

CAPS

Capstone Activity Packets

**Modules of Instruction
For the Capstone
Cooperative Education Programs
In Pennsylvania**

ANSWER KEYS

PLEASE NOTE:

The following MODULES do not have answer keys because
the answers will vary by student response:

MODULES 4, 14, 17, 21, 27, 32, 33, 36

MODULE 1: Identify co-op program goals, policies and procedures.

Pg. 10, #1

- a. 6
- b. 5
- c. 8
- d. 4
- e. 7
- f. 3
- g. 2
- h. 1

Pg. 11, #2, #3

Answers will vary.

Pg. 11, #4

- a. 4
- b. 3
- c. 2
- d. 1

Pg. 12, #5

d, e, f, g

Pg. 12, #6

Answers will vary.

MODULE 2: Describe work ethics.**Pg. 4, #1**

Work ethic – belief that one should work diligently, beyond minimum expectations, striving for excellence in every aspect of the labor.

Work ethics – set of moral standards for each trade, profession, or job classification that most workers agree on for that occupation.

Pg. 4, #2a

1. ethical (customers are getting what they pay for)
2. Depends (Is the mechanic the owner? If not, perhaps he asked permission? Or did he “sneak” him in?)
3. Unethical (It is never OK to claim more time than one actually worked.)
4. Depends (He/she is dependable and may have finished the work on his/her own time.)
5. Unethical (Wasting resources, this is dishonest by not owning up to it.)
6. Depends (On one hand, he is not working up to his potential, which is dishonest to himself. However, if production workers are a team; if one worker is working too fast, it may in the long run, decrease productivity.)

Pg. 5, #2b

Punctual, respectful, independent (can work with little supervision), conscientious, works when ill (if minor), satisfied, sociable (gets along with coworkers), loyal, reports off when ill, seeks improvement, interdependent.

MODULE 3: Discuss the transition from the classroom to the actual job situation.

Pg. 9, #1

Answers will vary.

Pg. 9, #2

1. 50%
2.
 - a. Training plans detailing specific, ambitious learning objectives for students.
 - b. Close supervision of students by school staff to assure that the training objectives are achieved.
3.
 - a. Counsel you regarding job progress.
 - b. Assist you with problems.
 - c. Visit you on the job to confer with employer on job progress.

Pg. 10

4. See pg. 3 of Module
5. See pg. 3 of Module
7. See pg. 3 of Module

MODULE 5: List characteristics of a responsible employee.Pg.6, #1

- A. Neat appearance and appropriate clothes for the job.
- B. 1) Personal phone calls; 2) Run personal errands on own time.

Pg. 7

- C. 1) Punctuality; 2) Leaving work early.
- D. 1) Quality of work...in a hurry to get job done (negative); 2) Industrious...keeps busy, takes initiative to learn new things (positive).

Pg. 8

- E. 1) Not interested in job; 2) Stands around, doesn't keep busy; 3) Talks about boss and complains about other employees.
- F. Yes he was justified. An employee may not use company resources for personal use without permission. If Bob doesn't know this is wrong, he won't fully understand.

Pg. 9, #2

- 1. See pg. 2-3 in this Module.
- 2. See pg. 3.
- 3. See pg. 3.

MODULE 6: Develop and describe positive working relationships with others on the job.

Pg. 4, #1

Answers will vary.

Pg. 5, #2

1. J
2. A
3. G
4. H
5. F
6. E
7. D
8. C
9. B
10. I

Pg. 6, #3

Answers will vary.

MODULE 7: Demonstrate ways to resolve conflict.Pg. 7, #1

- A. First of all, “CONTROL YOUR TEMPER”...Don’t let them get the best of you. Just consider the source and say something like—smiling, of course,—“Yes, I am, how did you know?” If you don’t show them any anger or a hostile attitude...they’ll leave you alone after that—that is to say—no more smart-alec remarks.
- B. Again, “CONTROL YOUR TEMPER”... (always remember that people like this like getting a negative response from you and they’ll just keep it up). Remember you have a sense of humor and use it—if the situation gets out of hand, inform your supervisor.
- C. These kind of people like to hurt others—they’re not happy with themselves or their job performances—so they want to bring you down to their level. Don’t let them! It is very difficult sometimes, but if you want to stay ahead of these people, you can’t let them get to you.
- D. One favorite answer is, “Do your pencils have erasers on them?” It makes them step back and think a little bit. All this means is everyone makes mistakes, it’s how and what you learn from them that’s important.

Pg. 8, #2

- 1a. She did not control her temper. She could not accept criticism—she needs to pay more attention to what’s being said about what she’s doing wrong, than the manner in which it is being told to her.
- 1b. No, I would not recommend she be fired, but I’d talk with her about her attitude. She needs to know the mistakes she’s making so she can correct them and do a good job in all departments or in anything the supervisor asks her to do.
- 2a. Joe did not use good judgment. He should not have gotten involved with gossip. Also, he’d only been employed for two days and she didn’t even know Bill, let alone the janitor.
- 2b. I would have minded my own business.

MODULE 7: Demonstrate ways to resolve conflict. *(continued)*

Pg. 9, #3

1. Jerry will no longer be able to help support his widowed mom and three sisters because he had to relocate and had only enough money to support himself for room and board.
2. He is a high school student, definitely college material. He has to choose between helping support his mom and sisters and relocating to where he'll be attending college and only supporting himself.
3. What is more important—college now and getting a really good position, or staying where he is and maybe never getting ahead?
4. Jerry's objective is to attend college. He should not change his objective, although it may need to be delayed.
5. Answers will vary.
6. Answers will vary.
7. Answers will vary.

MODULE 8: Identify appropriate occupational safety practices and procedures.Pg. 6, #1

1. Answers will vary.
2. Possible answers:
 - An accident can cost you money in terms of time lost from the job.
 - It could cost you your job, your health, or even your life.
 - You may have to change careers if you cannot perform at current job.
 - Your lifestyle outside of work may be affected.
3. When an area is free of clutter or spills, etc., it will be less likely that someone will trip or slip or get hit by falling objects.
4. Mark's hair and/or baggy clothing could get caught in machinery and result in an injury.
5. Possible answers:
 - To avoid unnecessary accidents.
 - For insurance purposes.
 - It's the law.
 - To provide workers with knowledge about the job and equipment to avoid dangerous conditions.

Pg. 7, #2

Answers will vary

Pg. 8, #3-#4

Answers will vary

MODULE 9: Describe the role of government agencies in providing for a safe workplace.Pg. 9, #1

1. C
2. A
3. E
4. B
5. D

Pg. 9, #2

The government should be able to assure you, by law, that your workplace is free of physical hazards.

Pg. 9, #3

Your employer should provide safety equipment and training, as well as an enforcement program. They should teach employees the right way to do things and the consequences of doing it wrong.

Pg. 9, #4

1. Pay attention during training.
2. Use the safety equipment provided.
3. Know the equipment.
4. Tell employers when lighting, ventilation, or some other condition is not adequate.

Pg. 9, #5, #6, #7

Answers will vary.

Pg. 10, #8

Answers will vary.

MODULE 10: List ways you can show interest and enthusiasm on the job.Pg. 4, #1

1. Interest is the immeasurable quality that is seen, perceived, and read by people around us. We state this by our actions, questions, and facial expressions.
2. Answers will vary.
3. Possible answers:
 - a. Asking questions
 - b. Being alert
 - c. Being on time
 - d. Volunteer if volunteers are requested
 - e. Working overtime
 - f. Helping the people around you
 - g. Considering everything in your area as your responsibility
 - h. Taking pride in your work
 - i. Staying cheerful
 - j. Not spreading rumors about others
 - k. Suggesting ways of improving the job
 - l. Leaving personal problems at home

4. Answers will vary.

Pg. 5, #5

Answers will vary.

Pg. 6, #6

D. Offer your help

MODULE 11: List ways to show initiative and assertiveness on the job.

Pg. 4, #1--#6

1. Initiative is seeing or knowing what needs to be done and doing it.
2. Four examples could include:
 - a. Getting to work on time
 - b. Having tools and materials ready to go
 - c. Not misusing company time
 - d. Always looking for jobs to be done or additional work
3. Being assertive means standing up for your rights; ideas, or beliefs—having your needs considered while considering the needs of others.
4. Steps could include:
 - a. Learn the differences among assertive, passive, and aggressive responses
 - b. Assess your assertive, passive, and aggressive behavior
 - c. Rehearse your assertive behavior.
 - d. Develop new assertive responses for specific situations
 - e. Try out assertive responses in real situations.
 - f. Think through and/or discuss the risks of being assertive in these situations.
 - g. Maintain your assertive behavior by constant reevaluation and reinforcement.
5. Initiative
6. Social

Pg. 5, #7-#9

7. Anxiety
8. Passive
9. Aggressive

MODULE 12: List techniques for maintaining self-control.**Pg. 4, Activity 1**

Answers will vary

Pg. 4, Activity 2

1. Self-control is restraining one's actions or feelings of rage and anger or undesirable behavior.
2. Answers will vary

Pg. 5, #3

3. (Examples of self-control techniques will vary)
 - a. self-observation
 - b. reward technique
 - c. punishment technique
 - d. extinction
 - e. alternate behavior
 - f. stimulus control
4. Answers will vary

Pg. 5, Activity 3

1. Try to act professional and businesslike. Try to control your temper.

Pg. 6, Activity 3

2. You could tell her you'd really like to hear about ____, but it's important that you get your work done right then. Another idea is to make arrangements to talk at break time.
3. Answers will vary

Pg. 6, Activity 4, #1-#3

Answers will vary

MODULE 13: Explain the importance of attendance and punctuality on the job.Pg. 5, #1

- a. Employers have schedules and they need to know they can depend on the people they have scheduled to do the work being there.
- b. It slows down productivity.
- c. Can cost the company production time and money.
- d. If in an emergency—appropriate action can be taken to cover for you.

Pg. 5, #2

- a. A verbal reprimand by the boss.
- b. A written reprimand
- c. Docking of pay
- d. Firing

Pg. 6, #3-#5

Possible answers:

3. You should be at work regularly and on time so they can keep up with their own work and concentrate on doing a good job for the company...not worrying about doing their own work plus yours, too. Being late puts the burden on others to cover your work.
4. If there is a true emergency, notify someone in charge right away so that arrangements can be made in advance to cover for you.
5. You could do morning activities 10-15 minutes earlier...set your watch 15 minutes fast...or pre-plan morning activities the night before (lay out clothes, put out breakfast dishes, find short cuts to work, etc.)

Pg. 7, #6-#8

6. Answers will vary
7. Answers will vary
8. Answers will vary

MODULE 15: Diagram the organizational structure of your company.

Pg. 4, #1-#3

1. Possible answers:
 - a. Indicate each employee's area of responsibility and to whom each reports.
 - b. Coordinate the division of work and to make divisions clear.
 - c. Show the types of work done by the business.
 - d. Indicate line of promotion.
 2. Confusion occurs with more than one supervisor. The employee may have trouble deciding which task has priority or which way to do a certain task if two people have different ways to get job done.
 3. Answers will vary.
-

MODULE 16: Interpret the purpose and use of a performance evaluation and complete a self-evaluation.

Pg. 17

1. A performance evaluation is to help the employer develop skills that will assist the business to reach its goals.
2. The purpose of a self-evaluation is to provide a basis for an informative discussion with the employer.
3. Good communication helps in discussions of job performance, career interests, company expectations, goals and procedures; to effectively communicate employee's strengths and weaknesses so that he/she can improve their work and become more productive employees.
4. Answers will vary.
5. Answers will vary.
6. Answers will vary.
7. Answers will vary.

MODULE 18: Identify proper procedures for job termination.Pg. 5, #1-#4

1. another job lined up.
2. "Don't burn your bridges"
3.
 - a. food
 - b. gas
 - c. rent
 - d. bills
 - e. personal needs (clothing)
4.
 - a. 2 weeks
 - b. 1 month
 - c. 1 week
 - e. 1 month

Pg. 6, #5-#7

5. Possible answers:
 - a. Better job
 - b. Better pay
 - c. Better working conditions
 - d. Better hours
 - e. Better benefits
 - f. Location
 - g. More opportunities for advancement
 - h. Training and education
6. Answers will vary.
7. Answers will vary.

MODULE 19: List the occupational and leadership requirements to maintain and improve employment at the job.

Pg. 10, #1-#4

1. Answers will vary.
2. Answers will vary.
3. Answers will vary.
4. Answers will vary.

Pg. 11, #5-#9

5. Answers will vary.
6. You can make others sick.
7. See pg. 4 in Module.
8.
 - a. Seeing opportunities, rather than difficulties of job.
 - b. Looking at good side of things, rather than the bad.
9. Possible answers...more on p. 5 of Module
 - a. Smile easily
 - b. Willing to change ideas and behavior when appropriate
 - c. See the other's point of view
 - d. Rarely complain
 - e. Admit their mistakes
 - f. Not critical of others.

MODULE 20: Distinguish between positive and negative feedback; define and give examples of constructive criticism.

Pg. 5

1. Feedback is information given to a person to evaluate behaviors.
2. Answers will vary.
3. Answers will vary.
4. Answers will vary.

Pg. 6

5. Answers will vary.
-

MODULE 22: Define the elements of communicating with a supervisor.

Pg. 4

1. Communication is an exchange of information, ideas, and feelings.
 2. See pgs. 2-3 in this module
 3. Answers will vary.
 4.
 - a. F
 - b. T
 - c. T
 - d. F
 - f. T
-

MODULE 23: Define the elements of communicating with co-workers, emphasizing appropriate group behavior on the job.

Pg. 4, Activity 1

Maslow's Hierarchy of Needs:

1. Physical
2. Safety
3. Social
4. Self-esteem
5. Self-fulfillment

MODULE 24: Demonstrate appropriate skills in communicating with the public.Pg. 7-8, Activity 1

1. Good communication will help you succeed at work. Productivity is enhanced by the ability to communicate well. Good communication will decrease the possibility of mistakes that are costly in time and money.
2. See pg. 3 in this module for a list.
3. Reading skills will help you save time and find information quickly.
4. Good writing skills will help the employer not lose business.
5.
 - a. 3
 - b. 1
 - c. 2
6. a, b, c, d, g

Pg. 8, Activity 2

1. Possible answers:
 - a. Treat every call as important (you don't know who's on the other end when you answer)
 - b. Answer promptly, try to pick it up after the first ring.
 - c. Identify yourself immediately
 - d. For telephone messages, repeat back important information, spell names, if necessary.
 - e. Put phone messages in an assigned, specific place so they don't get lost.
 - f. Be pleasant and courteous.
 - g. Give your full attention to the caller.
 - h. If it will take time to look up information, take caller's name and phone number and call back.
 - i. If a caller is waiting on the line, put caller on hold or place earpiece face down on desk so caller doesn't hear office chatter.
 - j. Let caller hang up first to be sure they were finished.
 - k. Don't give out information that you don't have the authority to give.
2. Individual presentation.
3. Individual presentation and report.

MODULE 25: Understand and prepare a sample budget.Pg. 5, Activity 1

1. A budget is an estimate of cash available to be spent or saved.
2. To estimate available cash, you must first keep track of both income and expenses.
3. Savings
4.
 - a. Determine short- and long-term goals
 - b. Estimate available cash for spending and saving.
 - c. Prepare a budget plan.

Pg. 5, Activity 2

Complete a Personal Budget Worksheet: Individual responses.

MODULE 26: List and describe fringe benefits provided by the employer.Pg. 5, #1-#6

1. Social Security, Unemployment Compensation, Worker's Compensation
2. Answers will vary.
3. Answers will vary.
4. Worker's Compensation provides for lost wages and medical care that results from a work-related condition or injury.
5. Answers will vary.
6. Answers will vary.

MODULE 28: Demonstrate the ability to file federal, state, and local tax forms.Pg. 7, Activity 2:

1. \$544.67
2. \$669.80
3. \$8,755.60
4. B
5. \$188.96 (\$101.40 + \$87.56)

Pg. 9, Activity 3:

\$18,732 = \$2,509	\$20,546 = \$2,479
\$20,888 = \$2,831	\$26,574 = \$3,386
\$18,215 = \$2,434	\$26,312 = \$3,349
\$18,976 = \$2,546	\$18,101 = \$2,119
\$26,326 = \$3,649	\$20,395 = \$2,456

Pg. 9, Activity 4:

Answers will vary

MODULE 29: List the steps in obtaining an employment certificate.

Pg. 10, #1-7:

1. The purpose of an Employment Certificate is to ensure employers adhere to Child Labor Laws.
2. When a minor reaches his/her 18th birthday, a certificate is no longer required.
3. Proofs of age include:
 - a. Birth certificate
 - b. Baptismal certificate
 - c. Passport
 - d. Any other documented record of age
 - e. An affidavit from parent and physician
4. T
5. F
6. Two classes of Employment Certificates include:
 - a. General employment certificate
 - b. Vacation employment certificate
7. Requirements listed on the application include:
 - a. Proof of employment
 - b. Physical Exam
 - c. Signature of parent/guardian
 - d. Proof of age
 - e. Completed application

MODULE 30: Describe labor regulations that affect wages, hours, and conditions of employment.Pg. 7, Activity 1

1. The more stringent standards must be enforced.
2. a. \$5.15
b. Sub wages may be paid:
 - As long as the work is related to a student's course of study
 - To prevent curtailment of opportunities
 - As long as student is 16 years old
 - If the occupation requires a substantial learning period
 - As long as student does not displace a regular worker
3. Answers will vary.

Pg. 7, Activity 2

1. Hazardous occupations – listed on pp. 4-5. Exemptions will vary.
2. Answers will vary.

MODULE 31: Describe the withholding laws and the benefits provided by Social Security, workers' compensation and unemployment compensation.

Pg. 8

1. Tax is withheld from salaries or wages to run the government.
2. Possible answers:
 - a. Salaries
 - b. Wages
 - c. Bonuses
 - d. Commissions
 - e. Vacation allowances
 - f. Tips
 - g. Fringe benefits
 - h. Pensions
 - i. Annuities
 - j. Sick pay
3.
 - a. Social Security
 - b. Unemployment
 - c. Workers' Compensation
4. Individual answers will vary.
5.
 - a. Retirement benefits
 - b. Medical benefits
 - c. Survivors benefits
6. Answers will vary.
7. Answers will vary.
8. False

MODULE 34: Discuss the importance to adapt to change.

Pg. 7, #1-#3

1.
 - a. to alter, vary, or make different
 - b. to act together with others, to reach a common goal or solve a mutual problem.
 - c. opposite of cooperation; limits help received and success achieved; promotes discouragement.
 - d. identifying every conceivable alternative, without evaluation, to a situation.
 - e. a degree of excellence; focus of an organization.
 2. Answers will vary.
 3. Answers will vary.
-

MODULE 35: Establish short-term goals.

Pg. 2, Activity 1

1. prioritize
2. goal
3. controlling
4. learning
5. importance
6. compare
7. regular review
8. chance
9. help

Pgs. 3-4, Activity 2

Answers will vary.

MODULE 37: Complete a job application.

Pg. 14: List at least 10 things Bucky did wrong on his application (Possible answers):

1. Used a nickname (Bucky) instead of given name (Jeff).
2. Negative comment about transportation.
3. Didn't get area code on phone number.
4. Used a font difficult to read.
5. He filled out his height.
6. He didn't apply for a specific position.
7. Pay rate should say open, negotiable, or prevailing wage.
8. Days and hours should say, "Will discuss at interview."
9. Didn't give answer to whether he was previously employed. In fact, he left many blanks throughout.
10. No skills or qualifications listed.
11. Address of girlfriend not given; also needs area code on phone number.
12. References not complete addresses and phone numbers.
13. Prior work history not complete.
14. Never say you were fired.
15. Saying NO to, "May we contact your previous employer?" is suspect.
16. The additional information given shows nothing about his qualifications.
17. Signature is his nickname.