



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

OCCUPATIONAL COMPETENCIES

Youth apprentices work with a job site mentor to demonstrate the following competencies.

Year 1: Youth apprentices must complete a **total of 5** Required Year 1 competencies and 4 more competencies from the Additional Year 2 Competencies. **Eight** must be from the list below. If necessary, employers can substitute **1** competency with another occupationally appropriate skill. That skill should be added to the competency list for assessment.

Year 2: Youth apprentices must complete the remaining **6** Additional Year 2 competencies. **Five** must be from the list below. If necessary, employers can substitute **1** competency with another occupationally appropriate skill. Those skills should be added to the competency list for assessment.

Required YEAR 1 Competencies	Additional YEAR 2 Competencies
<ol style="list-style-type: none">1. Use Human Resource Information Software (HRIS)2. Maintain employee and organization confidentiality3. Support recruitment efforts4. Support hiring efforts5. Support employee benefit plan activities	<ol style="list-style-type: none">1. Support social media efforts2. Contribute to employee orientation activities3. Support payroll tasks4. Support organizational safety activities5. Assist culture and engagement efforts6. Maintain employee and candidate records7. Support employee relations activities8. Contribute to employee training and development9. Process employee terminations10. Support employee leave of absence

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



Human Resource Professional

Youth Apprenticeship

ON-THE-JOB LEARNING PERFORMANCE STANDARDS GUIDE (TO BE COMPLETED BY YA CONSORTIUM)

YOUTH APPRENTICE INFORMATION

Youth Apprentice Name	
YA Coordinator	YA Consortium
School District	High School Graduation Date

REQUIREMENTS

Level One Requirements

Youth apprentices must complete ALL the items listed below. Check completed areas.

- ☐ Year 1 Competency checklist
- ☐ Employability Skills checklist (in this OJL Guide) or the DPI Employability Skills Certificate
- ☐ Related instruction equal to 1 high school credit or at least 3 college credits
- ☐ Minimum of 450 work hours

Level Two Requirements

Youth apprentices must complete ALL the items listed below. Check completed areas.

- ☐ Year 2 Competency checklist
- ☐ Employability Skills checklist (in this OJL Guide) or the DPI Employability Skills Certificate
- ☐ Related instruction equal to 2 high school credits or at least 6 college credits
- ☐ Minimum of 900 work hours

HOURS

Record the hours the youth apprentice worked.

Total Hours Employed	Company Name	Telephone Number

RELATED INSTRUCTION

YEAR 1: Indicate which related instruction courses the youth apprentice completed.

Dual Credit	Course Number and Title	Credits	Instruction Provider
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

YEAR 2: Indicate which related instruction courses the youth apprentice completed.

Dual Credit	Course Number and Title	Credits	Instruction Provider
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

SIGNATURES

The On-the-Job Learning Performance Standards Guide includes a list of competencies youth apprentices learn through mentoring and training at the worksite.

Instructions for the Worksite Employers/Mentors and School-Based or YA coordinators: This document should be reviewed with the employer/mentor, 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 coordinator, and the apprentice sign below.

Employer/Mentor Signature	Employer/Mentor Signature
Employer/Mentor	Employer/Mentor
Business/Company	Business/Company
Date Signed	Date Signed
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 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)

Youth apprentices must demonstrate key employability skills.

The DWD YA program employability skills requirement may be attained and demonstrated through two processes. (See options listed below.) Employability skills must be completed for every year a student is in the program. The DPI Employability Skills Certificate may be counted as meeting one of those two years, provided the certificate is earned in the same year the student is enrolled in youth apprenticeship or they can complete the YA Employability Skills in the OJL. The Employability Skills Certificate must be obtained through the DPI.

1. If a student has successfully completed a Wisconsin Department of Public Instruction (DPI) State-Certified Cooperative Education, [Co-Op Employability Skill certification](#) then they have met the YA Employability Skills requirement for that year. A copy of the student's DPI Co-Op Employability Skill Certificate must be maintained on file with their YA regional consortium.

☐ Earned Wisconsin Employability Skills Certificate (checked if applicable) or,

2. Completed and rated "Employability Skills" through this YA OJL guide as described below.

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

The following skills are required of all youth apprentices.

Employability Skills		Rating		
Competency and Rating Criteria		Minimum Rating of 2 for EACH Check Rating		
		1	2	3
1. Develops positive work relationships with others. <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> • Interacts with others with respect and in a non-judgmental manner • Responds to others in an appropriate and non-offensive manner • Helps co-workers and peers accomplish tasks or goals • Applies problem-solving strategies to improve relations with others • When managing others, shows traits such as compassion, listening, coaching, team development, and appreciation 		Year 1 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Year 2 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employability Skills		Rating		
2. Communicates effectively with others <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> 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 		Year 1 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Year 2 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Collaborates with others <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> Works effectively in teams with people of diverse backgrounds regardless of sex, race, ethnicity, nationality, sexuality, religion, political views, and abilities Shares responsibility for collaborative work and decision making Uses the problem-solving process to work through differences of opinion in a constructive manner to achieve a reasonable compromise Avoids contributing to an unproductive group conflict Shares information and carries out responsibilities in a timely manner 		Year 1 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Year 2 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Maintains composure under pressure <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> Uses critical thinking to determine the best options or outcomes when faced with a challenging situation Carries out assigned duties while under pressure Acts in a respectful, professional, and non-offensive manner while under pressure Applies stress management techniques to cope under pressure 		Year 1 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Year 2 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Demonstrates integrity <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> Carries out responsibilities in an ethical, legal and confidential manner Responds to situations in a timely manner Takes personal responsibility to correct problems Models behaviors that demonstrate self-discipline, reliability, and dependability 		Year 1 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Year 2 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employability Skills	Rating		
6. Performs quality work <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> • 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 	Year 1 Rating		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Year 2 Rating		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Provides quality goods or services (internal and external) <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> • Shows support for the organizational goals and principles by own personal actions • Displays a respectful and professional image to customers • Displays an enthusiastic attitude and desire to take care of customer needs • Seeks out ways to increase customer satisfaction • Produces goods to workplace specifications • 	Year 1 Rating		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Year 2 Rating		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Shows initiative and self-direction <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> • Prioritizes and carries out responsibilities without being told • Responds with enthusiasm and flexibility to handle tasks that need immediate attention • Reflects on any unsatisfactory outcome as an opportunity to learn • Improves personal performance by doing something different or differently • Analyzes how own actions impact the overall organization • Supports own action with sound reasoning and principles • Balances personal activities to minimize interference with work responsibilities 	Year 1 Rating		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Year 2 Rating		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Adapts to change <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> • Shows flexibility and willingness to learn new skills for various job roles • Uses problem-solving and critical-thinking skills to cope with changing circumstances • Modifies own work behavior based on feedback, unsatisfactory outcomes, efficiency, and effectiveness • Displays a "can do" attitude 	Year 1 Rating		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Year 2 Rating		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employability Skills		Rating		
10. Demonstrates safety and security regulations and practices <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> Follows personal safety requirements Maintains a safe work environment Demonstrates professional role in an emergency Follows security procedures Maintains confidentiality 		Year 1 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Year 2 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Applies job-related technology, information, and media <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> Applies technology effectively in the workplace Assesses and evaluates information on the job Assesses training manuals, website, and other media related to the job 		Year 1 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Year 2 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Fulfills training or certification requirements for employment <i>Examples of this requirement may include . . .</i> <ul style="list-style-type: none"> Participation in required career-related training and/or educational programs Passing certification tests to qualify for licensure and/or certification Participation in company training or orientation 		Year 1 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Year 2 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Sets personal goals for improvement <i>Examples of this requirement may include . . .</i> <ul style="list-style-type: none"> Setting goals that are specific and measurable Setting work-related goals that align with the organization's mission Identifying strategies to reach goals Reflecting on goal progress to regularly evaluate and modify goals 		Year 1 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Year 2 Rating		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YEAR 1 OCCUPATIONAL COMPETENCIES

(TO BE COMPLETED BY YA EMPLOYER/MENTOR)

Youth apprentices work with a job site mentor to demonstrate the following competencies.

Year 1: Youth apprentices must complete a **total of 5** Required Year 1 competencies and 4 more competencies from the Additional Year 2 Competencies. **Eight** must be from the list below. If necessary, employers can substitute **1** competency with another occupationally appropriate skill. That skill should be added to the competency list for assessment.

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 and supervision | Rarely displays this behavior

If any competencies are rated "1" on the final performance review checklist that is submitted to WI DWD it is considered a failed checklist.

Occupational Competencies		Ratings		
Competency and Rating Criteria		Minimum Rating of 2 for EACH Check Rating		
		1	2	3
1. Use Human Resource Information Software (HRIS) <ul style="list-style-type: none"> Navigate HRIS system Update information in HRIS system Generate reports from HRIS system 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Maintain employee and organization confidentiality <ul style="list-style-type: none"> Follow organizational confidentiality procedures Ensure security of employee data Maintain organization secrets (aka trade secrets) 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Support recruitment efforts <ul style="list-style-type: none"> Write recruitment advertising Source prospective candidates through social media or employment databases Update job descriptions Research possible recruitment outlets Update possible candidate information 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Occupational Competencies	Ratings		
Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
4. Support hiring efforts <ul style="list-style-type: none"> • Review resumes and applications • Conduct prescreening interviews • Contact applicants • Question applicant on company expectations • Check availability of internal hiring individuals/team • Document results of interview • Maintain confidentiality • Schedule interviews • Conduct background and/or reference checks • Follow up with candidates • Prepare offer and/or rejection letters 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Support employee benefit plan activities <ul style="list-style-type: none"> • Assist with benefit enrollments of new hires • Compile paperwork for open enrollment • Track benefit enrollment status • Send termination of benefits to providers • Support employee health and wellness efforts • Support ongoing employee requests (i.e., insurance cards, phone numbers, providers, etc.) • Maintain confidentiality 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competency Substitute (if you replaced a competency above, note the competency and rating)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			

YEAR 2 OCCUPATIONAL COMPETENCIES

(TO BE COMPLETED BY YA EMPLOYER/MENTOR)

Year 2: Youth apprentices must complete the remaining **6** Additional Year 2 competencies. **Five** must be from the list below. If necessary, employers can substitute **1** competency with another occupationally appropriate skill. Those skills should be added to the competency list for assessment.

Rating Scale

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

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1: Needs improvement | Requires much assistance and supervision | Rarely displays this behavior

If any competencies are rated "1" on the final performance review checklist that is submitted to WI DWD it is considered a failed checklist.

Occupational Competencies	Ratings		
Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
1. Support social media efforts <ul style="list-style-type: none"> Identify appropriate platform for information Update hiring information Contribute to audio/visual materials Follow organization communication expectations Draft social media postings Collaborate with internal social media professionals 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Contribute to employee orientation activities <ul style="list-style-type: none"> Schedule physicals, drug tests, or like prescreening tests Assemble new hire information and materials Revise orientation materials Create welcome for new employees Schedule new employee trainings Onboard employees in ERP systems 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Support payroll tasks <ul style="list-style-type: none"> Review timecards/submission Complete time off audit reports Generate payroll reports Update employment verification forms Provide wage and employment information (i.e., W-2, verification of employment) Verify accuracy of data Maintain confidentiality 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Occupational Competencies		Ratings		
Competency and Rating Criteria		Minimum Rating of 2 for EACH Check Rating		
		1	2	3
4. Support organizational safety activities <ul style="list-style-type: none"> • Create safety newsletters/announcements • Update Workers' Compensation reports • Support workplace emergency preparedness • Support employee safety training programs • Update employee safety training data 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Assist culture and engagement efforts <ul style="list-style-type: none"> • Write employee engagement surveys and communications • Support planning of employee events • Support employee recognition efforts • Assess employee engagement • Participate in "stay interviews" • Participate in exit interviews • Analyze employee engagement data • Maintain confidentiality 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Maintain employee and candidate records <ul style="list-style-type: none"> • Update employment files • Update candidate information • Generate reports for audits and regulatory needs • Support employee status data changes • Update employee handbook • Maintain confidentiality 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Support employee relations activities <ul style="list-style-type: none"> • Generate employee review reports • Update employee improvement plans • Update disciplinary documentation • Maintain confidentiality 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Contribute to employee training and development <ul style="list-style-type: none"> • Update learning management data • Distribute learning materials • Update learning communications • Update employee training presentations 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Process employee terminations <ul style="list-style-type: none"> • Communicate negative news to employees • Gather performance documentation • Verify performance objective • Assemble Consolidated Omnibus Budget Reconciliation Act (COBRA) documentation • Assemble severance options • Maintain confidentiality 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Occupational Competencies		Ratings		
Competency and Rating Criteria		Minimum Rating of 2 for EACH Check Rating		
		1	2	3
10. Support employee leave of absence <ul style="list-style-type: none"> • Acquire necessary forms and documentation • Enter leave information • Maintain confidentiality 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competency Substitute (if you replaced a competency above, note the competency and rating)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				



Post-Program Completion Survey

Youth Apprenticeship

YA POST-PROGRAM COMPLETION SURVEY: EMPLOYER FEEDBACK

Employers complete the following information. YA Coordinators will enter this into the Post-Program Completion Survey.

YA Employer Post-Program Completion Questions	
Will you offer or have you offered the Youth Apprentice a continuing position with your company?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If continuing position offered to youth apprentice, did they accept?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please answer the questions below:	
Was the offer for full time or part time work?	<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time
Title of the position offered:	
What is the wage of the continuing employment offer?	
If applicable, will the youth apprentice advance to a Registered Apprenticeship?	

YA POST-PROGRAM COMPLETION SURVEY: COMPLETED BY YA CONSORTIUM

The [Post-Program Completion Survey](#) form is to be provided to each student completing the Youth Apprenticeship program to capture information on the student's plans after leaving the program. This **form should be completed by the Youth Apprenticeship Coordinator** to capture information from all high school seniors and level two youth apprentices and their employers after successful completion of the Youth Apprenticeship Program.

The form should be completed during the final meeting between the student, mentor, and Youth Apprenticeship Coordinator, when the final checklist or On-the-Job Learning (OJL) Guide is filled out and signed. Information captured on this form must be entered online using the Bureau of Apprenticeship Standards Electronic Records System (BASERS).

No part of this document may be altered, duplicated and/or extracted without written consent from the Wisconsin Department of Workforce Development (DWD).

DWD is an equal opportunity employer and service provider. If you have a disability and need assistance with this information, please dial 7-1-1 for Wisconsin Relay Service. Please contact the Division of Employment and Training at 888-258-9966 and press 6 to request information in an alternate format, including translated to another language.

