

# Workplace Readiness Skills for the Commonwealth Standard Performance for 2015-2016

Number tested: 45485

## Workplace Readiness Skills (WRS) for the Commonwealth



15) Time, Task, And Resource Management: Organizes and implements a productive plan of work



16) Mathematics: Uses mathematical reasoning to accomplish tasks



17) Customer Service: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service



C) Technology Knowledge and Skills



18) Job-Specific Technologies: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner



19) Information Technology: Uses computers, file management techniques, and software/programs effectively



20) Internet Use And Security: Uses the Internet appropriately for work



21) Telecommunications: Selects and uses appropriate devices, services, and applications

