

APRIL 2021

PROFICIENCY-LEVEL RUBRIC

for Essential Employability Qualities



the **QA** commons

THE QUALITY ASSURANCE COMMONS
for HIGHER and POSTSECONDARY EDUCATION

Proficiency Level Rubric for Essential Employability Qualities

April 2021

EEQ: Communication

Behaviors	Non-degree Certificate Completer	Associate Degree Graduate	Baccalaureate Degree Graduate
<ul style="list-style-type: none"> Express ideas and information appropriate to work-based settings 	Knows and can explain subject matter	Expresses ideas and information accurately, coherently, and appropriately in a variety of modes in writing, orally, interpersonally, via social media, and in presentations	Expresses ideas and information accurately, coherently, and appropriately in a variety of modes in writing, orally, interpersonally, via social media, and in presentations. Can adapt modes of communication relevant to position.
<ul style="list-style-type: none"> Interacts effectively with others in work-based settings 	Learns from co-workers by listening carefully and assisting others with insights	Participates in work-place discussions by listening actively and responding constructively, confidently, and professionally	Participate in discussions by listening actively, responding constructively, confidently, and professionally, and contributing insights
<ul style="list-style-type: none"> Creates presentations and other documents 	Creates documents necessary to complete assignments in work-place	Creates presentations and other documents that are specific to the needs of the target audience.	Can create presentations and other documents in several modes that are specific to the needs of the target audience.
<ul style="list-style-type: none"> Engages with others with different cultural backgrounds 	Interacts constructively with co-workers who have differing levels of experience or competence	Demonstrates competence in engaging with others from cultural backgrounds, levels of experience, and worldviews different from own.	Demonstrates competence in engaging with others from cultural backgrounds and worldviews different from own. Can effectively and respectfully engage others to reach consensus or take action.
<ul style="list-style-type: none"> Practices confidentiality when circumstances warrant 	Protects information and materials that may be proprietary	Understands and respects the need for confidentiality when circumstances warrant.	Understands and respects the need for confidentiality when circumstances warrant as well as work-place privacy considerations

EEQ: Thinking & Problem-Solving

Behaviors	Non-degree Certificate Completer	Associate Degree Graduate	Baccalaureate Degree Graduate
<ul style="list-style-type: none"> Applies critical and creative thinking skills 	Applies learning to achieve work-place objectives effectively	Applies critical and creative thinking skills to identify and address complex work-related problems	Applies critical and creative thinking skills to identify and address complex work-related problems; can extend analytical skills to keep up with work-place changes
<ul style="list-style-type: none"> Evaluates, validates, and uses information from multiple sources to address stakeholder needs 	Applies information reliably to workplace tasks from established work-related sources	Can evaluate and validate information from multiple sources, identify available solutions, and make decisions that account for multiple stakeholders needs	Can evaluate, validate, synthesize and effectively apply information from multiple sources, identify available solutions, make decisions that account for multiple stakeholders needs, and guide others' actions.
<ul style="list-style-type: none"> Applies quantitative and qualitative data analysis skills to solve problems 	Knows and applies standard analytical tools most frequently used in the field	Can accurately apply quantitative and qualitative data analysis skills and can synthesize information from multiple sources to solve problems in the workplace	Can accurately apply quantitative and qualitative data analysis skills, synthesize information from multiple sources to solve problems in the workplace, and recommend actions based on analysis
<ul style="list-style-type: none"> Thinks systematically and understands perspectives across multiple disciplines, cultures, and worldviews 	Recognizes and understands why differing concepts and practices may exist in the workplace	Is a system thinker and demonstrates an ability to understand and integrate concepts and perspectives across multiple disciplines, cultures, and worldviews	Is a system thinker, demonstrates an ability to understand and integrate concepts and perspectives across multiple disciplines, cultures, and worldviews, and can apply insights to workplace issues

EEQ: Inquiry

Behaviors	Non-degree Certificate Completer	Associate Degree Graduate	Baccalaureate Degree Graduate
<ul style="list-style-type: none"> Applies information from multiple sources to address work-based problems 	Finds and applies information from multiple sources to work-based problems	Investigates problems by reviewing, evaluating, verifying, citing, and applying information from multiple sources, including research, locally-based data, and stakeholder perspectives, to gain insight into possible solutions to work-based problems or strategies for task performance	Investigates problems by reviewing, evaluating, verifying, citing, and applying information from multiple sources, including research, locally-based data, and stakeholder perspectives, to gain insight into possible solutions to work-based problems or strategies for task performance and formulates plans for action
<ul style="list-style-type: none"> Understand the work environment 	Uses knowledge to offer new ideas or practices to improve workplace practices	Understand the work environment and uses this knowledge to generate new ideas through independent or collaborative inquiry	Understands the work environment, uses this knowledge to generate new ideas through independent or collaborative inquiry, and applies to workplace solutions
<ul style="list-style-type: none"> Asks questions necessary to solve work-based problems. 	Asks questions of others as needed to solve work-based problems	Understands how to ask questions of multiple stakeholders to further inquiry that can lead to solving work-based problems	Understands how to ask focused questions based on research and analysis of multiple stakeholders to further inquiry that can lead to solving work-based problems

EEQ: Collaboration & Team Membership

Behaviors	Non-degree Certificate Completer	Associate Degree Graduate	Baccalaureate Degree Graduate
<ul style="list-style-type: none"> Collaborates with others in face-to-face and virtual settings. 	Collaborates with others in face-to-face and virtual settings	Engages with teams and works effectively in collaboration with others in face-to-face and virtual settings	Can engage with more than one team concurrently and work effectively in collaboration with multiple partners in face-to-face and virtual settings
<ul style="list-style-type: none"> Accommodates a range of points of view to support a collaborative team decision once it has been made. 	Accepts and acts positively on a decision once it has been made	Seeks a range of points of view, is able to modify perspectives, helps resolve conflicts where appropriate, and supports a collaborative team decision once it has been made	Seek a range of points of view to fully understand and address an issue, is willing to modify own perspective based on findings, resolves conflicts where appropriate, and contributes to creating a collaborative team decision
<ul style="list-style-type: none"> Works effectively with colleagues from diverse backgrounds and experiences. 	Works effectively with colleagues from diverse backgrounds or cultures	Works effectively with colleagues from diverse backgrounds and cultures in individual and group contexts	Work effectively with colleagues from diverse backgrounds and cultures in individual and group contexts and can provide leadership to others
<ul style="list-style-type: none"> Appreciates cross-cultural competence in working with others. 	Acknowledges and accepts cross-cultural competencies others may offer in workplace	Exhibits cross-cultural competence in working with others	Exhibits cross-cultural competence in working with others and in helping colleagues understand and draw on diversity to achieve goals
<ul style="list-style-type: none"> Accepts leadership or support roles as necessary 	Leads a work-based group when qualified and accepts direction from others who are better qualified	Can lead work-based groups and/or follow direction from others as appropriate to the situation	Can lead work-based groups and/or follow direction from others as appropriate to the situation

EEQ: Adaptability

Behaviors	Non-degree Certificate Completer	Associate Degree Graduate	Baccalaureate Degree Graduate
<ul style="list-style-type: none"> • Can accept new or unfamiliar work-based situations 	Seeks advice or information from others when necessary to address unfamiliar problems	Approaches new or unfamiliar work-based situations and uncertainty with agility and openness	Anticipates and prepares for new or unfamiliar work-based situations and uncertainty with agility, confidence, and openness
<ul style="list-style-type: none"> • Adapts to changing workplace conditions 	Learns new approaches, tools, technologies, or strategies necessary to meet work requirements	Explores, learns, and applies new roles, ideas, perspectives, approaches, tools, technologies, and strategies to support effective work-place contributions	Anticipates, explores, learns, and applies new roles, ideas, perspectives, approaches, tools, technologies, and strategies to support effective work-place contributions by staying alert to changing workplace trends or conditions
<ul style="list-style-type: none"> • Aware that innovations from elsewhere can impact the workplace 	Adapts innovations from other nations or industries to improve work practices	Understands the implications of an increasingly globally interconnected world and works effectively across a variety of environments, cultures, and perspectives	Understands the value and implications of an increasingly globally interconnected world and can adapt innovations from other places or industries to apply across a variety of environments, cultures, and perspectives in the workplace

EEQ: Principles & Ethics

Behaviors	Non-degree Certificate Completer	Associate Degree Graduate	Baccalaureate Degree Graduate
<ul style="list-style-type: none"> • Responds to work-based situations or problems ethically 	Knows and follows workplace policies	Makes reasoned and ethical decisions about work-based situations or problems	Make reasoned and ethical decisions about work-based situations or problems based on research and validated information
<ul style="list-style-type: none"> • Respects integrity, honesty, and fairness 	Acts with integrity and honesty and expects others to do the same	Acts equitably and with integrity and honesty, with a strong sense of fairness and respect for individuals, groups, and diverse communities	Acts equitably and with integrity and honesty, with a strong sense of fairness and respect for individuals, groups, and diverse communities while holding others responsible for similar conduct

EEQ: Responsibility & Professionalism

Behaviors	Non-degree Certificate Completer	Associate Degree Graduate	Baccalaureate Degree Graduate
<ul style="list-style-type: none"> Manages time to meet deadlines. 	Competes assignments on time	Establishes priorities and manages time to meet the obligations of work-related assignments with a minimum of external supervision or direction	Establish priorities and manages time to meet the obligations of work-related assignments with a minimum of external supervision or direction and can negotiate changes in expectations when circumstances warrant
<ul style="list-style-type: none"> Acts responsibly and maintains appropriate confidentiality. 	Knows and follows confidentiality expectations	Carries out responsibilities consistently, persistently, and reliably, while maintaining appropriate confidentiality	Carries out responsibilities consistently, persistently, and reliably, while maintaining appropriate confidentiality and taking necessary steps to protect proprietary information and assets
<ul style="list-style-type: none"> Takes responsibility 	Takes responsibility for own actions and the consequences of mistakes or shortcomings	Takes responsibility for own actions and the consequences that accompany them; showing a deeper understanding of cause and effect	Takes responsibility for own actions, the consequences that accompany them, and the duty to notify others in a timely manner of any unintended impact of actions

EEQ: Learning

Behaviors	Non-degree Certificate Completer	Associate Degree Graduate	Baccalaureate Degree Graduate
<ul style="list-style-type: none"> Adopts new tools, technologies, and work conditions as needed 	As required, learns and adopts new tools, technologies, and strategies to work effectively	Adopts new tools, technologies, and strategies to work more effectively, analyze work- based situations, and make decisions in the workplace	Identifies applicable innovations and adopt or adapts new tools, technologies, and strategies to work more effectively, analyze work- based situations, and make decisions in the workplace
<ul style="list-style-type: none"> Continues to develop professionally and personally 	Learns from workplace experiences	Takes advantage of opportunities to continually develop professionally, interculturally, and personally (including physical and mental health).	Proactively develops professionally, interculturally, and personally (including physical and mental health).
<ul style="list-style-type: none"> Seeks new ways of working to increase effectiveness 	Considers how comparable work in other cultures or industries may be usefully adapted	Seeks opportunities to become familiar with different cultures and new ways of approaching work based challenges	Draws on different cultures and new ways of approaching work based challenges to improve work environment and productivity
<ul style="list-style-type: none"> Open to evaluations of strengths and areas for improvement 	Evaluates own performance and welcomes supervisor recommendations	Understands and critically evaluates own strengths and areas for improvement in order to support learning and professional development	Understands, critically evaluates own strengths and weaknesses, and develops a personal action plan to support learning and professional development
<ul style="list-style-type: none"> Continues personal and work-related development 	Takes advantage of formal and informal professional learning opportunities	Engages in formal and informal professional learning opportunities on a continuing basis and actively applies learning from these opportunities to work-related assignments	Seeks out and (engages in) formal and informal professional learning opportunities on a continuing basis and actively applies learning from these opportunities to work-related assignments
<ul style="list-style-type: none"> Accepts constructive feedback from supervisors 	Uses constructive feedback from supervisors to improve workplace competence	Uses constructive feedback from supervisors to further own professional development	Seeks out periodic constructive feedback from supervisors to further own professional development and establishes specific goals for advancement