

Onboarding & Training Micro-Credential Rubric

Micro-Credential Requirements

Time to completion:

16-weeks minimum of employment (over 7 hours per week).

Academic Expectations:

Employee is enrolled and in good standing.

Preparation:

Managers and employees will develop a 16 week project or plan. Manager will provide coaching sessions to discuss progress and provide feedback.

Evaluation:

Managers evaluate employee's progress at the end of a semester or academic year. To earn the micro-credential, the employee must demonstrate commendable or superior behaviors.

Evidence:

As a part of the evaluation, the employee will create a self-evaluation or artifact on what was learned and how it will be applied in future employment. This can be a mock cover letter, a paper, a brief video or recording, infographic, testimonial, etc.

Onboarding & Training Skills and Competencies Acquired

Competencies

Hiring:

Employee understands how to write a job position; how to advertise; and how to coordinate next steps.



Commendable Behaviors

- Employee understands:
 - How to write a job posting.
 - How to collect resumes.
 - How to set up interviews.
 - Productively participating in selecting new hires by asking appropriate questions

Superior Behaviors

- Employee understands how to hire the best potential candidates by:
 - Knowing how to write/post jobs.
 - Document the hiring process.
 - Hosting productive interviews.
 - Effectively and independently completing process from start to finish.
- Employee is able to spot important soft skills to recruit positive and productive new hires.

Onboarding & Training Skills and Competencies Acquired

Interviewing:

Employee understands proper interview etiquette and questions; is able to select questions to establish a candidate's skills.



Commendable Behaviors

- Employee is taught and understands appropriate interview questions and etiquette.
- Employee is able to choose or develop questions to determine skill set of candidates and identify important soft skills for candidates.

Superior Behaviors

- Employee is able to manage, coordinate and conduct an interview independent of their manager.
- Employee is able to document the process and train others on how to interview.

Onboarding:

Employee is able to train others using benchmarks, measure progress, and report progress.



Commendable Behaviors

- Employee uses benchmarks for training and measures progress using benchmarks.
- Employee reports on progress of training to managers.
- Employee is able to observe progress and encourage growth using training resources.

Superior Behaviors

- Employee is able to:
 - Develop benchmarks.
 - Update training materials.
 - Train others in onboarding and creating a positive team environment.

Mentorship:

Employee models expected behavior; provides guidance and growth perspectives; seeks opportunities for teammates.



Commendable Behaviors

- Employee has worked to become a resource for peers through knowledge gained.
- Employee uses experience and knowledge to encourage growth and support to others.

Superior Behaviors

- Employee trains new student employees and disseminates information as needed for the benefit of the team.
- Employee observes behaviors of peers and offers constructive feedback as needed to support teammates.
- Employee promotes positive collaborations and growth in peers.
- Employee helps others to develop and meet goals.
- Employee teaches others how to operate at a level that exceeds expectations

Onboarding & Training Skills and Competencies Acquired

Equity and Inclusion:

Employee demonstrates openness, inclusivity, sensitivity and the ability to interact respectfully with people of diverse identities and understand individuals' differences.



Commendable Behaviors

- Employee seeks an understanding of how various systems exclude students of differing social identities (such as race, class, culture, sexual orientation, gender expression, ability) from opportunities while at CU Boulder.
- Employee is:
 - Respectful of candidates.
 - Encourages hiring candidates with varying backgrounds, identities and experiences.
 - Works with new hires to encourage morale, dignity and mutual respect.

Superior Behaviors

- Employee seeks an understanding of how various systems exclude students of differing social identities (such as race, class, culture, sexual orientation, gender expression, ability) from opportunities while at CU Boulder.
- Employee seeks candidates from various backgrounds and experiences, encourages morale, dignity and mutual respect, and works to dismantle CU policies or procedures that may exclude candidates from equal opportunities.

How is *Commendable* measured?

Student must achieve an exceeding expectation rating in all relevant Commendable categories on their evaluation.

- This means employee consistently exceeds expectations at work.
- Student employee will come prepared to evaluation with self-evaluation and notes on how they have met and demonstrated their skills in the categories above.

How is *Superior* measured?

Student must achieve a superior expectation rating in all relevant Superior categories on their evaluation.

- This means employee has mastered Commendable competencies and is consistently performing responsibilities at a higher level of professionalism.
- Student employee may be a lead and has taken on greater responsibilities.
- Student employee will come prepared to evaluation with self-evaluation and notes on how they have met and demonstrated their skills in the categories above.