Arizona CTE Professional Standards
PROFESSIONALISM RUBRIC

The Arizona CTE Professional Skills are integrated with the CTE technical program standards. The Professional Skills Rubrics are mapped to the standard measurement criteria and core actions. The Rubric starts with expert/leader and progresses to the right to novice. After the Foundational Skills are met, teachers should use the Rubric to help measure student progress. High school students should strive to achieve **Approaching Proficiency or better** before graduation.

STANDARD 4: PROFESSIONALISM

Conducts self in an appropriate manner reflective of the organizational expectations.

RUBRIC EXPECTATIONS FOR PROFESSIONALISM					
Measurement Criteria	Core Actions	Expert/Leader	Proficient	Approaching Proficiency	Novice
4.A Adheres to organizational protocol related to behavior, appearance, and communication	4.A.a Communicates with technical language	Communicates intended messages to various audiences	Explain technical language (concepts/terms) to those unfamiliar with the field	Communicates technical information to colleagues in order to maintain flow of work	Uses technical language specific to one's occupation
	4.A.b. Communicates according to organizational standards	Shapes organizational policy to address communication needs of the organization	Communicates problems, concerns, and issues in accordance with organizational policy	Communicates as necessary to perform routine tasks and solve problems specific to one's role/job within the organization (e.g., shipping clerk, lab assistant, manufacturing technician)	Demonstrates accepted standards of business communication: written, oral, and electronic
	4.A.c. Satisfies customers	Models effective customer service practices to coworkers	Engages customers in a manner that reflects company values, policies, and practices	Interacts with customers to achieve customer satisfaction	Serves internal and external customers with respect
4.B Manages time in accordance with organizational expectations	4.B.a Uses time productively	Performs complex tasks with automaticity (i.e., in-the-zone)	Combines tasks to increase productivity	Completes tasks to meet deadlines	Arrives to work on time
	4.B.b Balances accuracy and speed	Performs with precision under pressure of time	Produces work with a balance of speed and accuracy	Remains productive during designated work time	Begins work at scheduled time
	4.B.c Organizes work for the allotted timeframe	Designs work plan for the team	Organizes tasks and projects to completion within the prescribed timeframe	Allocates appropriate time to complete tasks	Follows supervisor's directions regarding use of time
	4.B.d Prioritizes tasks	Builds contingency plans for potential emergencies	Adjusts priorities to meet emergencies	Differentiates between high and low-priority tasks	Maintains focus on work tasks

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4.B Manages time in accordance with organizational expectations	4.B.e Collaborates and works alone to deliver on time	Coordinates team to produce deliverables on time	Collaborates to complete tasks and deliverables within the designated timeline	Works on tasks independently	Seeks help as needed
4.C Represents the organization in a positive manner	4.C.a Communicates mission and position	Develops key messages describing organization's mission and goals	Articulates the mission of the organization	Describes role in organization	Describes job
	4.C.b Aligns with organizational values	Embodies organizational values	Demonstrates organizational values	Articulates organizational values	Speaks positively about the organization on formal and informal occasions
	4.C.c Manages resources to benefit the organization	Maximizes use of resources for good of community	Manages use of resources to preserve organization's reputation in the community	Minimizes waste of resources to preserve organization's reputation in the community	Recognizes impact of waste on reputation of the organization
	4.C.d Communicates core values of the profession	Embodies the core values of one's specific profession (i.e., nurse, doctor, lawyer, social worker, teacher, etc.)	Demonstrates the core values of one's specific profession (i.e., nurse, doctor, lawyer, social worker, teacher, etc.)	Describes core values of one's specific profession	Recognizes core values of one's specific profession

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4.D Performs assigned tasks with a "can do" attitude	4.D.a Performs work with a positive attitude	Expresses passion for one's work: •Performs unassigned tasks without being told •Performs tasks not specified in one's job description that support the organization's mission and goals •Engages in activities for the good of the organization (i.e., work teams, committees, community service, etc.)	Does what it takes to get the job done: •Accepts tasks outside of comfort zone •Develops processes that draw upon one's expertise/experience to accomplish the assignment •Takes on, voluntarily, additional and/or unanticipated tasks related to the assignment •Completes tasks despite resource constraints (e.g., other people, time, information, materials) •Practices personal and professional boundaries consistently in situations both specified and not specified by organizational policy	Approaches assignments with a sense of purpose: •Plans for assignments immediately •Adjusts work routine to accommodate changes in assignment •Reprioritizes current work/deadlines immediately •Seeks help as needed. •Cooperates with supervisor/colleagues in the completion of assigned tasks •Accepts tasks outside of job description/ current assignments	Accepts assignments with enthusiasm: •Practices active listening •Suspends judgment until assignment is fully defined •Engages in discussion with supervisor about the assigned work (i.e., asks questions to clarify the assignment) •Displays positive body language when assigned task in eye contact, posture, gesture •Uses positive language and tone of voice in interactions about assigned task with supervisor or colleagues

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4.E Behaves in a way that distinguishes between personal and work-related matters.	4.E.a Demonstrates respect for personal and professional boundaries.	Inspires others to act professionally	Practices personal and professional boundaries consistently in situations both specified and not specified by organizational policy	Integrates into daily work habits organizational policy regarding separation of personal and professional behavior	Follows guidelines and expectations that define boundaries between personal and work-related behaviors: •Conducts personal business outside of work time •Avoids sharing personal details with client/ customer •Adheres to privacy laws relevant to organization •Uses equipment, technology, and resources according to organizational protocol, guidelines •Addresses colleagues, supervisors, and customers according to organizational culture •Avoids rumor, innuendo, personal judgment that impacts negatively on the organization •Refrains from sharing confidential organizational information
4.F Produces work that reflects professional pride	4.F.a Produces high quality work	Establishes professional identity through consistent high-quality work	Demonstrates mastery of skills in the detail, precision, depth required of one's profession to produce high-quality work	Connects quality of one's work to one's professional identity	Recognizes characteristics of high-quality work (i.e. detail, precision, depth, etc.)
	4.F.b Acts as a team member	Produces work that inspires others to excel	Shares/disseminates individual and team accomplishments	Celebrates individual and team accomplishments	Contributes to the success of the team

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Measurement Criteria		Core Actions		Expert/Leader	Proficient	Approaching Proficiency	Novice
4.F	Produces work that reflects professional pride	4.F.c	Performs/ produces with precision	Produces distinguished work/ products	Performs tasks in a manner that meets required levels of precision within the scope of work (i.e., calibrating machines)	Attends to all details of work/products	Invites criticism to improve work/ products
		4.F.d	Continues to develop skills and connections	Obtains additional certifications, licenses, or credentials	Builds professional skills and relationships on an ongoing basis	Participates in professional development activities	Identifies with individuals and organizations that set standards for the profession
		4.F.e	Takes initiative to improve work	Demonstrates personal initiative without needing recognition or reward	Refines finished products to meet or exceed organizational standards	Incorporates suggestions and criticisms to improve work/product	Takes personal initiative within the scope of work