



Instructor Guide

Assessment and Grading



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Evaluation Strategy

Overview

Business Need

The Department of Technical and Adult Education of Georgia commits to business leaders that participants who earn the Certified Warehousing and Distribution Specialist Certificate will be able to perform relative to current industry standards. The skills, knowledge and workplace values are reflected in the CWDS Curriculum objectives and content, and are measured by the CWDS Final Assessment.

The purpose of this guide is twofold:

1. To assess the mastery of knowledge, skills and values taught by the CWDS curriculum.
2. To guide the instructors in assigning grades that are consistent across all technical colleges.

Participant Overview

This assessment process should be described to the participants at the beginning of the CWDS Certification program. Participants must be advised of the assessment process and requirements for earning the Certified Warehousing and Distribution Specialist Certificate.

Direct participants to read the Certified Warehousing and Distribution Specialist CWDS Assessment Overview.



Assessment Instruments

A. Unit Assessments

The CWDS program utilizes unit assessments to help ensure that participants have learned the material. Unit assessments can be found on the CWDS Assessment CD-ROM. Unit tests should be scored using a 100-point scale. Each unit test score should be entered in Section (A) of the CWDS Program Grade Sheet.

B. Work Ethics Assessment

Work Ethic observations are made by the instructor throughout the CWDS program. The instructor is responsible for scoring an ethics grade for each course. Scoring requires the instructor to observe the presence or absence of the characteristics listed on the Work Ethics Grade Form. Scores are assigned on a scale from 0 to 100.

All work ethics scores will be recorded on the CWDS Program Grade Sheet in Section (B).

A Work Ethics Evaluation “Exception” Form should be completed by the instructor for anyone scoring below 80%. The Work Ethics Evaluation “Exception” form must be reviewed with the participant immediately following that particular course. (See Section B of the CWDS Program Grade Sheet and the Work Ethics Evaluation Exception Form located in the Appendix).



Final Assessment

The Final Assessment measures understanding and retention of the information presented throughout the Certified Warehousing and Distribution Specialist Program.

Assessment Administration

The final assessment may be given at any time following the CWDS Simulations. This assessment and answer key can be found on the CWDS Assessment CD-ROM.

Calculating Final Assessment Grade

Enter total points received on the final exam. Multiply the total points by the Assessment Weight factor and enter the result in Section (C) of the CWDS Grade Calculation Form.

Final CWDS Program Grade Calculation

Add the CWDS Weighted Points earned in each part (Section “C”) of the grade form to calculate a final grade.

Enter the Final Grade at the CWDS Program Total on the Grade Calculation form.

A minimum score of 80 is required to award the Certified Warehousing and Distribution Specialist Certificate. (See CWDS Implementation Guide.)

NOTE: In addition the student must achieve a minimum average score of 80% in each of the five DMM courses to receive a CWDS certificate.



Grading

The CWDS program grade is based on the skills and knowledge that participants demonstrate during the assessments. The assessments and their relative weight toward the CWDS grade are as follows:

Assessment	Weight
Unit Tests	75%
Work Ethics	15%
Final Assessment	10%



Appendix

Work Ethics Evaluation Form

Student Name _____

SSN _____

Course Title _____

CRN _____

Quarter _____

Instructor _____

Grading Scale		Working in the Warehousing Environment	Warehousing Workforce Skills	Warehousing and Distribution Process	Warehousing Technology Skills	Representative Warehousing Skills
90 – 100	Exceeds Expectations					
80 – 89	Meets Expectations					
70 – 79	Needs Improvement					
69 or Below	Unacceptable					
Work Ethics Trait Points Score						
Attendance: Attends class; arrives/leaves on time; notifies instructor in advance of planned absences.						
Productivity: Follows safety practices; conserves materials; keeps work area neat and clean; follows directions and procedures; makes up assignments punctually; participates.						
Teamwork: Respects the rights of others; respects confidentiality; is a team worker; is cooperative; is assertive; displays a customer service attitude; seeks opportunities for continuous learning; demonstrates mannerly behavior.						
Character: Displays loyalty, honesty, trustworthiness, dependability, reliability; initiative, self-discipline, and self responsibility.						
Leadership: Displays leadership skills; appropriately handles criticism, conflicts, and complaints; demonstrates problem-solving capability; maintains appropriate relationships with supervisors and peers; follows chain of command.						
Organization: Manifests skill in prioritizing and management of time and stress; demonstrates flexibility in handling change.						
Communication: Displays appropriate nonverbal (eye contact, body language) or oral (listening, telephone etiquette, grammar) skills.						
Respect: Deals appropriately with cultural/racial diversity; does not engage in harassment of any kind.						
Self-Esteem: Demonstrates a positive attitude; appears self-confident; has realistic expectations of self.						
Appearance: Displays appropriate dress, grooming, hygiene, and etiquette.						
Subtotal						
Divided by 10						
Total Score						

Explanation of Work Ethics Grades

Exceeds Expectations: Work ethics performance is exemplary. Student has consistently demonstrated characteristics that will stand out in the work environment.

Meets Expectations: All work ethics standards are met. The quality of student's work ethics performance is that of a good employee in the normal work environment.

Needs Improvement: Some standards were not met. Additional training in employability skills is recommended.

Unacceptable: Work ethics performance was below average. Additional training in employability skills is a must if the student is to survive in the work environment.

Instructor Signature: _____

Date: _____

Work Ethics Evaluation Exception Form

Name: _____ Course: _____ Date: _____

__ Attendance __ Productivity __ Teamwork __ Character __ Leadership

__ Organization __ Communication __ Respect __ Self-Esteem __ Appearance

Problems or Commendation:

Student Response:

Improvement Plan:

Instructor

Student

Certified Warehousing and Distribution Specialist Program

Participant Name: _____

CWDS Program Start Date: _____

Section A

	Unit Test Score	Course Weight	Total Course Points
DMM 154 - Working in the Warehousing Environment			
Introduction to CWDS	N/A		
Introduction to Business Principles			
General Plant Safety			
Learning for Success			
Managing Change			
Self Management and Personal Wellness			
Positive Work Ethic			
Total Points (Sum of Unit Test Scores)			
Total Points ÷ 6 =	*	× .14 =	
DMM 156 - Warehousing Workforce Skills			
The Art of Effective Communication			
Working Together			
Positive Image			
Interview Skills			
Total Points (Sum of Unit Test Scores)			
Total Points ÷ 4 =	*	× .12 =	

	Unit Test Score	Course Weight	Total Course Points
DMM 158 - Warehousing and Distribution Process			
Warehousing and Distribution			
Warehousing Productivity Measures			
Methods of Inventory Management			
Protecting Materials and Merchandise			
Palletizing			
Handling Systems			
Processing Hazardous Materials			
Total Points (Sum of Unit Test Scores)			
Total Points ÷ 7	*	× .13	
DMM 160 - Warehousing Technology Skills			
Scanners and Data Entry			
Warehousing Data Applications			
Problem Solving			
Introduction to Industrial Controls			
Introduction to Computers & Automation			
Total Points (Sum of Unit Test Scores)			
Total Points ÷ 4	*	× .18	
DMM 162 - Representative Warehousing Skills			
Math and Measurement			
Calculators			
Powered Industrial Truck Operator			
Warehousing Simulations	N/A		
Total Points (Sum of Unit Test Scores)			
Total Points ÷ 3	*	× .18	

Section B

	Unit Test Score	Course Weight	Total Course Points
Work Ethics			
Working in the Warehousing Environment			
Warehousing Workforce Skills			
Warehousing and Distribution Process			
Warehousing Technology Skills			
Representative Warehousing Skills			
Total Points (Sum of Unit Test Scores)			
Total Points ÷ 5	*	× .15	

Section C

	Score	Weight	Total Points
Total Course Points (Total from Section A)			
Work Ethics (Total from Section B)			
Final Assessment (Total Points)		× .10	
CWDS Program Total			

* The student must achieve a minimum average score of 80% in each of the five DMM courses to receive a CWDS certification.