



Kansas Adult Education RECEPTIONIST Competencies

Revised and updated by the Kansas Statewide PD System Practitioner Standards Workgroup
Adopted June 7, 2016

Adapted from:
Standards for School Leaders
Council of Chief State School Officers
Supported by a grant from the Pew Charitable Trusts
Adopted by Full Consortium
November 2, 1996
and
Educational Leadership Policy Standards
Interstate School Leaders Licensure Consortium (ISLLC)
Adopted by the National Policy Board for Educational Administration
December 13, 2007

Competency 1: VISION

The Receptionist is an integral part of the development, implementation and stewardship of a vision of life-long learning.

	Performance Indicators
	1.1 Understands the importance of the initial contact with adult learners.
	1.2 Is involved and aware of all program improvement efforts.

Competency 2: CULTURE

The Receptionist supports and sustains a program culture conducive to adult learning and staff professional growth.

	Performance Indicators
	2.1 Understands the history and significance of adult literacy education.
	2.2 Participates in professional development opportunities.
	2.3 Understands the diversity of the adult education population and its meaning for adult education programs.
	2.4 Acknowledges that all adult learners can benefit from adult education and can learn in a variety of ways to promote lifelong learning.
	2.5 Fosters a safe and supportive learning environment.
	2.6 Treats all individuals with fairness, dignity, and respect.
	2.7 Nurtures and sustains a culture of collaboration, trust, and learning.
	2.8 Ensures adherence to all Kansas Adult Education policies and procedures.

Competency 3: OPERATIONS

The Receptionist supports program management, operations, and resources for a safe, efficient, and effective learning environment.

	Performance Indicators
	3.1 Adheres to operational procedures and technology plans that apply to the sponsoring agencies
	3.2 Complies with rules and regulations related to program safety, security, and privacy.
	3.3 Accepts responsibility for accurate data entry.
	3.4 Manages time efficiently to maximize the attainment of program goals.
	3.5 Promotes the welfare and safety of adult learners and staff.
	3.6 Collaborates with key team members.

Competency 4: ETHICS

The Receptionist acts with integrity, fairness, and in an ethical manner.

	Performance Indicators
	4.1 Protects the rights and confidentiality of adult learners and staff.
	4.2 Positively influences adult learners and the adult education program through fair and equitable treatment.