



## Information Technology (IT) Skill Standards Checklist

Student Name	School District
YA Coordinator	YA Consortium North Central WI School-to-Career Partnership
High School Graduation Date	

**Certification Areas Completed:**  
**Required Skills - For EACH Pathway**  
 Check  completed areas

- Core Skills
- Safety & Security

**General IT Pathway**

- IT Essentials Unit

**Network Systems and Information Support  
 & Services Pathway**

- Hardware Unit

**Programming & Software Development  
 and Information Support & Services  
 Pathway**

- Software Unit

**Web & Digital Communications Pathway**

- Web & Digital Media Unit

**Level One Requirements:**

*Students must complete ALL listed below*

Check  completed areas

- Required Skills
- Minimum of **ONE** Pathway Unit
- Minimum of 2 semesters related instruction
- Minimum of 450 work hours

**Level Two Requirements:**

*Students must complete all listed below*

Check  completed areas

- Required Skills
- Minimum of **TWO** Pathway Units
- Minimum of 4 semesters related instruction
- Minimum of 900 work hours

Total Hours Employed	Company Name	Telephone Number
		( )
		( )

## Instructions for the Worksite Mentor(s) and Instructor(s)

The Skill Standards Checklist is a list of the competencies (tasks) to be achieved through mentoring at the worksite.

- The worksite mentor should rate each competency as the student acquires and demonstrates the skill **according to the performance criteria.**
- A competency may be revisited and the score raised as the student becomes more proficient at the worksite.
- The mentor and student should go over this checklist together on a regular basis to record progress and plan future steps to complete the required competencies.

**I certify** that this student has successfully completed the competencies required in my department. Circle your YA role, sign and print your name, and complete with the date and the department name.

***SIGN this page IF you have been a mentor, trainer, or instructor of this student***

Mentor/Trainer/Instructor Signature	Mentor/Trainer/Instructor Signature
Printed Name	Printed Name
Department	Department
Date Signed	Date Signed

Mentor/Trainer/Instructor Signature	Mentor/Trainer/Instructor Signature
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# Operational Program Notes for Skill Standards Checklist

## 1. Information Technology Youth Apprenticeship Curriculum

- Definitions:
  - Competency- The worksite skill to be performed
  - Performance Standards- How to assess skill performance as applicable to worksite
  - Learning Objectives- Content knowledge recommended to learn these skills; may be taught by the employer, school district and/or technical college
  - Skill Standards Checklist- The documented list of competencies completed by the YA student
  - W/S- Listed after a skill indicates that skill performance may be learned and assessed at the worksite OR in the classroom in a simulated setting. However, a simulated setting should ONLY be used IF there is no possibility of skill performance at the worksite.
- Performance Standards & Learning Objectives are located in applicable Appendices of the **Program Guide for this Youth Apprenticeship**

## 2. ALL Youth Apprentices **MUST** complete the Core Skills and Safety & Security competencies for **EACH UNIT** they are enrolled in

- The competencies may be completed concurrently with the specific unit technical competencies
- These competencies are common skills specific to all Information Technology (IT) sub-sectors. These skills are *aligned with* the National States' Career Clusters standards for Information Technology.

## 3. Youth Apprenticeship choices (depending on job placement)

- Competencies have been reviewed by the Department of Workforce Development for Child Labor Laws. Contact the Department of Workforce Development's Equal Rights Division/Labor Standards Bureau at 608-266-6860 for questions regarding child labor laws. SEE Appendix A for special Child Labor Law considerations in this YA Program.
- Students will complete a **Minimum Rating** in the Required Skills and one additional pathway unit for a Level ONE Information Technology (IT) YA and a **Minimum Rating** in the Required Skills and two additional pathway units for a Level TWO Information Technology (IT) YA
- Virtualization in server test environments or similar at the worksite is allowable in order to practice and master more critical worksite competencies
- The Department of Workforce Development Occupational Certificate will indicate "Information Technology (IT)" attained when the program is completed

## 4. Competency Ratings

- Rate the student on the competencies regularly and revisit the competencies with the student periodically to offer the opportunity for an improved rating
- Arrangements must be made to ensure that the student learns, practices, AND performs each competency **even if** that competency is not part of their regular job function
- "Entry Level" criteria should be interpreted to mean "able to do the task satisfactorily"
- "Assist" in front of a skill indicates that the student should perform the skill *as indicated in the curriculum* "while assisting a worksite professional." Training should go beyond "observation only" for these skills. It will be up to the employer to determine the criticality of each specific task, training completed, and the actual level of supervision required. See actual curriculum details for requirements.

## Required Skills

Required of ALL Information Technology (IT) YA Students

Copy this page FOR EACH PATHWAY to be completed

CORE SKILLS	Minimum rating of 2 for EACH Check Rating		
	1	2	3
1. Apply applicable academic knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Apply applicable career knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Communicate effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Communicate effectively on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Act professionally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Demonstrate customer service skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Cooperate with others in a team setting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Think critically	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Exhibit regulatory and ethical responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Use basic technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Use resources wisely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SAFETY & SECURITY	Minimum rating of 2 for EACH Check Rating		
	1	2	3
1. Follow personal safety requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Maintain a safe work environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Demonstrate professional role in an emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Follow security procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Maintain confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Rating Scale:

3 = Exceeds entry level criteria | Requires minimal supervision | Consistently displays this behavior

2 = Meets entry level criteria | Requires some supervision | Often displays this behavior

1 = Needs improvement | Requires much assistance & supervision | Rarely displays behavior

### Additional Comments –

## General IT Pathway

The IT Essentials Unit allows for the **choice** of FOUR competencies ONLY to be completed in classroom simulation; however, a simulated setting should ONLY be used IF there is no possibility of skill performance at the worksite.

Note: The multiple classroom options were added to facilitate use by the Cooperative Education (Coop) programs through collaboration with the Department of Public Instruction.

IT ESSENTIALS UNIT	Minimum rating of 2 for EACH Check Rating		
	1	2	3
1. Apply applicable IT industry knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Schedule appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Process customer requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Query, view, and extract data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Perform common technical requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Assist to resolve customer problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Perform basic back up procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Monitor systems to ensure optimal functioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Prepare required reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Install a desktop system and peripheral equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Install & configure an operating system (O/S) and/or drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Upgrade an operating system (O/S)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Install and uninstall an application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Install operating system (O/S) service packs and security patches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Ghost a computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Participate on a system project team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**1** = Needs improvement | Requires much assistance & supervision | Rarely displays behavior

### Additional Comments –

## Network Systems and Information Support & Services Pathway

Hardware Unit	Minimum rating of 2 for EACH Check Rating		
	1	2	3
1. Maintain network records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Communicate with vendors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Perform basic technical network support duties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Assist to monitor network performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Perform routine network system maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Assist to apply network upgrades, service packs, and patches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Upgrade portable devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Replace inoperable computer components	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Assist to troubleshoot network system and data communication problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Assist to install or upgrade network equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Participate on a networking systems evaluation project team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**Additional Comments –**

# Programming & Software Development and Information Support & Services Pathway

Software Unit	Minimum rating of 2 for EACH Check Rating		
	1	2	3
1. Use basic office software applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Assist to maintain database security measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Monitor and maintain data integrity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Assist to troubleshoot application and database problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Create a database	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Acquire and install new software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Assist to test software programming changes or modifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Evaluate application software packages (W/S)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Write code (W/S)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Participate on a software development or customization project team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**Additional Comments –**

## Web & Digital Communications Pathway

Web & Digital Media Unit	Minimum rating of 2 for EACH Check Rating		
	1	2	3
1. Maintain web/digital media production and progress records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Assist to outline structural content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Assist to create verbal content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Create or edit images and graphics for website/digital media use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Create templates for website layout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Write program code for a website (W/S)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Assist to create specialized scripts/motion graphics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Perform user testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Assist to finalize a website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Assist to maintain a website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Participate on website/digital media project team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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### Additional Comments –



## Additional Certifications, Training, Seminars and Projects

Please list in detail any additional certifications earned, any training and seminars attended, and/or any projects completed during the course of the Information Technology (IT) Youth Apprenticeship.

Description		
Notes/Comments		
Date Completed	Mentor/Trainer/Instructor Signature	Date Signed

Description		
Notes/Comments		
Date Completed	Mentor/Trainer/Instructor Signature	Date Signed

Description		
Notes/Comments		
Date Completed	Mentor/Trainer/Instructor Signature	Date Signed

Other Notes or Comments –
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