# **Marketing Communications**

WISCONSIN—YOUTH APPRENTICESHIP

Youth Apprenticeship

#### MARKETING COMMUNICATIONS

Marketing communications youth apprentices help plan and implement programs to generate interest in products or services.

**Length of Apprenticeship:** One year

#### **REQUIRED COMPETENCIES**

Youth apprentices must become proficient in both general employability and occupation-specific competencies. All of these, and examples of how each can be demonstrated, are found in the following pages. A total 14 occupational competencies must be learned for this occupation. Employers may substitute out one competency and should write in the competency they are adding. Where necessary, skills can be simulated. Youth apprentices must be evaluated on these competencies at least two times each year of their apprenticeship.

#### **Competencies**

- Facilitate positive customer interactions
- 2. Communicate the company's unique brand
- 3. Carry out promotional activities
- 4. Maintain technology security to protect customer information and company image
- 5. Use promotional channels to communicate with target audiences
- 6. Assist with advertising campaigns
- 7. Review promotional collateral
- 8. Use information technology tools for marketing communications
- 9. Use metrics to modify marketing communication efforts
- 10. Assist with media planning and placement
- 11. Assist with public relations activities
- 12. Collaborate on sales-promotion activities
- 13. Prepare content for use in marketing communications
- 14. Use social media to publish brand content

#### POST-SECONDARY PATHWAY OPPORTUNITIES

There are several post-secondary pathway opportunities in this area. The following is a partial list.

- Digital Marketing
- Marketing/Sales



# **Marketing Communications**

Youth Apprenticeship

#### ON-THE-JOB LEARNING PERFORMANCE STANDARDS GUIDE

#### YOUTH APPRENTICE INFORMATION

Youth Apprentice Name	
YA Coordinator	
YA Consortium	
School District	
SIGNATURES	
The On-the-Job Learning Performance Standards	Guide includes a list of competencies youth
apprentices learn through mentoring and training	·
	s and School-Based or YA coordinators: This document school-based or YA coordinator on a regular basis with
the youth apprentice to record progress and plan	future steps to ensure completion of the required
competencies. Mentors, school-based/YA coordin	nator, and the apprentice sign below.
	to a
	over/Mentor
1st Evaluation (Required) Employer/Mentor Signature	2 <sup>nd</sup> Evaluation (Required)  Employer/Mentor Signature
Employer/Wentor Signature	Employer/Mentor Signature
Employer/Mentor	Employer/Mentor
Business/Company	Business/Company
Date Signed	Date Signed
3 <sup>rd</sup> Evaluation (Optional)	4th Evaluation (Optional)
Employer/Mentor Signature	Employer/Mentor Signature
Employer/Mentor	Employer/Mentor
Business/Company	Business/Company
Date Signed	Date Signed

#### **School-Based and/or YA Coordinator**

#### 1<sup>st</sup> Evaluation (Required)

#### 2<sup>nd</sup> Evaluation (Required)

School-Based and/or YA Coordinator Signature	School-Based and/or YA Coordinator Signature
School-Based and/or YA Coordinator	School-Based and/or YA Coordinator
School District or Organization	School District or Organization
Date Signed	Date Signed

# 3<sup>rd</sup> Evaluation (Optional)

#### 4th Evaluation (Optional)

School-Based and/or YA Coordinator Signature	School-Based and/or YA Coordinator Signature
School-Based and/or YA Coordinator	School-Based and/or YA Coordinator
School District or Organization	School District or Organization
Date Signed	Date Signed

#### **Youth Apprentice**

## 1<sup>st</sup> Evaluation (Required)

# 2<sup>nd</sup> Evaluation (Required)

Youth Apprentice Signature	Youth Apprentice Signature
Youth Apprentice	Youth Apprentice
School District / High School	School District / High School
Date Signed	Date Signed

## 3<sup>rd</sup> Evaluation (Optional)

#### 4th Evaluation (Optional)

Youth Apprentice Signature	Youth Apprentice Signature
Youth Apprentice	Youth Apprentice
School District / High School	School District / High School
Date Signed	Date Signed

# EMPLOYABILITY SKILLS (TO BE COMPLETED BY YA EMPLOYER/MENTOR)

All youth apprentices must demonstrate the key employability skills listed below in order to complete the YA program. They do so by earning at least a "Meets Expectation" rating in each. **At least two evaluations are required each year of a youth apprenticeship.** More columns are included below for those who choose to conduct more frequent reviews.

1	Working to Meet Expectations: Needs improvement; requires much assistance and supervision;
	rarely displays this behavior
2	Meets Expectations: Meets entry-level criteria; requires some supervision; often displays this
	behavior
3	Exceeds Expectations: Exceeds entry-level criteria; requires minimal supervision; consistently
	displays this behavior

Employability Skills			Rating			
	Competency and Rating Criteria	Initial	Mid Year 1	Mid Year 2	Final	
1.	<ul> <li>Develops positive work relationships with others.</li> <li>Examples of qualities and habits that the employee might exhibit include:</li> <li>Interacts with others with respect and in a non-judgmental manner</li> <li>Responds to others in an appropriate and non-offensive manner</li> <li>Helps co-workers and peers accomplish tasks or goals</li> <li>Applies problem-solving strategies to improve relations with others</li> <li>When managing others, shows traits such as compassion, listening, coaching, team development, and appreciation</li> </ul>	☐ 1 ☐ 2 ☐ 3				
2.	<ul> <li>Communicates effectively with others</li> <li>Examples of qualities and habits that the employee might exhibit include</li> <li>Adjusts the communication approach for the target audience, purpose, and situation to maximize impact</li> <li>Organizes messages/information in a logical and helpful manner</li> <li>Speaks clearly and writes legibly</li> <li>Models behaviors to show active listening</li> <li>Applies what was read to actual practice</li> <li>Asks appropriate questions for clarity</li> </ul>	☐ 1 ☐ 2 ☐ 3				
3.	<ul> <li>Collaborates with others</li> <li>Examples of qualities and habits that the employee might exhibit include</li> <li>Works effectively in teams with people of diverse backgrounds regardless of sex, race, ethnicity, nationality, sexuality, religion, political views, and abilities</li> <li>Shares responsibility for collaborative work and decision making</li> <li>Uses the problem-solving process to work through differences of opinion in a constructive manner to achieve a reasonable compromise</li> <li>Avoids contributing to an unproductive group conflict         Shares information and carries out responsibilities in a timely manner     </li> </ul>	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	□1 □2 □3	☐ 1 ☐ 2 ☐ 3	

	Employability Skills		Rati	ing	
	Competency and Rating Criteria	Initial	Mid	Mid	Final
	Competency and Kating Criteria	IIIILIAI	Year 1	Year 2	rillai
4.	<ul> <li>Maintains composure under pressure         Examples of qualities and habits that the employee might exhibit include     </li> <li>Uses critical thinking to determine the best options or outcomes when faced with a challenging situation</li> <li>Carries out assigned duties while under pressure</li> <li>Acts in a respectful, professional, and non-offensive manner while under pressure</li> <li>Applies stress management techniques to cope under pressure</li> </ul>	☐ 1 ☐ 2 ☐ 3			
5.	<ul> <li>Demonstrates integrity</li> <li>Examples of qualities and habits that the employee might exhibit include</li> <li>Carries out responsibilities in an ethical, legal and confidential manner</li> <li>Responds to situations in a timely manner</li> <li>Takes personal responsibility to correct problems</li> <li>Models behaviors that demonstrate self-discipline, reliability, and dependability</li> </ul>	□ 1 □ 2 □ 3	□ 1 □ 2 □ 3	□ 1 □ 2 □ 3	☐ 1 ☐ 2 ☐ 3
6.	Performs quality work  Examples of qualities and habits that the employee might exhibit include  Carries out written and verbal directions accurately  Completes work efficiently and effectively  Performs calculations accurately  Conserves resources, supplies, and materials to minimize costs and environmental impact  Uses equipment, technology, and work strategies to improve workflow  Applies problem-solving strategies to improve productivity  Adheres to worksite regulations and practices  Maintains an organized work area	□ 1 □ 2 □ 3	□1 □2 □3	□1 □2 □3	☐ 1 ☐ 2 ☐ 3
7.	<ul> <li>Provides quality goods or services (internal and external)</li> <li>Examples of qualities and habits that the employee might exhibit include</li> <li>Shows support for the organizational goals and principles by own personal actions</li> <li>Displays a respectful and professional image to customers</li> <li>Displays an enthusiastic attitude and desire to take care of customer needs</li> <li>Seeks out ways to increase customer satisfaction</li> <li>Produces goods to workplace specifications</li> </ul>	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	□ 1 □ 2 □ 3	□ 1 □ 2 □ 3
8.	<ul> <li>Shows initiative and self-direction</li> <li>Examples of qualities and habits that the employee might exhibit include</li> <li>Prioritizes and carries out responsibilities without being told</li> <li>Responds with enthusiasm and flexibility to handle tasks that need immediate attention</li> <li>Reflects on any unsatisfactory outcome as an opportunity to learn</li> <li>Improves personal performance by doing something different or differently</li> <li>Analyzes how own actions impact the overall organization</li> <li>Supports own action with sound reasoning and principles</li> <li>Balances personal activities to minimize interference with work responsibilities</li> </ul>	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	□1 □2 □3	□ 1 □ 2 □ 3

Employability Skills		Rati	ing	
Competency and Rating Criteria	Initial	Mid Year 1	Mid Year 2	Final
<ul> <li>9. Adapts to change Examples of qualities and habits that the employee might exhibit include Shows flexibility and willingness to learn new skills for various job roles</li> <li>Uses problem-solving and critical-thinking skills to cope with changing circumstances</li> <li>Modifies own work behavior based on feedback, unsatisfactory outcomes, efficiency, and effectiveness</li> <li>Displays a "can do" attitude</li> </ul>	□ 1 □ 2 □ 3		☐ 1 ☐ 2 ☐ 3	□ 1 □ 2 □ 3
<ul> <li>10. Demonstrates safety and security regulations and practices         Examples of qualities and habits that the employee might exhibit include</li> <li>Follows personal safety requirements</li> <li>Maintains a safe work environment</li> <li>Demonstrates professional role in an emergency</li> <li>Follows security procedures</li> <li>Maintains confidentiality</li> </ul>	□ 1	□ 1	☐ 1	☐ 1
	□ 2	□ 2	☐ 2	☐ 2
	□ 3	□ 3	☐ 3	☐ 3
<ul> <li>11. Applies job-related technology, information, and media Examples of qualities and habits that the employee might exhibit include <ul> <li>Applies technology effectively in the workplace</li> <li>Assesses and evaluates information on the job</li> <li>Assesses training manuals, website, and other media related to the job</li> </ul> </li> </ul>	☐ 1	☐ 1	☐ 1	☐ 1
	☐ 2	☐ 2	☐ 2	☐ 2
	☐ 3	☐ 3	☐ 3	☐ 3
<ul> <li>12. Fulfills training or certification requirements for employment         Examples of this requirement may include</li> <li>Participation in required career-related training and/or educational programs</li> <li>Passing certification tests to qualify for licensure and/or certification</li> <li>Participation in company training or orientation</li> </ul>	☐ 1	☐ 1	☐ 1	☐ 1
	☐ 2	☐ 2	☐ 2	☐ 2
	☐ 3	☐ 3	☐ 3	☐ 3
<ul> <li>13. Sets personal goals for improvement</li></ul>	□ 1	□ 1	☐ 1	☐ 1
	□ 2	□ 2	☐ 2	☐ 2
	□ 3	□ 3	☐ 3	☐ 3

# OCCUPATIONAL COMPETENCIES (TO BE COMPLETED BY YA EMPLOYER/MENTOR)

Youth apprentices must earn a rating of at least "MEETS EXPECTATIONS" in each competency by the conclusion of the apprenticeship. A total of 14 competencies, 13 must be from the list below. If necessary, employers may substitute one competency with another occupationally appropriate skill. That skill should be added to the competency list for assessment. At least two evaluations are required each year of a youth apprenticeship. More columns are included below for those who choose to conduct more frequent reviews.

1	Working to Meet Expectations: Needs improvement; requires much assistance and supervision;
	rarely displays this behavior
2	Meets Expectations: Meets entry-level criteria; requires some supervision; often displays this
	behavior
3	Exceeds Expectations: Exceeds entry-level criteria; requires minimal supervision; consistently
	displays this behavior

	Occupational Competencies		Rati	ing	
	Competency and Rating Criteria	Mini	Evalua mum Rati Check I	ing of 2 EA	ACH
		Initial	Mid Year 1	Mid Year 2	Final
1.	<ul> <li>Facilitate positive customer interactions</li> <li>display a courteous, professional manner</li> <li>respond to customer questions and comments</li> <li>adapt communication to cultural and social differences among clients</li> <li>use active listening</li> </ul>	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3
2.	<ul> <li>Communicate the company's unique brand</li> <li>identify the company's brand standards</li> <li>explain why the company's products are valuable to customers</li> <li>articulate how the company is different from competitors</li> <li>follow the company's customer service policies</li> <li>explain the company's mission and vision</li> </ul>	□ 1 □ 2 □ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3
3.	<ul> <li>Carry out promotional activities</li> <li>develop a promotional calendar</li> <li>schedule displays and themes</li> <li>communicate promotions to the customer</li> <li>assist with measuring success of promotional efforts</li> </ul>	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3
4.	Maintain technology security to protect customer information and company image  identify security considerations  follow customer data security procedures  follow company social media policies  adhere to internal compliance agreements  follow company image security procedures  report breech of information security	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3

Occupational Competencies		Rat	ing	
·		Evalua		
	Min	imum Rati	ing of 2 EA	кСН
Competency and Rating Criteria		Check	_	
competency and Nating Criteria		Mid	Mid	
	Initial	Year 1	Year 2	Final
		Teal 1	Teal Z	
5. Use promotional channels to communicate with target audiences	<b>□ 1</b>	<b>□</b> 1	□ 1	<b>□</b> 1
<ul> <li>recommend communication channels</li> </ul>	<b>□ 2</b>	□ 2	□ 2	□ 2
<ul> <li>respond to requests for information</li> </ul>	<b>│</b>	<b>□</b> 3	□3	<b>□3</b>
<ul> <li>update web content</li> </ul>				
<ul> <li>maintain product/service/data security</li> </ul>				
<ul> <li>maintain customer data security</li> </ul>				
6. Assist with advertising campaigns	<b>□</b> 1	<b>□</b> 1	□1	<b>□</b> 1
<ul> <li>recommend advertising strategies for campaign</li> </ul>				
<ul> <li>conduct advertising research</li> </ul>				
review campaign budget	∐3		∐ 3	
contribute to a media plan				
<ul> <li>conduct marketing initiatives</li> </ul>				
• Conduct marketing initiatives				
7. Review promotional collateral				
•	<u></u> 1	<b>□</b> 1	<u> </u> 1	<u></u> 1
review proofs		<b>│</b>	2	<b>□</b> 2
review digital storyboards	□ 3	☐ 3	☐ 3	☐ 3
evaluate product/product information accuracy				
<ul> <li>provide feedback on promotional materials</li> </ul>				
		_		
8. Use information technology tools for marketing communications	1	<b>□ □ 1</b>	□ 1	∐1
<ul> <li>prepare promotional materials using software applications</li> </ul>	2	□ 2	□ 2	□ 2
<ul> <li>maintain databases of information for marketing communications</li> </ul>	□ 3	□ 3	□ 3	□3
<ul> <li>mine databases of information for marketing communications analy</li> </ul>	sis		_	_
9. Use metrics to modify marketing communication efforts	<b>□</b> 1	□ 1	□ 1	□ 1
<ul> <li>collect web metrics</li> </ul>	<b>□</b> 2	<b>□2</b>	□ 2	□2
<ul> <li>review metrics</li> </ul>	<u> </u>		 3	_
<ul> <li>recommend adjustments to posts as needed based on metrics</li> </ul>				
generate reports				
10. Assist with media planning and placement		<b>□1</b>	<b>□</b> 1	<b>□</b> 1
<ul> <li>identify factors impacting media selection</li> </ul>		☐ <b>2</b>	□ - □ 2	
determine advertising reach of media				
read media schedule	∐3		∐ 3	
calculate media costs				
select advertising media				
assist with banner, video, or non-text link ad campaigns				
recommend media outlets				
<ul> <li>recommend placement of advertisements</li> </ul>				
		1		

Occupational Competencies	Rating			
	Evaluation			
	Minimum Rating of 2 EACH			
Competency and Rating Criteria	Check Rating			
	Initial	Mid	Mid	Final
	IIIILIAI	Year 1	Year 2	Fillal
11. Assist with public relations activities	<b>□</b> 1	<b>□1</b>	<b>□1</b>	<b>□1</b>
<ul> <li>develop public relations strategies</li> </ul>	 □ 2	 □ 2	 2	
<ul> <li>develop a communication plan for client groups and audiences</li> </ul>	□-	 ☐ 3	□ 3	3
<ul> <li>participate in community outreach activities</li> </ul>			_	
<ul> <li>analyze costs/benefits of community outreach activities</li> </ul>				
<ul> <li>contribute to press releases</li> </ul>				
<ul> <li>prepare information for media kits</li> </ul>				
<ul> <li>contribute to a public-service announcement</li> </ul>				
<ul> <li>contribute to a public-relations campaign</li> </ul>				
12. Collaborate on sales-promotion activities	□ 1	□ 1	□ 1	
<ul> <li>collaborate on slogans/taglines</li> </ul>	□ 2	□ 2	□ 2	☐ 2
develop a loyalty marketing strategy	<b>3</b>	☐ 3	☐ 3	☐ 3
analyze use of specialty promotions				
setup cross promotions				
participate in trade shows/expositions				
<ul> <li>contribute to the development of a sales-promotion plan</li> </ul>				
13. Prepare content for use in marketing communications	<b>□1</b>	<b>□1</b>	<b>□1</b>	<b>□1</b>
<ul> <li>write promotional copy for various marketing channels such as email,</li> </ul>				
social media, web, blog, print, releases, etc.	□ 2	∐ <b>2</b>	∐ <b>2</b>	<u> </u> 2
select visual content as needed	3	∐ 3	∐ 3	
<ul> <li>ensure content selected follows company diversity, equity, and</li> </ul>				
inclusion initiatives				
<ul> <li>follow content marketing strategy considering key words</li> </ul>				
measure content marketing results				
14. Use social media to publish brand content	□ 1	□ 1	□ 1	□ 1
write content to be published	□ 2	□ 2	□ 2	<b>□</b> 2
maintain a consistent brand voice in social content	☐ 3	☐ 3	☐ 3	☐ 3
select related graphics and images				
obtain approvals as needed				
schedule posts for release				
monitor customer feedback				
Competency Substitute (if you replaced a competency above, note the	∐ <b>1</b>	∐ <b>1</b>	∐ <b>1</b>	
competency and rating)	<b>∐</b> 2	<u></u>	<u></u>	
	∐ 3	∐ 3	∐ 3	

Occupational Competencies		Rati	ng		
Competency and Rating Criteria	Evaluation Minimum Rating of 2 EACH Check Rating				
	Initial	Mid Year 1	Mid Year 2	Final	
Comments:					

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