS AND PURPOSES**

Cover

The educational goals or purposes of every course are clearly stated and the class periods are devoted to instruction. The course should be broad enough in scope and should have sufficient educational worth to justify the expenditure of public funds.

The goals and purpose of a course are stated in the COURSE DESCRIPTION. Course descriptions state the major emphasis and content of a course, and are written to be understandable by a prospective student.

#### **PERFORMANCE OBJECTIVES OR COMPETENCIES**

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Objectives should be delineated and described in terms of measurable results for the student and include the possible ways in which the objectives contribute to the student's acquisition of skills and competencies.

Performance Objectives are sequentially listed in the COMPETENCY-BASED COMPONENTS section of the course outline. Competency Areas are units of instruction based on related competencies. Competency Statements are competency area goals that together define the framework and purpose of a course. Competencies fall on a continuum between goals and performance objectives and denote the outcome of instruction.

Competency-based instruction tells a student before instruction what skills or knowledge they will demonstrate after instruction. Competency-based education provides instruction which enables each student to attain individual goals as measured against pre-stated standards.

Competency-based instruction provides immediate and continual repetition and In competency-based education the curriculum, instruction, and assessment share common characteristics based on clearly stated competencies. Curriculum, instruction and assessment in competency-based education are: explicit, known, agreed upon, integrated, performance oriented, and adaptive.

**COURSE OUTLINE COMPETENCY-BASED COMPONENTS**  
**(continued)**

**COURSE OUTLINE COMPONENTS**

**LOCATION**

**INSTRUCTIONAL STRATEGIES**

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Instructional techniques or methods could include laboratory techniques, lecture method, small-group discussion, grouping plans, and other strategies used in the classroom.

Instructional strategies for this course are listed in the TEACHING STRATEGIES AND EVALUATION section of the course outline. Instructional strategies and activities for a course should be selected so that the overall teaching approach takes into account the instructional standards of a particular program, i.e., English as a Second Language, Programs for Adults with Disabilities.

**UNITS OF STUDY, WITH APPROXIMATE HOURS ALLOTTED FOR EACH UNIT**

Cover

The approximate time devoted to each instructional unit within the course, as well as the total hours for the course, is indicated. The time in class is consistent with the needs of the student, and the length of the class should be that it ensures the student will learn at an optimum level.

pp. 7-11

Units of study, with approximate hours allotted for each unit, are listed in the COMPETENCY AREA STATEMENT(S) of the course outline. The total hours of the course, including work-based learning hours (community classroom and cooperative vocational education), is listed on the cover of every CBE course outline. Each Competency Area listed within a CBE outline is assigned hours of instruction per unit.

**EVALUATION PROCEDURES**

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The evaluation describes measurable evaluation criteria clearly within the reach of the student. The evaluation indicates anticipated improvement in performances as well as anticipated skills and competencies to be achieved.

Evaluation procedures are detailed in the TEACHING STRATEGIES AND EVALUATION section of the course outline. Instructors monitor students' progress on a continuing basis, assessing students on attainment of objectives identified in the course outline through a variety of formal and informal tests (applied performance procedures, observations, and simulations), paper and pencil exams, and standardized tests.

**REPETITION POLICY THAT PREVENTS PERPETUATION OF STUDENT ENROLLMENT**

Cover

After a student has completed all the objectives of the course, he or she should not be allowed to re-enroll in the course. There is, therefore, a need for a statement about the conditions for possible repetition of a course to prevent perpetuation of students in a particular program for an indefinite period of time.

## **ACKNOWLEDGMENTS**

Thanks to FRANK NAVARRO and MARTHA MARTINEZ for developing and editing this curriculum. Acknowledgment is also given to ERICA ROSARIO for designing the original artwork for the course covers.

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# **CALIFORNIA CAREER TECHNICAL EDUCATION MODEL CURRICULUM STANDARDS**

## **Transportation Industry Sector Knowledge and Performance Anchor Standards**

### **1.0 Academics**

Analyze and apply appropriate academic standards required for successful industry sector pathway completion leading to postsecondary education and employment. Refer to the Transportation academic alignment matrix for identification of standards.

### **2.0 Communications**

Acquire and accurately use Transportation sector terminology and protocols at the career and college readiness level for communicating effectively in oral, written, and multimedia formats.

### **3.0 Career Planning and Management**

Integrate multiple sources of career information from diverse formats to make informed career decisions, solve problems, and manage personal career plans.

### **4.0 Technology**

Use existing and emerging technology to investigate, research, and produce products and services, including new information, as required in the Transportation sector workplace environment.

### **5.0 Problem Solving and Critical Thinking**

Conduct short, as well as more sustained, research to create alternative solutions to answer a question or solve a problem unique to the Transportation sector using critical and creative thinking, logical reasoning, analysis, inquiry, and problem-solving techniques.

### **6.0 Health and Safety**

Demonstrate health and safety procedures, regulations, and personal health practices and determine the meaning of symbols, key terms, and domain-specific words and phrases as related to the Transportation sector workplace environment.

### **7.0 Responsibility and Flexibility**

Initiate, and participate in, a range of collaborations demonstrating behaviors that reflect personal and professional responsibility, flexibility, and respect in the Transportation sector workplace environment and community settings.

### **8.0 Ethics and Legal Responsibilities**

Practice professional, ethical, and legal behavior, responding thoughtfully to diverse perspectives and resolving contradictions when possible, consistent with applicable laws, regulations, and organizational norms.

### **9.0 Leadership and Teamwork**

Work with peers to promote divergent and creative perspectives, effective leadership, group dynamics, team and individual decision making, benefits of workforce diversity, and conflict resolution as practiced in the SkillsUSA career technical student organization

### **10.0 Technical Knowledge and Skills**

Apply essential technical knowledge and skills common to all pathways in the Transportation sector, following procedures when carrying out experiments or performing technical tasks.

### **11.0 Demonstration and Application**

Demonstrate and apply the knowledge and skills contained in the Transportation anchor standards, pathway standards, and performance indicators in classroom, laboratory, and workplace settings, and through the SkillsUSA career technical student organization.

## ***Transportation Pathway Standards***

### **A. Operations Pathway**

The Operations pathway prepares students for postsecondary employment and education in a variety of career opportunities in the transportation industry, including but not limited to harbors, ports, warehousing, marine applications, airplanes, trains, vehicles, and specialty equipment.

Sample occupations associated with this pathway:

- ◆ Warehouse Worker/Dispatcher
- ◆ Production, Planning, and Expediting Clerk
- ◆ Storage, Warehouse, and Distribution Manager
- ◆ Container Crane Operator
- ◆ Inspectors and Planners

- A1.0 Evaluate and assess all aspects of facilities and facility planning for efficient and effective processing/handling of people, goods, and services in the transportation industry (housing, storage, maintenance, parts).
- A2.0 Describe and identify tools, techniques, and systems used to plan, staff, lead and organize human resources as it relates to the transportation sector.
- A3.0 Demonstrate an understanding of the concepts and processes needed to move, store/house, locate, and/or transfer people, goods, and services.
- A4.0 Demonstrate an understanding of business fundamentals, uses, and application of technologies, communications, and basic management functions.
- A5.0 Analyze and evaluate the design advantages and disadvantages of transportation-industry systems and the effects of those systems on people and the environment.
- A6.0 Demonstrate safety practices pertaining to the transportation industry, including requirements of the Occupational Safety and Health Administration (OSHA), Environmental Protection Agency (EPA), Air Quality Management Districts (AQMDs), and other regulatory agencies.
- A7.0 Describe and identify the infrastructures required and used in the transportation industry.

**CBE**  
**Competency-Based Education**

**COMPETENCY-BASED COMPONENTS**  
**for the Warehouse Operations: Fundamentals Course**

COMPETENCY AREAS AND STATEMENTS	MINIMAL COMPETENCIES	STANDARDS
<p>A. ORIENTATION AND SAFETY</p> <p>Describe the content of the course and historical development of warehousing, storekeeping, and material handling equipment. Identify the various safety hazards associated with warehouse work and related equipment.</p> <p>(1 hour)</p>	<ol style="list-style-type: none"> <li>1. Know the basic content of the course.</li> <li>2. Know the general historical development of warehousing.</li> <li>3. Know the uses and purposes of separate warehousing procedures.</li> <li>4. Describe classroom rules and procedures.</li> <li>5. Identify warning and protective devices.</li> <li>6. Demonstrate industrial safety practices.</li> <li>7. Pass the preliminary safety test with 100% accuracy.</li> <li>8. Pass Industrial Hazards Test with 100% accuracy.</li> <li>9. View and discuss Toyota Operator Program in Safety (T.O.P.S.) video.</li> <li>10. Pass T.O.P.S. test with 100% accuracy</li> </ol>	<p><b>Career Ready Practice:</b> 1, 3, 6, 7</p> <p><b>CTE Anchor:</b> Communications: 2.1, 2.3 Career Planning and Management: 3.5 Problem Solving and Critical Thinking: 5.1 Health and Safety: 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7 Ethics and Legal Responsibilities: 8.1, 8.2, 8.3, 8.4 Technical Knowledge and Skills: 10.1, 10.2</p> <p><b>CTE Pathway:</b> A2.3, A2.5, A7.4</p>
<p>B. OSHA-10</p> <p>Understand, apply and practice OSHA-10 principles.</p> <p>(10 hours)</p>	<ol style="list-style-type: none"> <li>1. Describe the purpose of the California Occupational Safety and Health Administration (Cal/OSHA)</li> <li>2. Discuss the general safety and health provisions.</li> <li>3. Discuss the importance of hazard communication.</li> <li>4. Discuss handling hazardous materials.</li> <li>5. Discuss the basics of cranes and rigging.</li> <li>6. Discuss the basics of electrical safety.</li> <li>7. Discuss the importance of fall protection.</li> <li>8. Discuss the safe handling of hand and power tools.</li> <li>9. Discuss the basics of personal protective equipment.</li> <li>10. Discuss the basics of safety on ladders and scaffolds.</li> <li>11. OSHA 10 Card Certification.</li> </ol>	<p><b>Career Ready Practice:</b> 2, 6</p> <p><b>CTE Anchor:</b> Communications: 2.2, 2.5 Health and Safety: 6.2, 6.3, 6.4, 6.7, 6.9, 6.11, 6.12</p> <p><b>CTE Pathway:</b> A1.1, A1.3, A3.6</p>

COMPETENCY AREAS AND STATEMENTS	MINIMAL COMPETENCIES	STANDARDS
<p>C. PRINCIPLES OF MODERN WAREHOUSING</p> <p>Know the fundamentals of warehouse organization. Demonstrate organizational flow charts.</p> <p>(1 hour)</p>	<ol style="list-style-type: none"> <li>1. Identify warehouse uses of one-story type building.</li> <li>2. Demonstrate use of direct-flow assembly line practices.</li> <li>3. Identify the use of pallets and material handling equipment.</li> <li>4. Demonstrate the use of an effective warehouse and storage layout plan.</li> <li>5. Balance manpower and equipment.</li> <li>6. Identify the purpose of each piece of material handling equipment.</li> </ol>	<p><b>Career Ready Practice:</b> 1, 3, 5, 10</p> <p><b>CTE Anchor:</b> Communications: 2.1, 2.2, 2.3 Career Planning and Management: 3.4, 3.5 Technology: 4.5 Problem Solving and Critical Thinking: 5.1, 5.2, 5.3, 5.4 Health and Safety: 6.6 Responsibility and Flexibility: 7.4, 7.5 Technical Knowledge and Skills: 10.1, 10.2</p> <p><b>CTE Pathway:</b> A1.1, A1.3, A1.4, A1.5, A3.6, A6.3, A6.4</p>
<p>D. PRINCIPLES OF SPACE LAYOUT</p> <p>Demonstrate the ability to handle, locate, and layout supplies and equipment using standard procedures. Demonstrate the ability to handle, and relocate supplies and equipment using non-standard procedures.</p>	<ol style="list-style-type: none"> <li>1. Demonstrate the maximum utilization of space.</li> <li>2. Practice protection of supplies and equipment.</li> <li>3. Identify commodity factors.</li> <li>4. Identify capacity factors.</li> <li>5. Know the layout of aisles.</li> <li>6. Identify layout factors.</li> <li>7. Demonstrate first-in/first-out, last-in/first-out factors.</li> </ol>	<p><b>Career Ready Practice:</b> 1, 3, 5, 10</p> <p><b>CTE Anchor:</b> Communications: 2.1, 2.2, 2.3 Technology: 4.1 Problem Solving and Critical Thinking: 5.1, 5.2, 5.3, 5.4 Health and Safety: 6.6, 6.7 Responsibility and Flexibility: 7.4, 7.5 Ethics and Legal Responsibilities: 8.1, 8.2</p>



COMPETENCY AREAS AND STATEMENTS	MINIMAL COMPETENCIES	STANDARDS
(2 hours)		Technical Knowledge and Skills: 10.1, 10.2, 10.3  <b>CTE Pathway:</b> A1.1, A1.3, A1.5, A3.6, A3.7, A3.8, A6.2, A6.3, A6.4, A6.6
E. IDENTIFICATION OF STORAGE AREAS  Know the various storage areas and symbols. Create emergency storage areas and symbols.	<ol style="list-style-type: none"> <li>1. Identify bulk locations.</li> <li>2. Identify rack locations.</li> <li>3. Interpret identification symbols.</li> <li>4. Identify available storage locations.</li> <li>5. Identify bin locations.</li> <li>6. Pass storage examination with 100% accuracy.</li> </ol>	<b>Career Ready Practice:</b> 1, 3, 5, 10  <b>CTE Anchor:</b> Communications: 2.1, 2.2, 2.3 Technology: 4.1 Health and Safety: 6.6, 6.7 Responsibility and Flexibility: 7.5 Technical Knowledge and Skills: 10.1, 10.2  <b>CTE Pathway:</b> A1.1, A3.6, A6.4
(1 hour)	F. PROCESSING AND PREPARING RECEIPTS FOR STORAGE  Demonstrate the ability to check all documents normally used in warehouse work. Simulate receiving and processing.	<ol style="list-style-type: none"> <li>1. Demonstrate ability to check delivery documents.</li> <li>2. Know how to check purchase orders against receipts.</li> <li>3. Determine quantity received.</li> <li>4. Identify overage, shortage, and damage.</li> <li>5. Know how to contact vendors.</li> <li>6. Know how to write grievance letters.</li> <li>7. Receive merchandise with 100% accuracy.</li> </ol>

COMPETENCY AREAS AND STATEMENTS	MINIMAL COMPETENCIES	STANDARDS
<p>G. STORAGE OBJECTIVES: RECEIVING</p> <p>Demonstrate all operations necessary for efficient receiving and processing. Simulate hazardous and security items.</p> <p>(1 hour)</p>	<ol style="list-style-type: none"> <li>1. Determine available space and labor.</li> <li>2. Be aware of the correct storage for accessibility.</li> <li>3. Determine the proper class of stock.</li> <li>4. Know supplies and equipment rotation.</li> <li>5. Know temperature control.</li> <li>6. Identify improper receiving storage practices.</li> <li>7. Identify hazardous items.</li> <li>8. Identify security items.</li> </ol>	<p><b>Career Ready Practice:</b> 1, 3, 5, 12</p> <p><b>CTE Anchor:</b> Communications: 2.1, 2.2, 2.3 Problem Solving and Critical Thinking: 5.2, 5.3, 5.4, 5.5 Health and Safety: 6.1, 6.2, 6.5, 6.6, 6.7 Responsibility and Flexibility: 7.4 Ethics and Legal Responsibilities: 8.1 Technical Knowledge and Skills: 10.1, 10.2</p> <p><b>CTE Pathway:</b> A1.1, A1.3, A2.2, A3.7, A3.8 A6.1, A6.3, A6.6</p>
<p>H. CARE AND PRESERVATION OF SUPPLIES AND EQUIPMENT</p> <p>Demonstrate the effect of temperature and humidity on certain materials. Simulate clean-up of flammable liquids.</p>	<ol style="list-style-type: none"> <li>1. Identify the proper storage of combustible items.</li> <li>2. Identify the proper storage of textile goods.</li> <li>3. Identify possible temperature and humidity problems in storage.</li> <li>4. Identify combustible items.</li> <li>5. Know the effect of corrosive influences.</li> <li>6. Know how to handle unsafe materials.</li> <li>7. Identify spontaneous combustion hazards.</li> </ol>	<p><b>Career Ready Practice:</b> 1, 3, 5, 6, 10, 12</p> <p><b>CTE Anchor:</b> Communications: 2.1, 2.2, 2.3 Technology: 4.1 Problem Solving and Critical Thinking: 5.1, 5.2, 5.3, 5.4 Health and Safety: 6.1, 6.2, 6.3, 6.5, 6.6, 6.7 Technical Knowledge and Skills: 10.1, 10.2</p>

COMPETENCY AREAS AND STATEMENTS	MINIMAL COMPETENCIES	STANDARDS
(1 hour)		<b>CTE Pathway:</b> A1.1, A1.3, A2.2, A3.3, A3.6, A5.1, A6.1, A6.3, A6.6
<p>I. SECURITY, HOUSEKEEPING, AND FIRE PREVENTION</p> <p>Demonstrate the ability to work safely with hazardous materials. Demonstrate uses and purpose of fire equipment. Demonstrate good housekeeping procedures.</p> <p>(1 hour)</p>	<ol style="list-style-type: none"> <li>1. Describe the importance of adequate and proper housekeeping practices.</li> <li>2. Integrate safety and good housekeeping practices into daily operation.</li> <li>3. Prepare for weekly safety inspections of a warehouse.</li> <li>4. Rehearse emergency procedures for hazardous material, fire operations, and fire extinguishers.</li> <li>5. Recognize high risk and security items.</li> <li>6. Prepare a routine schedule for security checks.</li> <li>7. Develop systemic removal of waste materials.</li> </ol>	<p><b>Career Ready Practice:</b> 1, 3, 6, 10</p> <p><b>CTE Anchor:</b>            Communications: 2.1, 2.2, 2.3, 2.4            Technology: 4.1            Problem Solving and Critical Thinking: 5.1, 5.2, 5.3, 5.4            Health and Safety: 6.2, 6.5, 6.6, 6.7            Ethics and Legal Responsibilities: 8.1            Technical Knowledge and Skills: 10.1, 10.2</p> <p><b>CTE Pathway:</b> A2.2, A2.3, A2.4, A3.3, A6.1, A6.2, A6.3</p>
<p>J. EMPLOYABILITY SKILLS</p> <p>Understand, apply, and evaluate the employability skills required for entry level employment</p> <p>(1 hour)</p>	<ol style="list-style-type: none"> <li>1. Research Employment Opportunities in Warehousing</li> <li>2. Complete an online job application</li> <li>3. Resume Preparation               <ol style="list-style-type: none"> <li>a. Create a professional resume</li> </ol> </li> <li>4. Online Job Search</li> <li>5. Interview Skills               <ol style="list-style-type: none"> <li>a. Do's and don'ts for job interviews</li> <li>b. How to dress for the job</li> </ol> </li> </ol>	<p><b>Career Ready Practice:</b> 1, 3, 6, 10</p> <p><b>CTE Anchor:</b>            Communications: 2.1, 2.2, 2.3, 2.4            Technology: 4.1            Problem Solving and Critical Thinking: 5.1, 5.2, 5.3, 5.4            Technical Knowledge and Skills: 10.1, 10.2</p> <p><b>CTE Pathway:</b> A3.3</p>

## ***SUGGESTED INSTRUCTIONAL MATERIALS and OTHER RESOURCES***

### **TEXTBOOKS**

Ackerman, Kenneth B. Practical Handbook of Warehousing. Springer. 1997.

Liebeskind, Art. How to Optimize Your Warehouse Operations. Industrial Data & Information, Inc., 2005.

Mulcahy, David. Warehouse Distribution and Operations Handbook. Mc Graw-Hill Professional, 1993.

Napolitano, Maida, J. E. Gross & Associates. The Time, Space and Cost Guide to Better Warehouse Design: A Hands-on Guide to Help You Improve the Design and Operations of Your Warehouse or Distribution Center. Distribution Center Management, 2003.

Stroh, Michael B. A Practical Guide to Transportation and Logistics. Logistics Network, Inc., 2006.

### **RESOURCES**

Employer Advisory Board members

Foundation Standards

<http://www.cde.ca.gov/ci/ct/sf/documents/transportation.pdf>

Toyota Operator Program in Safety (T.O.P.S.) video.

Warehousing Education and Research Council (WERC) [www.werc.org](http://www.werc.org)

OSHA Powered Industrial Truck Training Program

[http://www.osha.gov/pls/oshaweb/owalink.query\\_links?src\\_doc\\_type=STANDARDS&src\\_unique\\_file=1910\\_0178&src\\_anchor\\_name=1910.178\(l\)\(2\)\(iii\)](http://www.osha.gov/pls/oshaweb/owalink.query_links?src_doc_type=STANDARDS&src_unique_file=1910_0178&src_anchor_name=1910.178(l)(2)(iii))

### **COMPETENCYCHECKLIST**

## **TEACHING STRATEGIES and EVALUATION**

### **METHODS AND PROCEDURES**

- A. Lecture and discussion
- B. Demonstration
- C. Field trips
- D. Multimedia presentations
- E. Practical on-the-job experience
- F. Individualized instruction

### **EVALUATION**

SECTION A – Orientation and Safety– Pass all assignments and exams on orientation/introduction with a minimum score of 80% or higher and safety test with 100% accuracy.

SECTION B – OSHA 10 – Pass the OSHA 10 training and receive OSHA card.

SECTION C – Principles of Modern Warehousing – Pass all assignments and exams on principles of modern warehousing with a minimum score of 80% or higher.

SECTION D – Principles of Space Layout – Pass all assignments and exams on principles of space layout with a minimum score of 80% or higher.

SECTION E – Identification of Storage Areas – Pass all assignments and exams on fundamentals of identification of storage areas with a minimum score of 80% or higher.

SECTION F – Processing and Preparing Receipts for Storage – Receive merchandise with a score of 100%.

SECTION G – Storage Objectives: Receiving – Pass all assignments and exams on stock locator system with a minimum score of 80% or higher.

SECTION H – Care and Preservation of Supplies and Equipment – Pass all assignments and exams on care and preservation of supplies and equipment with a minimum score of 80% or higher.

SECTION I – Security, Housekeeping, and Fire Prevention – Pass all assignments and exams on security, housekeeping, and fire prevention with a minimum score of 80% or higher.

SECTION J – Employability Skills – Pass all assignments and exams on employability skills with a minimum score of 80% or higher.

## ***Standards for Career Ready Practice***

### **1. Apply appropriate technical skills and academic knowledge.**

Career-ready individuals readily access and use the knowledge and skills acquired through experience and education. They make connections between abstract concepts with real-world applications and recognize the value of academic preparation for solving problems, communicating with others, calculating measures, and performing other work-related practices.

### **2. Communicate clearly, effectively, and with reason.**

Career-ready individuals communicate thoughts, ideas, and action plans with clarity, using written, verbal, electronic, and/or visual methods. They are skilled at interacting with others: they are active listeners who speak clearly and with purpose, and they are comfortable with terminology that is common to workplace environments. Career-ready individuals consider the audience for their communication and prepare accordingly to ensure the desired outcome.

### **3. Develop an education and career plan aligned with personal goals.**

Career-ready individuals take personal ownership of their educational and career goals and manage their individual plan to attain these goals. They recognize the value of each step in the educational and experiential process, and they understand that nearly all career paths require ongoing education and experience to adapt to practices, procedures, and expectations of an ever-changing work environment. They seek counselors, mentors, and other experts to assist in the planning and execution of education and career plans.

### **4. Apply technology to enhance productivity.**

Career-ready individuals find and maximize the productive value of existing and new technology to accomplish workplace tasks and solve workplace problems. They are flexible and adaptive in acquiring and using new technology. They understand the inherent risks—personal and organizational—of technology applications, and they take actions to prevent or mitigate these risks.

### **5. Utilize critical thinking to make sense of problems and persevere in solving them**

Career-ready individuals recognize problems in the workplace, understand the nature of the problems, and devise effective plans to solve the problems. They thoughtfully investigate the root cause of a problem prior to introducing solutions. They carefully consider options to solve a problem and, once agreed upon, follow through to ensure the problem is resolved.

### **6. Practice personal health and understand financial literacy.**

Career-ready individuals understand the relationship between personal health and workplace performance. They contribute to their personal well-being through a healthy diet, regular exercise, and mental health activities. Career-ready individuals also understand that financial literacy leads to a secure future that enables career success.

### **7. Act as a responsible citizen in the workplace and the community.**

Career-ready individuals understand the obligations and responsibilities of being a member of a community and demonstrate this understanding every day through their interactions with others. They are aware of the impacts of their decisions on others and the environment around them, and they think about the short-term and long-term consequences of their actions. They are reliable and consistent in going beyond minimum expectations and in participating in activities that serve the greater good.

**8. Model integrity, ethical leadership, and effective management.**

Career-ready individuals consistently act in ways that align with personal and community-held ideals and principles. They employ ethical behaviors and actions that positively influence others. They have a clear understanding of integrity and act on this understanding in every decision. They use a variety of means to positively impact the direction and actions of a team or organization, and they recognize the short-term and long-term effects that management's actions and attitudes can have on productivity, morale, and organizational culture.

**9. Work productively in teams while integrating cultural and global competence.**

Career-ready individuals contribute positively to every team, as both team leaders and team members. To avoid barriers to productive and positive interaction, they apply an awareness of cultural differences. They interact effectively and sensitively with all members of the team and find ways to increase the engagement and contribution of other members.

**10. Demonstrate creativity and innovation.**

Career-ready individuals recommend ideas that solve problems in new and different ways and contribute to the improvement of the organization. They consider unconventional ideas and suggestions by others as solutions to issues, tasks, or problems. They discern which ideas and suggestions may have the greatest value. They seek new methods, practices, and ideas from a variety of sources and apply those ideas to their own workplace practices.

**11. Employ valid and reliable research strategies.**

Career-ready individuals employ research practices to plan and carry out investigations, create solutions, and keep abreast of the most current findings related to workplace environments and practices. They use a reliable research process to search for new information and confirm the validity of sources when considering the use and adoption of external information or practices.

**12. Understand the environmental, societal, and economic impacts of decisions.**

Career-ready individuals understand the interrelated nature of their actions and regularly make decisions that positively impact other people, organizations, the workplace, and the environment. They are aware of and utilize new technologies, understandings, procedures, and materials and adhere to regulations affecting the nature of their work. They are cognizant of impacts on the social condition, environment, workplace, and profitability of the organization.

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## Statement for Civil Rights

All educational and vocational opportunities are offered without regard to race, color, national origin, gender, or physical disability.

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