

Instructions:

- Record the date(s) each task listed within the module was completed.
- After the module is complete, use the scale below to rate the Customer's competency related to the skills and knowledge areas list below.

Key or Level	Description of Competency Level
Marginal	<ul style="list-style-type: none"> • Limited or no understanding or knowledge • Requires supervision the majority of the time
Basic	<ul style="list-style-type: none"> • Basic understanding or knowledge • Requires some guidance or supervision
Proficient	<ul style="list-style-type: none"> • Detailed understanding or knowledge • Capable of assisting others in the application of skills and tasks • Requires minimum guidance or supervision and works independently

Soft skills to pay the bills—Mastering soft skills for workplace success required core activities

Refer to the curriculum if you need additional information about activities.

Date Completed**Marginal****Basic****Proficient****N/A****Communication**

1. What's Your Point?					
2. Flipping the Switch					
3. Oh, Puh-leeeeeze					
4. Listen Hear!!					
5. Quit Talkin'! I Know What to Do!					

Enthusiasm and Attitude

6. Never Underestimate the Power of a Positive Attitude					
7. Life is Full of Hard Knocks.					
8. A Super Ball and a Raw Egg					
9. Believe it or Not: Your Attitude and Enthusiasm Just Might Get You the Job					
10. Translating Features to Benefits					

Teamwork

11. There is no "I" in Team					
12. I'll Give You Some of Mine if You Give Me Some of Yours					
13. The Good, the Bad, and the Reasonable					
14. How Many Shapes Does it Take?					
15. Teamwork on the Job					

Networking

16. An Introduction to Networking					
17. You Expect me to do WHAT? Talk to People					
18. Using Social Media to Network					
19. Text vs. Email: Does it Really Matter?					
20. It's a Small World					

Problem Solving and Critical Thinking					
21. Praise, Criticism, or Feedback?					
22. Workplace Ethics					
23. Problem Solving on a Team					
24. Perception vs. Reality					
25. Tell Me about a Time When					

Professionalism					
26. Professionalism in Today's Workforce					
27. Professional Work Attitudes					
28. Teamwork: An Essential Element of Professionalism					
29. Is it Considered "Professional" to Have Friends in the Workplace?					
30. Self-reflection: Professional Problem Solving at its Best					

Extension activities (Four are required; describe below)					
1.					
2.					
3.					
4.					

Journaling activity: Topic Provided Yes No

Customer's Overall Performance

Instructions: Use the scale to rate the Customer's overall performance.

Ability to learn	Excellent	Very Good	Good	Marginal	Poor
Accuracy of work	Excellent	Very Good	Good	Marginal	Poor
Accepts assistance	Excellent	Very Good	Good	Marginal	Poor
Adaptability	Excellent	Very Good	Good	Marginal	Poor
Appearance and hygiene	Excellent	Very Good	Good	Marginal	Poor
Attendance	Excellent	Very Good	Good	Marginal	Poor
Communication	Excellent	Very Good	Good	Marginal	Poor
Cooperativeness	Excellent	Very Good	Good	Marginal	Poor
Initiative	Excellent	Very Good	Good	Marginal	Poor
Motivation	Excellent	Very Good	Good	Marginal	Poor
Safety practices	Excellent	Very Good	Good	Marginal	Poor
Timeliness	Excellent	Very Good	Good	Marginal	Poor

Overall Training Summary

Describe the instructions, resources, and supplies the customer received throughout the entire training.

Describe the customer's ability and willingness to perform skills and tasks including all problematic issues or concerns that emerge.

Describe all accommodations, compensatory techniques, and special training needs required by the customer including why task had to be completed for the customer.

Recommendations related to future training that can enhance or improve the customer skills.

Additional Comments

Additional comments, if any:

Customer or Authorized Representative Signatures (See VR-SFP 3 on Signatures)

Verification of the customer's or authorized representative's satisfaction and service delivery obtained by:

- Handwritten signature Digital signature
- By sending a copy of the document returned with a scanned signature
- Unable to obtain signature, Record the date, time and method of each of the 3 attempts:

By signing below, I, the customer or authorized representative, agree with the information recorded within the report above. I agree I am satisfied with the services delivered. If you are not satisfied, do not sign. Contact your VR counselor.

Typed or printed name:	Signature: X	Date Signed:
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Provider Signatures (See VR-SFP 3 on Signatures)

Type of Provider: Traditional-bilateral contractor Transition Educator Non-traditional

Premiums to be invoiced:
 None Autism Blind and Visually Impaired Brain Injury Deaf other, specify:

Vocational Adjustment Trainer

- By signing below, I certify that:**
- the above dates, times, and services are accurate;
 - I personally facilitated all training, meeting all outcomes required for payment and documented the service, as prescribed in the VR-SFP and service authorization;
 - Verification of the customer's satisfaction and service delivery obtained as stated above;
 - I maintain the staff qualifications required for a Vocational Adjustment Trainer as described in the VR-SFP or Service Authorization; and
 - I printed by name, signed my signature and entered the date below.

Typed or printed name of instructor 1:	Signature: X	Date Signed:
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Select all that apply:
 UNTWISE Credentialed with ID: VR3490-Waiver Proof Attached
 Transition Educator Non-traditional RID/BEI/SLIPI with Number: or proof attached

Typed or printed name of instructor 2:	Signature: X	Date Signed:
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Select all that apply:

UNTWISE Credentialed with ID: VR3490-Waiver Proof Attached

Transition Educator Non-traditional RID/BEI/SLIPI with Number: or proof attached

Typed or printed name of instructor 3:	Signature: X	Date Signed:
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Select all that apply:

UNTWISE Credentialed with ID: VR3490-Waiver Proof Attached

Transition Educator Non-traditional RID/BEI/SLIPI with Number: or proof attached

Director (only required for Traditional-Bilateral Contractors)

By signing below, I, the Director, certify that:

- I ensure that the services were provided by qualified staff, met all outcomes required for payment, and services were documented, as prescribed in the VR-SFP and service authorization;
- I maintain UNTWISE Director credential, as prescribed in VR-SFP;
- I signed my signature and entered the date below.

Director Typed or Printed name:	Director Signature: X	Date Signed:
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Select all that apply: UNTWISE Credentialed with ID: VR3490-Waiver Proof Attached

VRS Use Only

If any question below is answered no or if the report or supporting documentation is missing or incomplete, return the invoice to the provider with the VR3460. Make a case note to document the results of the review and the date VR3460 was sent to provider, when applicable.

Technical Review to Verify Provider Qualifications
(Completed by any VR staff such as RA, CSC, VR Counselor)

When Vocational Adjustment Trainer is a Transition Educator or Non-Traditional provider, skip this section.

Director's Credential:

UNTWISE website or attached VR3490 verifies, for the dates of service, the director listed above:

maintained or waived the UNTWISE Director Credential

did **not** hold a valid UNTWISE Director Credential

Vocational Adjustment Trainer's Credential:

UNTWISE website or attached VR3490 verifies, for the dates of service, the **Vocational Adjustment Trainer(s)** listed above:

maintained or waived the required UNTWISE Credential

did **not** hold a valid UNTWISE Credential

UNTWISE Endorsements:

UNTWISE website verifies, for the dates of service, the Vocational Adjustment Trainer listed above maintained the following endorsement:

None Autism Blind and Visually Impaired Brain Injury other, specify:

Qualifications Related to Deaf Premium:			
Attached documentation verifies, for the dates of service, the Vocational Adjustment Trainer listed above maintained one of the following:			
not applicable	BEI	RID	SLIPI
Verification of Service Delivery			
Technical Review (completed by any VR staff such as RA, CSC, VR Counselor)			
Verified that the report is accurately completed per form instructions		Yes	No
Verified that the service(s) was provided within service date of SA and as stated in the VR Standards for Providers and/or the SA		Yes	No
When applicable, verify a copy of an approved VR3472 is attached to the report.	NA	Yes	No
Verified the training was provided in the environment(s) (in person, remotely or combination) indicated on the referral form.		Yes	No
Verified the customer received the minimum required 20 hours of face-to-face training		Yes	No
The trainer-to-customer ratio was adhered to as described in the VR-SFP		Yes	No
Verified that the training provided to the customer contained the 30 required activities.		Yes	No
Verified that the training provided to the customer contained the 4 required extension activities		Yes	No
Verified that the journaling activities were offered during the training		Yes	No
Verified the customer's satisfaction with the training through signature on the form and/or by VR staff member contact with customer		Yes	No
Verified that the appropriate fee(s) was invoiced		Yes	No
Print staff member(s) names who completed technical review and/or verified the UNTWISE Credentials:			
1.	Date:	2.	Date:
VR Counselor Review			
Verified the customer received necessary accommodations, supplies and resources; various instructional approaches were used; and the customer has the ability to use compensatory techniques to increase ability to perform task and skills		Yes	No
Verified that the vocational adjustment trainer used and documented on the form the various instructional approaches to meet the customer's learning styles and preferences		Yes	No
Verified that the vocational adjustment trainer provided all supplies and resources necessary for the customer to participate in the training through signature on form or by VR staff member contact with customer		Yes	No
By typing or printing your name, the VRC verifies:			
<ul style="list-style-type: none"> • completion of the technical review, • services provided met the customer's individual needs, • services provided met specifications in the VR-SFP and on the SA, and • customer's or legally authorized representative's satisfaction with services received. 			
Approve to pay invoice		Do not approve to pay invoice	
VR Counselor:			Date: