



**Career Preparedness
Certification
Study Guide**

CERTIFICATION OVERVIEW

The Express Employment Professionals Career Preparedness Certification validates individuals have the skills necessary to thrive in a post-secondary or workplace environment. In addition, the certification exam assesses major topics such as higher learning, the job seeking process, financial literacy, workplace etiquette and the Microsoft® Office Suite.

EXAM OVERVIEW

The Express Employment Professionals Career Preparedness Certification is hosted on the iCEV testing platform. The certification exam is a 100-question, randomized assessment. Exam questions are in the format of multiple choice, sort order, diagramming, matching, labeling and other question types meant to fully evaluate an individual's competency of the industry standards. The certification exam should be proctored within a controlled environment. The proctor of the exam must review and verify all exam procedures and provide electronic documentation through the exam platform.

More information about the certification exam and testing platform, including optional preparation materials offered by iCEV, can be found at <https://www.icevonline.com/careerprep>.

ABOUT EXPRESS EMPLOYMENT PROFESSIONALS

Express Employment Professionals is a leading staffing provider in the U.S., Canada and South Africa. The company was founded in 1983 and has more than 800 franchise locations worldwide. The company's long-term goal is to put a million people to work annually and currently, the organization employs more than 566,000 people annually. Learn more at <https://www.expresspros.com/certifications/>.

INDUSTRY STANDARDS

The certification exam assesses knowledge and skills from the following weighted industry standards set by Express Employment Professionals:



CAREER APTITUDE & ASSESSMENT- 5%

- Career Testing
- Career Investigations
- Job Search Techniques



EDUCATION & TRAINING ANALYSIS- 15%

- Education & Training Requirements
- Education & Training Financing Options
- Financial Aid Applications Techniques



INTERVIEW TECHNIQUES- 15%

- Interview Preparation
- Interview Process
- Proper Interview Follow-Up Procedures



JOB APPLICATION TECHNIQUES- 15%

- Job Application Process
- Cover Letter Writing Procedures
- Resume Writing Process
- Portfolio Development Techniques



PERSONAL DEVELOPMENT- 10%

- Goal Setting Techniques
- Leadership Development
- Team Building Dynamics



PROFESSIONAL DEVELOPMENT- 25%

- Employability Skills
- Workplace Technology Applications
- Electronic Communication Techniques



WORKPLACE REGULATION & STANDARDS- 15%

- Workplace Laws
- Standard Workplace Etiquette
- Employee Payment & Compensation

Industry Standard Overview

To pass the Express Employment Professionals Career Preparedness Certification exam, certification candidates must have adequate knowledge of the industry standards. The following outlines an in-depth overview of the industry standards and sub-standards:

Industry Standard: Career Aptitude & Assessment



- Career Testing
 - Strong Interest Inventory®
 - Self-Directed Search®
 - Myers-Briggs Type Indicator®
 - Career Ability Placement Survey
 - SIGI3
- Career Assessment
- Investigating Careers
 - The Internet
 - Counselors
 - Personal Interviews
 - Volunteering
 - Job Shadowing
 - Internships
 - Part-time Jobs

Industry Standard: Education & Training Analysis



- Higher Learning
 - Certificates
 - Licenses
 - Associate Degrees
 - Bachelor's Degrees
 - Master's Degrees
 - Doctoral Degrees
- College Credits
- AP Courses
- International Baccalaureate
- Dual Enrollment
- Summer Courses
- Financial Aid
- Post-Secondary Education
- Paying for Post-Secondary Education
 - Expected Family Contribution
 - Financial Need

- Scholarships
- Student Grants
- Student Loans

Industry Standard: Interview Techniques



- Job Interview
- Common Interview
- Rejection
- Compensation
 - Direct Compensation
 - Indirect Compensation
- New Employee Paperwork

Industry Standard: Job Application Techniques



- Career Portfolio
- Professional Philosophy
- Mission Statement
- Transcript, Degree, License & Certification
- Testimonial
- Letter of Recommendation
- Types of Employment
- Networking
- Job Application
- Cover Letter
- Resume

Industry Standard: Personal Development



- Goals
 - Qualitative
 - Quantitative
 - Achieving
- Objectives
- Leaders
 - Traditional Leaders
 - Collaborative Leader
 - Direct
 - Indirect
- Teamwork
- Teams
- Team Roles

Industry Standard: Professional Development



- Workplace Technology
- Computer Hardware
- Computer Software
- Computer Application Software
- The Cloud
- Web-Based Applications
- E-Mail
- E-Mail Etiquette
- Web Chat & Text Messaging
- Social Networking
- Collaborative Software
- Electronic Scheduling

Industry Standard: Professional Development



- Organizational Structures
- Informal Structures
- Family & Medical Leave Act
- OSHA
- Fair Labor Standard Act
- Compensation
- Paychecks
- Gross Pay
- Net Pay
- Mandated Forms

Optional Preparation Materials Overview

The preparation materials offered by iCEV for the Express Employment Professionals Career Preparedness Certification was specifically created to prepare candidates for the certification exam. While it is not required to complete the preparatory materials before accessing the certification exam, Express Employment Professionals recommends certification candidates complete some form of training. The following outlines the lessons scope and objectives:

Lesson 1: Formulas for Career Success: Career Testing & Investigation

1. To identify factors which may affect career choices.
2. To explore types and benefits of career testing and assessment.
3. To analyze methods of investigating career fields.

Lesson 2: Goal Setting Basics

1. To define a goal and an objective.
2. To describe SMART goals.
3. To explain short-term goals versus long-term goals.
4. To analyze goal-setting strategies.

Lesson 3: Formulas for Career Success: Higher Learning

1. To explore higher learning opportunities and their benefits
2. To distinguish the types of higher learning degrees and institutions.
3. To analyze factors to consider when choosing among higher learning opportunities.

Lesson 4: Cost of Education & Training

1. To analyze the relationship between education, training and earnings.
2. To define and provide examples of post-secondary education.
3. To understand the various sources of funds for post-secondary education and analyze their advantages and disadvantages.
4. To understand different career pathways and their requirements.

Lesson 5: Formulas for Career Success: Financial Aid

1. To analyze the costs associated with attending an institution of higher learning.
2. To distinguish among the various types of financial aid.
3. To describe the processes used to apply for financial aid.

Lesson 6: Formulas for Career Success: Portfolio Development

1. To analyze the purpose and uses of a career portfolio.
2. To identify items commonly found in a career portfolio.
3. To discuss the design and organization of a career portfolio.
4. To create a career portfolio.

Lesson 7: Formulas for Career Success: Job Search

1. To define types of employment.
2. To explore benefits of employment early in life.
3. To analyze methods of discovering job opportunities.

Lesson 8: Formulas for Career Success: Job Applications

1. To identify common components of job applications.
2. To analyze the process of filling out a job application.
3. To discuss mistakes commonly made on job applications.

Lesson 9: Formulas for Career Success: Cover Letters

1. To identify the purpose of a cover letter.
2. To analyze components cover letters should contain.
3. To examine mistakes commonly seen in cover letters.
4. To practice writing cover letters.

Lesson 10: Formulas for Career Success: Resumes

1. To identify the purpose of a resume.
2. To describe elements to be included in a resume.
3. To discuss various formats for resumes, including chronological, functional and combination.
4. To analyze methods of delivering a resume to a potential employer.

Lesson 11: Formulas for Career Success: Interview Preparation

1. To explain the importance of preparation and practice before an interview.
2. To discuss the need to research the company and position the interview addresses.
3. To analyze a few common interview questions.

Lesson 12: Formulas for Career Success: The Interview Process

1. To identify methods for interviewing prospective employees.
2. To analyze the process of an interview.
3. To discuss advice and tips concerning proper interview behavior.
4. To compare a poor interview performance to an impressive interview performance.

Lesson 13: Formulas for Career Success: After the Interview

1. To explain the prevalence of rejection and reassure students who have been rejected after an interview.
2. To describe types of compensation including direct and indirect.
3. To discuss types of paperwork new employees are required to complete.
4. To become familiar with filling out a W-4 form.
5. To provide tips concerning proper etiquette for new employees.

Lesson 14: Employability Skills

1. To define employability.
2. To learn the parts of employability.
3. To learn employability skills.

Lesson 15: Leadership & Team Dynamics

1. To define and analyze characteristics of leadership.
2. To describe and evaluate aspects of team building.

Lesson 16: Workplace Issues

1. To explore the role of technology in the workplace.
2. To identify the effects of organizational structures on workplace dynamics.
3. To identify important responsibilities and safety practices for employers and employees.
4. To research and compare published workplace policies and procedures.

Lesson 17: Employee Compensation Components

1. To identify employee benefits.
2. To analyze various types of income deductions and how they impact take-home pay.
3. To describe work related forms.

Lesson 18: Workplace Technology

1. To explain the purpose of workplace technology and its impact on business practices.
2. To discuss benefits and concerns of businesses technology use.
3. To describe various types of workplace technology.

Lesson 19: Electronic Communication & Scheduling

1. To define electronic communication.
2. To identify different electronic communication systems.
3. To demonstrate how to use electronic communication systems.
4. To define electronic scheduling.
5. To identify different electronic scheduling systems.
6. To demonstrate how to use electronic scheduling systems.