**Industry Based Certification**

**Student Learning Target (SLT)**

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| **Grade:** |  | **Subject:** | |  | **# of students:** | |  | **Interval of instruction:** | | Full Year  Semester Fall  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **LDOE Common Assessment?** | Yes  No X | **Assessment name:** | | **Customer Service & Sales Certification**  ***Pre-test:*** Customer Service & Sales Teacher Made Pre-Screening Test  ***Post-test:*** Customer Service & Sales Test by the National Retail Federation | | | | | | |
| **Rationale for SLT:** (Please include targeted content standards and/or explanation of assessment method, as applicable.) | | | | | | | | | | |
| The main focus is Customer Service & Sales. Students will take a pre-test created by a Certified Customer Service teacher & used by all to receive the customer service vouchers if students pass with higher than an 80. The post-test will be given on the computer created by the National Retail Federation Foundation on Customer Service Sales where students will receive either a pass or fail. | | | | | | | | | | |
| **Student Learning Target:** | | | | | | | | | | |
| Evaluation in the Fall for the Industry Based Certification SLT: 91% of my students will receive an industry based certification by passing the Microsoft Office Specialist Test in Word, PowerPoint, or Excel or the Customer Service & Sales Certification by the National Retail Federation. | | | | | | | | | | |
| **Baseline Data:** (Please include what you know about the targeted students’ performance/skills/achievement levels at the beginning of the year, as well as any additional student data or background info used in setting your target.) | | | | | | | | | | |
| Many of the students in the course have little knowledge of Customer Service & Sales. | | | | | | | | | | |
| **Scoring Plan:** | | | | | | | | | | |
| **Insufficient Attainment of Target (1):** The teacher has demonstrated an insufficient impact on student learning by falling far short of the target. | | | **Partial Attainment of Target (2):** The teacher has demonstrated some impact on student learning, but did not meet the target. | | | **Full Attainment of Target (3):** The teacher has demonstrated a considerable impact on student learning by meeting the target. | | | **Exceptional Attainment of Target (4):** The teacher has demonstrated an outstanding impact on student learning by surpassing the target by a meaningful margin. | |
| Achievement Range:  0%-69% of students will receive an industry based certification by passing the Customer Service & Sales Test. | | | Achievement range:  70%-90% of students will receive an industry based certification by passing the Customer Service & Sales Test. | | | Achievement range:  91% of students will receive an industry based certification by passing the Customer Service & Sales Test. | | | Achievement range:  91% of students will receive an industry based certification by passing the Customer Service & Sales Test. Also, 33% of the lower scoring 21% will pass an industry based certification. | |