

LAREDO COMMUNITY COLLEGE COURSE SYLLABUS

INSTRUCTOR:	Melissa Jaimez, RN
DEPARTMENT:	Vocational Nursing
PHONE NUMBER/EXTENSION and EMAIL ADDRESS:	(956)721-5255 melissa.jaimez@laredo.edu
OFFICE HOURS:	Refer to Instructor's Door Schedule
COURSE TITLE:	Advanced Nursing Skills
COURSE NUMBER:	VNSG 2331
COURSE LEVEL:	Advanced
CONTACT HOURS (RANGE FOR STATE INFORMATION):	64 Contact Hours 3 Credit Hours
LAB:	32 Hours
LECTURE:	32 Hours
TEXTBOOKS:	Susan C. Dewitt (2009) 3 rd – Fundamental Concepts and Skills for Nursing ISBN - 978 - 1 4160 - 6234 - 9 Standardize Web base Learning Package
CORE or NON-CORE Course	NON-CORE
COURSE DESCRIPTION:	Mastery of advanced level nursing skills and competencies in a variety of health care settings utilizing the nursing process as a problem-solving tool. Prerequisite: Successful completion of VNSG 1323, VNSG 1500 and VNSG 1304.
END-OF-COURSE OUTCOMES:	Upon completion of this course, the student should be able to: <ul style="list-style-type: none"> 1. Demonstrate competency in advanced nursing skills. 2. Implement the steps in the nursing process and describe how each step relates to nursing care. 3. Discuss the delivery of advanced nursing skills in a variety of health care settings.

<p>COURSE OBJECTIVES OR EXEMPLARY OBJECTIVES</p>	<p>Upon completion of this course, the advance nursing student should be able to:</p> <ol style="list-style-type: none"> 1. Provide competent nursing care to selected adult patients/mannequins based on interpretation of health-related data collected in the simulated laboratory setting. 2. Implement correct performance of advance nursing procedures and skills in the simulated laboratory setting. 3. Incorporate advance principles of the teaching /learning process in health teaching for clients with well defined learning needs during performance of nursing skill procedures on adult patients in the simulated laboratory setting. 4. Analyze evaluation of patient’s responses and nursing care outcomes of therapeutic interventions for adult patients by documenting the patient’s responses following nursing interventions in the skills/simulated laboratory setting. 5. Apply the steps of the nursing process and relate them to performance of basic nursing skills while delivering competent care. 6. Implement decision making skills during problem-solving and critical thinking activities in the skills/simulated laboratory setting. 7. Analyze use of time management and problem solving techniques, which facilitate coordination of human and material resources for patient care in the simulated laboratory setting. 8. Collaborate with classmates and instructors in the simulated laboratory setting to develop effective communication skills needed to facilitate effective patient care in a clinical setting.
<p>SCANS COMPETENCIES</p>	<p>The secretary’s commission on achieving necessary skills (SCANS) has identified Reading, Writing, Arithmetic or mathematics, speaking & Listening, Work Place competencies, & Basic use of competencies required to enter employment. This course is part of a program in which all eight of these competencies are integrated. These are all practiced in this course.</p>
<p>SCANS ASSESSMENT</p>	<p>C1, C3, C4, C5, C6, C7, C11, C12, C13, C14, C15</p>

TEACHING STRATEGIES METHODS OF INSTRUCTION:	Teaching strategies will include interactive lectures, independent assignments, audiovisual media, group discussions, study guides, computer adaptive programs, patient simulation, unit exams, and a comprehensive final exam.												
OUTCOMES ASSESSMENT:	Unit Exams, Standardized exam, quizzes, and final examination will measure the students' achievement of the learning outcomes stated for the course.												
METHODS AND CRITERIA FOR EVALUATION:	<p>Grade determination:</p> <table data-bbox="808 491 1279 709"> <tr> <td>Unit Exam</td> <td>50 %</td> </tr> <tr> <td>Assignments/Skills</td> <td>10 %</td> </tr> <tr> <td>Quizzes</td> <td>5 %</td> </tr> <tr> <td>Midterm Exam</td> <td>10 %</td> </tr> <tr> <td><u>Final Exam</u></td> <td><u>25 %</u></td> </tr> <tr> <td>TOTAL</td> <td>100 %</td> </tr> </table> <p>Grades accumulated in the course will be recorded to the tenth decimal point. For example: 74.5 = 74.5. The final course grade will be rounded off to the tenth decimal point and recorded as a whole number. For example, 75.5 = 76.</p> <p>Unit exams will be scheduled in advance to correlate with completion of portion of the content. After all students have taken an exam, feedback will be provided at a scheduled time. The student will not retain exams. If the student is unable to take the exam at the scheduled time, he/she must notify the course instructor prior to the exam. Failure to do so will result in a score of zero for the exam. The type of makeup exam will be at the discretion of the instructor (i.e. multiple choice, essay, or case study).</p> <p>The Computer Generated Form will be the official answer sheet. Quizzes will be given at the discretion of the instructor. Quizzes cannot be made up, and any missed quiz will constitute a zero. This grade cannot be dropped. The student is advised to be acquainted with the material covered in the quiz as it may help him/her to prepare for the next exam. The comprehensive examination will be scheduled according to the schedule printed by the Office of the Vice President of Instruction.</p> <p>E-mail is one of the official ways for the student to communicate with the faculty member. Faculty members will E-mail class information, etc. to the student. It is the student's responsibility to supply the faculty member with their correct E-mail address and to notify the faculty member of changes in</p>	Unit Exam	50 %	Assignments/Skills	10 %	Quizzes	5 %	Midterm Exam	10 %	<u>Final Exam</u>	<u>25 %</u>	TOTAL	100 %
Unit Exam	50 %												
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Quizzes	5 %												
Midterm Exam	10 %												
<u>Final Exam</u>	<u>25 %</u>												
TOTAL	100 %												

	<p>his/her E-mail address.</p> <p>A minimum theory grade of 75% or better is required to complete this course satisfactorily. Behavioral/learning objectives in the syllabus and texts are used to evaluate the student's mastery of the content.</p> <p>Refer to the VN Student Handbook regarding penalties for late assignments and late testing.</p>
<p>GRADING SCALE:</p>	<p>A = 100-90% B = 89-80% C = 79-75% D = 74-60% F= 59% or below NC= No credit (for developmental courses) P = Pass NP = No Pass AU = Audit</p> <p>Students must access the Semester Progress Report and Final grades through PasPort (http://passport.laredo.edu).</p> <p>Instructors will notify students of the window of availability for grades.</p> <p>Blackboard/Course Studio and PASPort e-mail is the official ways for the student to communicate with the faculty member. Faculty members will email class information, etc. to the student. It is the student's responsibility to notify the faculty member if he/she has not received an e-mail when it is announced that one is forthcoming. The student should access their course progress reports via their passport email address.</p>
<p>ATTENDANCE REGULATIONS</p>	<p>ATTENDANCE REGULATIONS</p> <p>Attendance: Students are required to attend classes to remain enrolled. Students will be withdrawn from the class roster by the instructor., a student may be reinstated by the Division Dean upon the recommendation of the instructor(s) and the Department Chair. An agreement from the student to make up all of the missed assignments, lab times and/or tests is required.</p> <p>Students have the right to initiate a drop request from any or all classes by informing the instructor and submitting an electronic form through PasPort at www.laredo.edu. Financial Aid may be affected if students' drop courses therefore please contact the</p>

Financial Aid Center (located in P-24) at (956) 721-5361 prior to dropping a course.

Regular Semester

During a regular semester, students will be dropped after being absent:

1. For six consecutive lecture hours in a course that meets one hour three times a week.
2. Twice in a three-hour class that meets once a week; or
3. For four consecutive lecture hours in a course that meets twice a week for 1 ½ hours each time.
4. For 20 percent of the total class time.

A grade of "W" will be given through the Friday of the twelfth week of the semester for all drops initiated by the instructor or by the student (www.laredo.edu via PasPort). After the Friday of the twelfth week of the semester, a grade of "F" will be given. Exceptions require the approval of the Vice-President of Instruction.

Summer Courses:

During a summer session, students will be dropped after being absent for the following consecutive days:

1. For four consecutive lecture hours in a course that meets five times a week.
2. For three consecutive lecture hours in a course that meets three times a week or
3. For two consecutive lecture hours in a course that meets two times a week or
4. For 20 percent of the total class time.

A grade of "W" will be given through the Friday of the fourth week of the summer session for all drops initiated by the instructor or by the student. After the Friday of the fourth week of the summer session, a grade of "F" will be given. Exceptions require the approval of the Vice President of Instruction.

Responsibility for class attendance rests with the student. Regular and punctual attendance is expected.

Instructors must drop students according to the College's attendance policy in a timely manner in order to comply with the requirements of external funding agencies. The last day that the student attended the class must be included in the drop slip. It is the student's responsibility to ensure that drop slips be

completed and processed whether it is student-requested or faculty-initiated.

Online Student Attendance Guidelines

Attendance: Students are required to attend classes or log into online classes to remain enrolled. Students will be dropped from the class roster by the instructor according to College Attendance Regulations; however, a student may be reinstated by the Division Dean upon the recommendation of the instructor(s) and the Department Chair. An agreement from the student to make up all of the missed assignments, lab times and/or tests is required.

Students have the right to initiate a drop request from any or all classes by informing the instructor and submitting a withdraw form through PasPort at www.laredo.edu Online students must complete and submit the electronic drop form available within their course shell.

During a regular semester, students will be withdrawn after being absent for any of the following reasons:

1. For six consecutive lecture hours which meets one hour three times a week.
2. Twice in a three-hour class that meets once a week; or
3. For four consecutive lecture hours that meets twice a week for 1 ½ hours each time.
4. For 20 percent of the total class time.
- 5- If the student never logs into their online class prior to certifying the rolls on the twelfth class day during a regular semester
- 6- If the student never logs into their online class prior to certifying the rolls on the sixth class day during an eight week flex entry course.
- 7- If the student fails to log-in fourteen consecutive days during a regular semester.

A grade of "W" will be given through the Friday of the twelfth week of the semester for all drops initiated by the instructor or by the student. After the Friday of the twelfth week of the semester, a grade of "F" will be given to students that exceed the allowed number of absences even if they continue to attend or login to the course.

During a summer session, students will be dropped after being absent for any of the following reasons:

1. For four consecutive lecture hours which meets five times a week.
2. For three consecutive lecture hours which meets three times a week or
3. For two consecutive lecture hours which meets two times a week or
4. For 20 percent of the total class time.
- 5.- For 20 percent of the total class time.
- 6- If the student never logs into their online class prior to certifying the rolls on the seventh class day during a summer session.
- 7- If the student never logs into their online class prior to certifying the rolls on the sixth class day during an eight week flex entry course.
- 8- If the student fails to log-in seven consecutive days during a summer session.

Absence From Final Examinations:

A student who is absent from a final examination receives a grade of "0" for the examination and a grade of "F" for the course. Students authorized to be absent from a final examination receive a grade of F* on their transcript until they take the final examination. Such students must take the final exam within four months. Final exams cannot be re-taken

Other Policies (LCC and State-Wide)

A. 3-peat—The State of Texas will not fund a student who takes a class for the third time.

This means that if a student signs up for a class for a third time, even if he/she dropped or failed it before, the State will not provide funding for that student and the student may be required to pay extra.

B. 6 W's—Beginning Fall 2007, students cannot drop more than 6 classes throughout their whole college career. Any drops after that will become F's. This includes all the years in college, not just LCC. So, for example, if a student drops 4 classes at LCC and then goes on to a 4-year university, such as TAMIU, and he/she drops more than 2, the extra ones will be F's and not W's.

D. Finishing on time—The State expects

	<p>students to graduate on time (2 years for a 2-year degree, 4 years for a 4-year degree). Students who take longer to finish may be required to pay out-of-state tuition.</p>
<p>SPECIAL SERVICES CENTER</p>	<p>The student with disabilities, including learning disabilities, that wishes to request special accommodations in this class should notify the Special Services Center. The request should be made early in the semester so that the appropriate arrangements may be made. In accordance with Federal Law, a student requesting accommodations must provide documentation of his/her disability to the Special Services Counselor. For additional information, visit the Special Services Center at:</p> <ul style="list-style-type: none"> • Fort Macintosh Campus – P-41 or call 721-5137. • South Campus – Billy Hall Building A Room 121 or call 794-4137 <p>The student who needs note-taking and/or test-taking accommodations must notify the faculty member prior to the first exam.</p> <p>A pregnant student is required to meet all course/ program outcomes including attendance. As a point of information, the pregnant student is reminded of the many contaminants present in the clinical area(s) that could adversely affect the fetus. It is advisable for the student to contact her obstetrician, once the pregnancy has been confirmed, to ensure that there are no medical concerns/limitations.</p>
<p>GRADE APPEAL</p>	<p>A student who wishes to question the final grade earned in a course or a grade earned in a class activity should first discuss the situation with the instructor of record who issued the grade. If the issue is not resolved, the student should contact the appropriate Department Chairperson to request a review of the grade. If the student is not satisfied with the Department Chairperson’s decision, the student may contact the appropriate Dean of Instruction for assistance related to the grade appeal. Established departmental procedures will be utilized to resolve student grade questions. If necessary, the student may request a review by the Vice-President for Instruction after all other avenues have been exhausted for the review of the grade. Student grades are an academic matter; therefore, there is no further appeal beyond the Office of the Vice-President for Instruction.</p> <p>Students, who think that the final course grade is unfair, have two weeks (10 working days) after the grade is issued to appeal the grade. Students who think that a grade earned in a class activity is unfair have one week (five working days) after the</p>

	grades are issued to appeal the grade. Exceptions require the approval of the Vice-President for Instruction.
CLASSROOM ETIQUETTE:	<p>Code of Student Conduct & Discipline</p> <p>Each student is expected to be fully acquainted with all published policies, rules, and regulations of the college, copies of which shall be available to each student for review at the Office of Dean of Student Affairs. Laredo Community College will hold each student responsible for compliance with these policies, rules, and regulations. The student is responsible for obtaining published materials to update the items in this Code. Students are also expected to comply with all federal, state, and local laws. This principle extends to conduct off campus which is likely to have an adverse effect on Laredo Community College or on the educational process.</p> <p style="text-align: center;">Student Misconduct</p> <p>Each student is expected to conduct him/herself in a manner consistent with the college's functions as an educational institution. Specific examples of misconduct and the disciplinary process is located at www.laredo.edu (go to Student Information, then Student Handbook).</p> <p style="text-align: center;">Use of Personal Electronic Devices</p> <p>The use of an electronic device shall not interfere with the instructional, administrative, student activities, public service, and other authorized activities on College District premises. Unless prior authorization is obtained from the instructor or respective College District official, the use of an electronic device is expressly prohibited in classrooms, laboratories, clinical settings, and designated quiet areas on College District premises. Certain violations of this policy may be excused in the case of emergencies or other extenuating circumstances provided that prior approval is obtained from the instructor or respective College District official.</p> <p>The use of electronic equipment capable of capturing still or moving images in any location where individuals may reasonably expect a right to privacy is not authorized on College District premises. Noncompliance with these provisions shall be considered a violation of Board adopted policy and shall warrant appropriate disciplinary action.</p> <p style="text-align: center;">Academic Dishonesty:</p> <p>The college expects all students to engage in all academic pursuits in a manner that is beyond reproach. Students will be</p>

expected to maintain complete honesty and integrity in their experiences in the classroom. Any student found guilty of dishonesty in their academic work is subject to disciplinary action.

(1) The college and its official representatives may initiate disciplinary proceedings against a student accused of any form of academic dishonesty including, but not limited to, the following:

A. **Scholastic dishonesty** includes, but is not limited to, cheating on academic work, plagiarism, and collusion.

B. **Cheating on academic work includes:**

a. Copying from another student's test paper or other academic work.

b. Using, during a test, materials not authorized by the person giving the test.

c. Collaborating, without authority, with another student during an examination or in preparing academic work.

d. Knowingly using, buying, selling, stealing, transporting, or soliciting, in whole or part, the contents of an unadministered test.

e. Substitution for another student, or permitting another student to substitute for oneself, to take a test or prepare other academic work.

f. Bribing another person to obtain an unadministered test or information about an unadministered test.

C. **Plagiarism** means the appropriation of another's work and the unacknowledged incorporation of that work in one's own written work offered for credit.

D. **Collusion** means the unauthorized collaboration with another person in preparing written work offered for credit.

(2) Procedures for discipline due to academic dishonesty shall be the same as in student disciplinary actions, except that all academic dishonesty actions shall be first considered and reviewed by the faculty member. If the student does not accept the decision of the faculty member, he/she may appeal the decision to the appropriate Department Chairperson, Dean of Instruction, or the Vice President for Instruction and Student Development. If the student does not accept the decision of the appropriate Department Chairperson, Dean of Instruction, or the Vice President for Instruction and Student Development, the student may then follow the normal disciplinary appeal procedures for a review of the decision.

	<p>For additional information please refer to the: Student Policies - LCC Policy Manual</p> <p>The LCC Policy Manual is available online and includes all Federal, State, and Local Policies applicable to the college. Students may access the LCC Policy Manual through LCC's Web Page (www.laredo.edu) - Homepage, select-Campus Information, select - Manual of Policy.</p>
EMERGENCY PROCEDURES	<p><u>LCC Alert System:</u> Safety and security for LCC is paramount. When an emergency arises, LCC wants to provide students with information as rapidly and as efficiently as possible. Students must register for the LCC Alert system at www.laredo.edu/lccalert</p> <p><u>Fire:</u> Upon activation of the alarm, you will quietly and calmly exit the building from the nearest exit. Once everyone has gathered, at a predetermined or arranged site, a roll call shall be taken to ensure everyone is out of the building. If the building is on fire, no one should be near it to allow firefighting equipment and emergency vehicles to access the building. Additionally, building that may have chemicals, paints, or aerosol cans may have explosions that could be dangerous to anyone near the building.</p> <p>No one should re-enter the building until an “All Clear” has been given. The “All Clear” shall be determined by a senior campus official in cooperation with the incident commander from the responding agency.</p> <p>PLEASE NOTE: The Science buildings do contain several types of biological and chemical agents. Some of these agents are in large quantities, while some are considered dangerous to human health through contact to skin, if fumes are inhaled, etc. The buildings should be placed to warn responding emergency personnel if they should put on SCBA or wear “HAZ-MAT” mat suits in lieu of or over turnout gear.</p> <p><u>Injury, Person Down, Illness, Stalking or Theft:</u> Call the Campus Police (Main 721-5303; South 794-4303 or 111 Emergency) and/or the campus nurse (Main 721-5189; South 794-4189) to alert emergency personnel. Give the location of the person and briefly describe the person's condition. If the person is not breathing or does not have a pulse, call 9-911 to alert the City of Laredo emergency services.</p> <p>For serious injury, illness, heart attack etc., call to 111 from any Campus phone or 911 from your personal cell phone. A back up</p>

	<p>call should be made to the Campus Police and the Campus Nurse. They may be able to arrive on the scene quicker than the EMT's and City police. Reminder to give instructions to the nearest entrance to your campus building, thus saving time for emergency personnel.</p> <p>Assault: Call the Campus Police (Main 721-5303; South 794-4303 or 111 Emergency) and 9-911 to alert the City of Laredo emergency services. For any possible threats to life or property from criminal acts call Campus Police. Please remember that after hours they operate on a limited staff basis.</p>
DISCLAIMER:	<p>Every attempt has been made to make the contents of this syllabus informative and accurate. Content of the syllabus is subject to revision and change in the event of extenuating circumstances. Changes will be distributed to you in writing.</p>

The updated official version of the LCC Catalog will be the on-line catalog and can be found at www.laredo.edu.

**VNSG -2331– Advanced Nursing Skills
COURSE SCHEDULE**

DATE WEEK	BRIEF DESCRIPTION OF TOPIC	ASSIGNMENTS/EXAMINATIONS/ ACTIVITIES WITH BRIEF DESCRIPTION	CHAPTERS/READING
Week 1 1/18/13	1 st Class Day Orientation Students will learn the nursing care required for the birth process and the newborn care	SKILLS: 1. Prenatal/Intrapartum Care 2. Postpartum Care 3. Newborn Care ATI SKILLS: Maternal-Newborn Care	Syllabus Review Chapter 9 - Skills Chapter 12 - Skills
Week 2 1/25/13	Students will learn the nursing care required for the pediatric patient Students will learn how to administer intradermal, subcutaneous, and intramuscular injections.	SKILLS: 1. Pediatric Skills 2. Administering Injections: a. Subcutaneous b. Intramuscular c. Intradermal ATI SKILLS: Medication Administration 3	Chapter 15 - Skills Chapter 22 - Skills Chapter 35 Administering injections
Week 3 2/1/13	Students will learn how to administer intradermal, subcutaneous, and intramuscular injections.	SKILLS: 1. Continue Injections Skill ATI SKILLS: Medication Administration 4	Chapter 35 Administering injections
Week 4 2/8/13	TEST 1 – Maternity, Pediatric, and Injection Skills		
	Students will learn about the skills for inserting a Nasogastric tube, administering a Nasogastric duodenal tube feeding or other procedures.	SKILLS: 1. Nasogastric Tube: a. Insertion/Removal b. Irrigation c. Suctioning d. NG Med. Administration ATI SKILLS: Nasogastric Intubation	Chapter 27 - Nasogastric and Enteral tubes. Insertion and removal of nasal gastric tubes.
Week 5 2/15/13	Students will learn about the skills for inserting a Nasogastric tube, administering a Nasogastric duodenal tube feeding or	SKILLS: 1. Continue Nasogastric Tube Skill	Chapter 27 - Nasogastric and Enteral tubes. Insertion and removal of nasal gastric tubes.

	other procedures.		
Week 6 2/22/13	Student will learn how to treat wounds and pressure ulcers.	SKILLS: 1. Wound Care a. Staple / Suture Removal b. Sterile – Strips c. Drainage tubes ATI SKILLS: Wound Care	Chapter 38 Providing wound care and treating pressure ulcers.
Week 7 3/1/13	TEST 2 – NG Tube & Wound Care Skills		
	Student will be introduced to devices used to prevent problems of immobility, therapeutic exercise	SKILLS: 1. Traction Devices	Chapter 39 Traction and Casts.
MIDTERM EXAM			
Week 8 3/8/13	Students will learn about the use of catheterization insertion using sterile technique.	SKILLS: 1. Foley Catheterization: a. Insertion/Removal b. Straight Cath. c. Indwelling Cath. ATI SKILLS: Urinary Catheter Care	Chapter 29 Types of Catheters, Catheterizing the Female and Male Patient
3/15/13	SPRING BREAK		
Week 9 3/22/13	Students will learn about the use of catheterization insertion using sterile technique.	SKILLS: 1. Continue Foley Catheterization	Chapter 29 Types of Catheters, Catheterizing the Female and Male Patient
Week 10 3/29/13	EASTER HOLIDAY		
Week 11 4/5/13	Students will learn about the use of oxygenation devices such as tracheostomy tubes.	SKILLS: 1. Suctioning a. Trach. b. Trach Care 2. Oxygen Therapy a. Trach Collar b. Incentive Spirometry ATI SKILLS: Airway Management	Chapter 28 Assisting with Respiration and Oxygen Delivery

TEST 3 – Urinary Catheters, Traction Devices, & Oxygenation Devices			
Week 12 4/12/13	Students will be introduced to basic information about IV equipment and intravenous administration techniques.	SKILLS: 1. Intravenous Therapy <ol style="list-style-type: none"> a. Saline Lock Care b. Saline Flush c. Monitoring IV Sites d. Monitoring IV Fluids ATI SKILLS: IV Therapy	Chapter 36 Intravenous Therapy
Week 13 4/19/13	Students will be introduced to basic information about IV equipment and intravenous administration techniques.	SKILLS: 1. Continue Intravenous Therapy	Chapter 36 Intravenous Therapy
Week 14 4/26/13	Students will be introduced to basic information about Ostomy appliances.	SKILLS: 1. Changing an Ostomy Appliance ATI SKILLS: Ostomy Care	Chapter 30 Promoting Bowel Elimination
Week 15 5/3/2013	Students will be introduced to basic information about Ostomy appliances.	SKILLS: 1. Continue Changing an Ostomy Appliance	Chapter 30 Promoting Bowel Elimination
Week 16 5/10/2013	COMPREHENSIVE FINAL EXAM		

LAREDO COMMUNITY COLLEGE

COURSE SYLLABUS

STUDENT SIGNATURE

I have read and understand the information and requirements of the syllabus for

Course & Number

Student Name

Palomino ID

Date

Admission into and/or graduation from the program does not guarantee employment, any particular salary level, and/or passage on any licensure examinations.

Student Signature _____

Faculty Name _____

SCANS COMPETENCIES

ENCLOSURE

The Secretary's Commission on Achieving Necessary Skills (SCANS) has identified foundation skills and workplace competencies for students. Foundation Skills are defined in three areas: basic skills, thinking skills, and personal qualities. Basic Skills includes Reading, Writing, Arithmetic and Mathematical Operations, Listening, and Speaking effectively. Thinking Skills include a worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. Personal Qualities include a worker must display responsibility, self esteem, sociability, self management, integrity, and honest. Work Place Competencies include resources, interpersonal skills, information, systems, and technology.

Resources.

- C1. **Allocates Time:** Selects relevant, goal-related activities, ranks them in order of importance, allocates time to activities, and understands, prepares, and follows schedules.
- C2. **Allocates Money:** Uses or prepares budgets, including making cost and revenue forecasts, keeps detailed records to track budget performance, and makes appropriate adjustments.
- C3. **Allocates Material and Facility Resources:** Acquires, stores, and distributes materials, supplies, parts, equipment, space, or final products in order to make the best use of them.
- C4. **Allocates Human Resources:** Assesses knowledge and skills and distributes work accordingly, evaluates performance, and provides feedback.

Interpersonal

- C5. **Participates as a member of a team:** Works cooperatively with others and contributes to group with ideas, suggestions, and effort.
- C6. **Teach Others New Skills:** Helps others to learn.
- C7. **Serves Patients/Customers:** Works and communicates with patients and customers to satisfy their expectations.
- C8. **Exercises Leadership:** Communicates thoughts, feelings, and ideas to justify a position, encourages, persuades, convinces, or otherwise motivates an individual or groups: including responsibly challenging existing procedures, policies, or authority.
- C9. **Negotiates to Arrive at a Decision:** Works toward an agreement that may involve exchanging specific resources or resolving divergent interests.
- C10. **Works with Cultural Diversity:** Works well with men and women and with a variety of ethnic, social, or educational backgrounds.

Information

- C11. **Acquires and Evaluates Information:** Identifies need for data, obtains it from existing sources or creates it, and evaluates its relevance and accuracy.
- C12. **Organizes and Maintains Information:** Organizes, processes, and maintains written or computerized reports and other forms of information in a systematic fashion.
- C13. **Interprets and Communicates Information:** Selects and analyzes information and communicates the results to others using oral, written, graphic, pictorial, or multi-media methods.
- C14. **Uses Computers to Process Information:** Employs computers to acquire, organize, analyze, and communicate information.

Systems

- C15. **Understands Systems:** Knows how social, organizational, and technological systems work and operates effectively within them.
- C16. **Monitors and Corrects Performance:** Distinguishes trends, predicts impact of actions on system operations, diagnoses deviations in the function of a system/organization, and takes necessary action to correct performance.
- C17. **Improves and Designs Systems:** Makes suggestions to modify existing systems to improve products or services, and develops new or alternative systems.

Technology

- C18. **Selects Technology:** Judges which set of procedures, tools, or machines, including computers and their programs will produce the desired results.
- C19. **Applies Technology to Task:** Understands the overall intent and the proper procedures for setting up and operating machines, including computers and their programming systems.
- C20. **Maintains and Troubleshoots Technology:** Prevents, identifies, or solves problems in machines, computers, and other technologies.