# **Human Resource Professional**



Youth Apprenticeship

#### **HUMAN RESOURCE PROFESSIONAL**

Human Resource Professionals support organizational management of employee hiring, benefit administration, payroll, and general employee relations.

Length of Apprenticeship: One or two years

#### 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. **Year 1**: Below are the 5 occupational competencies that must be learned for this occupation. **Year 2**: Below are the 10 occupational competencies that must be learned for this occupation. Employers may substitute out one competency per year 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.

	Required YEAR 1 Competencies		Additional YEAR 2 Competencies
1.	Use Human Resource Information Software	1.	Support social media efforts
	(HRIS)	2.	Contribute to employee orientation activities
2.	Maintain employee and organization	3.	Support payroll tasks
	confidentiality	4.	Support organizational safety activities
3.	Support recruitment efforts	5.	Assist culture and engagement efforts
4.	Support hiring efforts	6.	Maintain employee and candidate records
5.	Support employee benefit plan activities	7.	Support employee relations activities
		8.	Contribute to employee training and
			development
		9.	Process employee terminations
		10.	Support employee leave of absence

#### REGISTERED APPRENTICESHP BRIDGING OPPORTUNITIES

The following Registered Apprenticeship is available in this area:

• Service: Human Resource Specialist

#### **POST-SECONDARY PATHWAY OPPORTUNITIES**

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

- Human Resources and Payroll Specialist
- Human Resources Assistant

# WISCONSIN—YOUTH APPRENTICESHIP

# **Human Resource Professional**

Youth Apprenticeship

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

#### YOUTH APPRENTICE INFORMATION

Youth Apprentice Name	
YA Coordinator	
YA Consortium	
YA Coordinator	
	The On-the-Job Learning Performance Standar
apprentices learn through mentoring and train	ning at the worksite.
should be reviewed with the employer/mento the youth apprentice to record progress and p	r, school-based or YA coordinator on a regular basis with lan future steps to ensure completion of the required
	• •
Employer/Mentor	Employer/Mentor
Business/Company	Business/Company
Date Signed	Date Signed
3 <sup>rd</sup> Evaluation (Optional)	4th Evaluation (Optional)
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		Rati	ing	
	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.	Communicates effectively with others  Examples of qualities and habits that the employee might exhibit include  Adjusts the communication approach for the target audience, purpose, and situation to maximize impact  Organizes messages/information in a logical and helpful manner  Speaks clearly and writes legibly  Models behaviors to show active listening  Applies what was read to actual practice  Asks appropriate questions for clarity	☐ 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			

	Employability Skills		Rati	ing	
	Competency and Rating Criteria	Initial	Mid	Mid	Final
	Competency and Nating Criteria	IIIItiai	Year 1	Year 2	Fillal
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			
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			

Employability Skills		Rat	ing	
Competency and Rating Criteria	Initial	Mid	Mid	Final
		Year 1	Year 2	
<ul> <li>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         <ul> <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> </li> </ul>	☐ 1	☐ 1	☐ 1	☐ 1
	☐ 2	☐ 2	☐ 2	☐ 2
	☐ 3	☐ 3	☐ 3	☐ 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</li> <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>	☐ 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         <ul> <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> </li> </ul>	☐ 1	☐ 1	☐ 1	☐ 1
	☐ 2	☐ 2	☐ 2	☐ 2
	☐ 3	☐ 3	☐ 3	☐ 3
<ul> <li>13. Sets personal goals for improvement     Examples of this requirement may include</li> <li>Setting goals that are specific and measurable</li> <li>Setting work-related goals that align with the organization's mission</li> <li>Identifying strategies to reach goals</li> <li>Reflecting on goal progress to regularly evaluate and modify goals</li> </ul>	□ 1	□ 1	□1	□1
	□ 2	□ 2	□2	□2
	□ 3	□ 3	□3	□3

# YEAR 1 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 5 competencies, 4 must be from the list below. If necessary, employers can 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	ngs		
Competency and Rating Criteria		Year 1 Evaluation Minimum Rating of 2 EACH Check Rating			
, , ,	Initial	Mid Year 1	Mid Year 2	Fina	
<ul> <li>Use Human Resource Information Software (HRIS)</li> <li>Navigate HRIS system</li> <li>Update information in HRIS system</li> <li>Generate reports from HRIS system</li> </ul>	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3		
<ul> <li>Maintain employee and organization confidentiality</li> <li>Follow organizational confidentiality procedures</li> <li>Ensure security of employee data</li> <li>Maintain organization secrets (aka trade secrets)</li> </ul>	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3		
<ul> <li>Support recruitment efforts</li> <li>Write recruitment advertising</li> <li>Source prospective candidates through social media or employment databases</li> <li>Update job descriptions</li> <li>Research possible recruitment outlets</li> <li>Update possible candidate information</li> </ul>	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3		

Occupational Competencies	Ratings			
		Year 1 Evaluation		
	Mil	Minimum Rating of 2 EACH		
Competency and Rating Criteria		Check Rating		
	Initial	Mid	Mid	Final
	- Intiai	Year 1	Year 2	
4. Support hiring efforts	□ 1	□ 1	□ 1	□ 1
<ul> <li>Review resumes and applications</li> </ul>	□ 2	□ 2	<b>2</b>	□ 2
<ul> <li>Conduct prescreening interviews</li> </ul>	<b>□</b> 3	<b>□</b> 3	□3	□3
Contact applicants				_
<ul> <li>Question applicant on company expectations</li> </ul>				
<ul> <li>Check availability of internal hiring individuals/team</li> </ul>				
<ul> <li>Document results of interview</li> </ul>				
<ul> <li>Maintain confidentiality</li> </ul>				
Schedule interviews				
<ul> <li>Conduct background and/or reference checks</li> </ul>				
Follow up with candidates				
<ul> <li>Prepare offer and/or rejection letters</li> </ul>				
5. Support employee benefit plan activities	<u></u> 1	1	<b>∐</b> 1	<b>∐1</b>
Assist with benefit enrollments of new hires	<b>□</b> 2	<b>□</b> 2	<b>2</b>	□ 2
Compile paperwork for open enrollment  Treal box of the profile and status.	□ 3	☐ 3	☐ 3	☐ 3
Track benefit enrollment status     Good to resinction of home fits to provide as				
Send termination of benefits to providers     Support ampleyed health and wellness offerts				
<ul> <li>Support employee health and wellness efforts</li> <li>Support ongoing employee requests (i.e., insurance cards, phone</li> </ul>				
<ul> <li>Support ongoing employee requests (i.e., insurance cards, phone numbers, providers, etc.)</li> </ul>				
Maintain confidentiality				
• Maintain Confidentiality				
Competency Substitute (if you replaced a competency above, note the		<b>□1</b>	<b>□1</b>	
competency and rating)				
γ του τη του του ζη		<u> </u> 2	<u></u>	<b>□ 2</b>
			∐ 3	∐ 3
Comments:		l		

# YEAR 2 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 10 competencies, 9 must be from the list below. If necessary, employers can 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.

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	displays this behavior

Occupational Competencies		Rati	ngs	
Competency and Rating Criteria	Year 2 Evaluation Minimum Rating of 2 EACH Check Rating			
	Initial	Mid Year 1	Mid Year 2	Final
<ul> <li>Support social media efforts</li> <li>Identify appropriate platform for information</li> <li>Update hiring information</li> <li>Contribute to audio/visual materials</li> <li>Follow organization communication expectations</li> <li>Draft social media postings</li> <li>Collaborate with internal social media professionals</li> </ul>	☐ 1	☐ 1	☐ 1	☐ 1
	☐ 2	☐ 2	☐ 2	☐ 2
	☐ 3	☐ 3	☐ 3	☐ 3
<ul> <li>2. Contribute to employee orientation activities</li> <li>Schedule physicals, drug tests, or like prescreening tests</li> <li>Assemble new hire information and materials</li> <li>Revise orientation materials</li> <li>Create welcome for new employees</li> <li>Schedule new employee trainings</li> <li>Onboard employees in ERP systems</li> </ul>	□ 1	□ 1	□ 1	☐ 1
	□ 2	□ 2	□ 2	☐ 2
	□ 3	□ 3	□ 3	☐ 3
<ul> <li>3. Support payroll tasks</li> <li>Review timecards/submission</li> <li>Complete time off audit reports</li> <li>Generate payroll reports</li> <li>Update employment verification forms</li> <li>Provide wage and employment information (i.e., W-2, verification of employment)</li> <li>Verify accuracy of data</li> <li>Maintain confidentiality</li> </ul>	☐ 1	☐ 1	☐ 1	☐ 1
	☐ 2	☐ 2	☐ 2	☐ 2
	☐ 3	☐ 3	☐ 3	☐ 3

Occupational Competencies	Ratings				
Competency and Rating Criteria		Year 2 Evaluation  Minimum Rating of 2 EACH  Check Rating			
	Initial	Mid Year 1	Mid Year 2	Final	
<ul> <li>4. Support organizational safety activities</li> <li>Create safety newsletters/announcements</li> <li>Update Workers' Compensation reports</li> <li>Support workplace emergency preparedness</li> <li>Support employee safety training programs</li> <li>Update employee safety training data</li> </ul>	☐ 1	☐ 1	☐ 1	☐ 1	
	☐ 2	☐ 2	☐ 2	☐ 2	
	☐ 3	☐ 3	☐ 3	☐ 3	
<ul> <li>5. Assist culture and engagement efforts</li> <li>Write employee engagement surveys and communications</li> <li>Support planning of employee events</li> <li>Support employee recognition efforts</li> <li>Assess employee engagement</li> <li>Participate in "stay interviews"</li> <li>Participate in exit interviews</li> <li>Analyze employee engagement data</li> <li>Maintain confidentiality</li> </ul>	☐ 1	☐ 1	☐ 1	☐ 1	
	☐ 2	☐ 2	☐ 2	☐ 2	
	☐ 3	☐ 3	☐ 3	☐ 3	
<ul> <li>6. Maintain employee and candidate records</li> <li>Update employment files</li> <li>Update candidate information</li> <li>Generate reports for audits and regulatory needs</li> <li>Support employee status data changes</li> <li>Update employee handbook</li> <li>Maintain confidentiality</li> </ul>	☐ 1	□ 1	□ 1	□ 1	
	☐ 2	□ 2	□ 2	□ 2	
	☐ 3	□ 3	□ 3	□ 3	
<ul> <li>7. Support employee relations activities</li> <li>Generate employee review reports</li> <li>Update employee improvement plans</li> <li>Update disciplinary documentation</li> <li>Maintain confidentiality</li> </ul>	☐ 1	☐ 1	☐ 1	☐ 1	
	☐ 2	☐ 2	☐ 2	☐ 2	
	☐ 3	☐ 3	☐ 3	☐ 3	
<ul> <li>8. Contribute to employee training and development</li> <li>Update learning management data</li> <li>Distribute learning materials</li> <li>Update learning communications</li> <li>Update employee training presentations</li> </ul>	☐ 1	☐ 1	☐ 1	☐ 1	
	☐ 2	☐ 2	☐ 2	☐ 2	
	☐ 3	☐ 3	☐ 3	☐ 3	
<ul> <li>9. Process employee terminations</li> <li>Communicate negative news to employees</li> <li>Gather performance documentation</li> <li>Verify performance objective</li> <li>Assemble Consolidated Omnibus Budget Reconciliation Act (COBRA) documentation</li> <li>Assemble severance options</li> <li>Maintain confidentiality</li> </ul>	☐ 1	☐ 1	☐ 1	☐ 1	
	☐ 2	☐ 2	☐ 2	☐ 2	
	☐ 3	☐ 3	☐ 3	☐ 3	

Occupational Competencies	Ratings			
	Year 2 Evaluation			
	Minir		ing of 2 E	ACH
Competency and Rating Criteria		Check I		
	Initial	Mid	Mid	Final
		Year 1	Year 2	
10. Support employee leave of absence	<b>□</b> 1	<b>□</b> 1	<b>□</b> 1	□ 1
Acquire necessary forms and documentation     Tatan leave information	□ 2	□ 2	□ 2	□ 2
Enter leave information     Maintain confidentiality	☐ 3	□ 3	□ 3	☐ 3
Maintain confidentiality				
Competency Substitute (if you replaced a competency above, note the	<b>□</b> 1		□1	<b>□</b> 1
competency and rating)				
	□ 2	☐ <b>2</b>	□ 2	<b>□ 2</b>
	□ 3	□ 3	□ 3	□ 3
Comments:				
Comments.				

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