Arizona CTE Professional Standards
LEGAL AND ETHICAL PRACTICES 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 8: LEGAL AND ETHICAL PRACTICES

Observes laws, rules, and ethical practices in the workplace.

RUBRIC EXPECTATIONS FOR LEGAL AND ETHICAL PRACTICES					
Measurement Criteria	Core Actions	Expert/Leader	Proficient	Approaching Proficiency	Novice
8.A Respects the organization's physical and intellectual property	8.A.a Takes responsibility for the workspace	Recommends improvements in organization's physical space	Exercises pride of ownership for workspace (e.g., reports need for equipment repair and maintenance)	Demonstrates care for common space, use of equipment (e.g., cleans up after meetings, secures equipment and other company property)	Maintains a clean and safe workspace (e.g., cleans up workspace at end of the work day, leaves room/space in same or better condition, turns off computer and small electrical devices, adheres to safe driver policies when using company vehicles)
	8.A.b Protects the organization's intellectual property	Coaches others about intellectual property issues	Protects the organization's intellectual property (e.g., cites appropriate references, maintains organizational confidentiality and does not share trade secrets)	Seeks clarification on issues of ownership and usage regarding intellectual property (e.g., contacts organization's in-house legal resources)	Recognizes that intellectual property created at work belongs to the organization
8.B Demonstrates loyalty to the organization and its mission	8.B.a Demonstrates loyalty to the organization	Promotes the organization's mission consistently in varied situations	Maintains loyalty during organizational change (e.g., budget reductions, expanded mission, transfers from one unit to another within organization, new supervisor)	Contributes to organization beyond the job description and departmental goals (e.g., represents the organization at a public event, engages in interdepartmental efforts like United Way)	Projects a positive image of the organization [e.g., speaks well of organization in social settings (actual and virtual), wears clothing with company logo]

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8.C Maintains a safe work environment	8.C.a Addresses harmful conditions in the workplace	Enacts plan to deal with legal repercussions (e.g., tort liability, negligence)	Calls attention to harmful conditions/practices when not addressed in the department (e.g. utilizes organization's whistle-blower policy)	Exhausts internal resources to enhance safety and address harmful conditions/practices (e.g. files reports in good faith, fixes conditions on the spot when possible)	Monitors the environment to enhance safety and address harmful conditions as they occur.
	8.C.b Follows procedure for reporting unsafe conditions	Develops safety procedures (risk management)	Confirms in writing that unsafe conditions or practices have been addressed (e.g. equipment failure, vehicle accident, procedural inconsistencies)	Documents incidents as they occur	Reports incidents promptly according to the organization's formal reporting system regarding safety (e.g., describes unsafe conditions, including near misses of accidents that almost occurred)
	8.C.c Receives risk management training	Trains/coaches others in risk management	Seeks targeted risk management training for emerging conditions or situations in the organization	Engages in ongoing risk management training specific to job	Participates in risk management orientation (e.g., use of equipment, safety procedures, sexual harassment, food handling, violence in the workplace)
8.D Adheres to the policies and procedures of the organization	8.D.a Acts in accord with organizational policies and procedures	Trains and coaches others about policies and procedures	Acts consistently in accordance with policies and procedures	Accesses policies and procedures for guidance relative to legal and ethical practices in work situations	Recognizes the role of policies as formal directives of the governing authority (e.g., owner, board of directors) and procedures (operational processes for implementing policies from management) (e.g., CEO, manager) in the organization
	8.D.b Acts in accord with legal and ethical practices	Coaches others in the application of policies and procedures relative to legal and ethical situations encountered in the workplace	Applies consistently the appropriate policies and procedures regarding legal and ethical practices encountered in the workplace	References policies and procedures for guidance relative to legal and ethical practices in work situations	Consults policies and procedures relative to legal and ethical practices in work situations

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8.D Adheres to the policies and procedures of the organization	8.D.c Receives training in policies and procedures	Recommends changes in policies and procedures	Identifies needs as they arise for training in policies and procedures	Keeps current with trainings offered regarding policies and procedures	Participates in training for policies and procedures
8.E Adheres to applicable local, state, federal and international laws and regulations	8.E.a Applies required laws and regulations in the workplace	Provides input into the application/revision of laws and regulations, and their practice, in the workplace/industry	Demonstrates fluency in application of standards of practice, laws, and regulations to workplace situations as they occur	Stays current with laws and regulations relevant to one's position and the industry (e.g., reads all required postings, attends organizational training on laws and regulations)	Follows supervisor's instruction regarding standards of practice required for one's position and industry (e.g., licenses, food or health regulations unique to the industry, certifications, OSHA)
	8.E.b Complies with employment laws	Trains or coaches others about local, state, and federal laws & regulations regarding employment	Reduces risk of liability for the organization by consistent compliance with employment laws and regulations	Updates employment information (e.g., informs the employer of changes in address, marital status, parental status)	Complies with laws and regulations required for employment (e.g., full disclosure, insurance, tax, wage)
	8.E.c Applies laws and regulations unique to the industry	Instructs others in laws and regulations of the industry	Applies laws and regulations as appropriate to work activities, local to international	Recognizes variances in industry-related laws and regulations among and between countries	Complies with laws and regulations unique to the industry (e.g., HIPPA, FERPA, MSHA, OSHA, international trade laws and agreements)
8.F Takes responsibility for one's actions in the workplace	8.F.a Prioritizes time	Streamlines workflow to remove potential obstacles to optimal performance and outcomes	Balances one's work load to accomplish both short-term and long-term goals	Prioritizes one's work load to meet short-term project goals	Demonstrates work ethic through punctuality, time management, and focus on tasks at hand
	8.F.b Resolves own work problems and errors	Recommends strategies to prevent reoccurrence	Contributes to resolution of problems and issues in the workplace	Adjusts work practices to minimize errors	Discloses personal mistakes or errors to the supervisor
	8.F.c Takes responsibility for own communication	Leads in resolving issues (obstacles and blind spots) that are barriers to respectful communication	Holds oneself accountable for respectful communication regardless of the behaviors of others	Considers other's concerns regarding one's own communication	Recognizes one's obligation to communicate verbally and nonverbally with respect for all in the workplace

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8.G Uses resources for the good of the organization	8.G.a Uses organization's resources prudently	Develops a plan for deployment of time and resources (e.g., reapportions assets during budget cutbacks)	Maximizes time and resources for productivity (e.g., does one's job in the face of mandatory resource cuts)	Seeks supervisor's approval before using additional resources	Minimizes waste of resources (e.g., time, equipment, materials, services) • Accomplishes designated tasks within allocated time and resources • Exercises "green" practices (e.g., recycles, reuses, reduces energy use by shutting off computer and lights at night) • Follows maintenance schedules for equipment • Accesses internal services as needed (e.g., calls IT to resolve an IT issue rather than handling it oneself, contacts HR to deal with employee disputes) • Follows protocol for resource storage and deployment (e.g., in a hospital one uses signs to locate resources, warehouse equipment is returned to designated storage)

Measurement Criteria	Core Actions	Expert/Leader	Proficient	Approaching Proficiency	Novice
8.H Acts with integrity for the highest good of the organization	8.H.a Performs with honesty and reliability in a trustworthy manner				• Demonstrates honesty, e.g., tells the truth regardless of consequences, does not take credit for other's work, provides accurate reports of one's work • Demonstrates reliability, e.g., shows congruency between commitments and actions, displays consistent willingness to help colleagues, approaches work in a steady manner (without moodiness) • Generates trust (e.g., supports colleagues in adverse circumstances, does not take gifts from vendors, does not employ relatives, does not work for the competitor)
8.I Interacts respectfully with co-workers and customers	8.I.a Handles information appropriately	Resolves conflicts in a manner that is respectful of all parties in accordance with cultural norms	Relates to others in a manner that acknowledges their knowledge, wisdom and experience (e.g., a healthcare worker considers a patient's self-diagnosis seriously, customer service listens attentively to a customer's explanation for product return)	Distinguishes between personal and work-related matters (e.g., eliminates irrelevant personal information in emails, submits reports that focus on work conditions)	Communicates current and factual information (e.g. doesn't feed the rumor mill, verifies accuracy of information, refrains from sharing confidential information)
	8.I.b Works to create an equitable workplace	Embodies respectful communication in the workplace	Intervenes respectfully in situations where a coworker's or customer's appearance or behavior is offensive to others in the workplace (i.e., no shirt-no shoes-no service)	Offers equitable treatment and service to all (e.g., serves customers regardless of whether or not they tip, communicates civilly with angry coworkers)	Separates personal values from those of coworkers and customers in the fulfillment of work (e.g., collaborates with coworkers despite difference in sexual preference, provides service to a person regardless of cleanliness)