



ARIZONA PROFESSIONAL SKILLS

STANDARD 8: LEGAL AND ETHICAL PRACTICES

The Workplace Professional Skills should be used in tandem with the technical standards. The Core Actions are descriptions of the Measurement Criteria. High School students should strive to meet the Level One-Novice descriptions. Level Two through Level Four offer teachers and students the accomplishments to be obtained beyond the Novice level. The aim of this standard is to enable the individual to observe laws, rules, and ethical practices in the workplace.

Measurement Criteria	Core Actions	Level One Novice	Level Two Approaching Proficiency	Level Three Proficient	Level Four Expert/Leader
1.0 Respects the organization's physical and intellectual property	1.1 Takes responsibility for the workspace	Maintains a clean and safe workspace, e.g., cleans up workspace at end of 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	Demonstrates care for common space, use of equipment, e.g., cleans up after meetings, secures equipment and other company property	Exercises pride of ownership for workspace, e.g., reports need for equipment repair and maintenance	Recommends improvements in organization's physical space
	1.2 Protects the organization's intellectual property	Recognizes that intellectual property created at work belongs to the organization	Seeks clarification on issues of ownership and usage regarding intellectual property, e.g., contacts organization's in-house legal resources	Protects the organization's intellectual property, e.g., cites appropriate references, maintains organizational confidentiality – does not share trade secrets	Coaches others about intellectual property issues
2.0 Demonstrates loyalty to the organization and its mission	2.1 Demonstrates loyalty to the organization	Projects a positive image of the organization, e.g., speaks well of organization in social settings (actual and virtual), wears clothing with company logo	Contributes to organization beyond the job description and departmental goals, e.g., represents the organization at a public event, engages in interdepartmental	Maintains loyalty during organizational change, e.g., budget reductions, expanded mission, transfers from one unit to another within organization, new supervisor	Promotes the organization's mission consistently in varied situations

			efforts like United Way		
3.0 Maintains a safe work environment	3.1 Addresses harmful conditions in the workplace	Monitors environment to enhance safety and address harmful conditions as they occur. [Specific to industry – VIII.C.x.a. may be a checklist or Novice might begin at a higher level.]	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	Calls attention to harmful conditions/practices when not addressed in the department, e.g. utilizes organization's whistle blower policy	Enacts plan to deal with legal repercussions, e.g., tort liability, negligence
	3.2 Follows procedure for reporting unsafe conditions	Reports incidents promptly according to organization's formal reporting system regarding safety, e.g., describes unsafe conditions, including "near misses," accidents that almost occurred	Documents incidents as they occur	Confirms in writing that unsafe conditions or practices have been addressed, e.g. equipment failure, vehicle accident, procedural inconsistencies	Develops safety procedures (risk management)
	3.3 Receives risk management training	Participates in risk management orientation, e.g., use of equipment, safety procedures, sexual harassment, food handling, violence in the workplace	Engages in ongoing risk management training specific to job	Seeks targeted risk management training for emerging conditions or situations in the organization	Trains/coaches others in risk management
4.0 Adheres to the policies and procedures of the organization	4.1 Acts in accord with organizational policies and procedures	Recognizes the role of policies (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	Accesses policies and procedures for guidance relative to legal and ethical practices in work situations	Acts consistently in accordance with policies and procedures	Trains and coaches others about policies and procedures
	4.2 Acts in accord with legal and ethical practices	Consults policies and procedures relative to legal and ethical	References policies and procedures for guidance relative to	Applies consistently the appropriate policies and	Coaches others in the application of policies and procedures

		practices in work situations	legal and ethical practices in work situations	procedures regarding legal and ethical practices encountered in the workplace	relative to legal and ethical situations encountered in the workplace		
	4.3	Receives training in policies and procedures	Participates in training for policies and procedures	Keeps current with trainings offered regarding policies and procedures	Identifies needs as they arise for training in policies and procedures	Recommends changes in policies and procedures	
5.0	Adheres to applicable local, state, federal and international laws and regulations	5.1	Applies required laws and regulations in the workplace	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	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	Demonstrates fluency in application of standards of practice, laws, and regulations to workplace situations as they occur	Provides input into the application/revision of laws and regulations, and their practice, in the workplace/industry
		5.2	Complies with employment laws	Complies with laws and regulations required for employment, e.g., full disclosure, insurance, tax, wage	Updates employment information in regard to changed life circumstances, e.g., informs employer of changes in address, marital status, parental status	Reduces risk of liability for the organization by consistent compliance with employment laws and regulations	Trains or coaches others about local, state and federal laws & regulations regarding employment
		5.3	Applies laws and regulations unique to the industry	Complies with laws and regulations unique to the industry, e.g., HIPPA, FERPA, MSHA, OSHA, international trade laws and agreements	Recognizes variances in industry-related laws and regulations among and between countries	Applies laws and regulations as appropriate to work activities, local to international	Instructs others in laws and regulations of the industry
6.0	Takes responsibility for one's actions in the workplace	6.1	Prioritizes time	Demonstrates work ethic through punctuality, time management, and focus on tasks at hand	Prioritizes one's work load to meet short-term project goals	Balances one's work load to accomplish both short-term and long-term goals	Streamlines workflow to remove potential obstacles to optimal performance and outcomes
		6.2	Resolves own work problems and errors	Discloses personal mistakes or errors to supervisor	Adjusts work practices to minimize errors	Contributes to resolution of problems and issues in the workplace	Recommends strategies to prevent reoccurrence
		6.3	Takes responsibility for own communication	Recognizes one's obligation to communicate verbally	Considers other's concerns regarding	Holds oneself accountable for respectful	Leads in resolving issues (obstacles and blind spots) that are

		and nonverbally with respect for all in the workplace	one's own communication	communication regardless of the behaviors of others	barriers to respectful communication
7.0 Uses resources for the good of the organization	7.1 Uses organization's resources prudently	<p>Minimizes waste of resources, e.g., time, equipment, materials, services</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Accomplishes designated tasks within allocated time and resources • <input type="checkbox"/> Exercises "green" practices, e.g., recycles, reuses, reduces energy use by shutting off computer and lights at night • <input type="checkbox"/> Follows maintenance schedules for equipment • <input type="checkbox"/> 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 • <input type="checkbox"/> Follows protocol for resource storage and deployment, e.g., in a hospital one uses signs to locate resources, in a warehouse equipment is returned to 	Seeks supervisor's approval before using additional resources	Maximizes time and resources for productivity, e.g., does one's job in the face of mandatory resource cuts	Develops a plan for deployment of time and resources, e.g., reappropriates assets during budget cutbacks

		designated storage			
8.0 Acts with integrity for the highest good of the organization	8.1 Performs with honesty and reliability in a trustworthy manner	<ul style="list-style-type: none"> • 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 			

9.0 Interacts respectfully with co-workers and customers	9.1 Handles information appropriately	Communicates current and factual information, e.g. doesn't feed the rumor mill, verifies accuracy of information, refrains from sharing confidential information	Distinguishes between personal and work-related matters, e.g., eliminates irrelevant personal information in emails, submits reports that focus on work conditions	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	Resolves conflicts in a manner that is respectful of all parties in accordance with cultural norms
	9.2 Works to create an equitable workplace	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	Offers equitable treatment and service to all, e.g., serves customers regardless of whether or not they tip, communicates civilly with angry coworkers	Intervenes respectfully in situations where a coworker's or customer's appearance or behavior is offensive to others in the workplace, e.g., "no shirt, no shoes, no service."	Embodies respectful communication in the workplace