

Ethics & Professionalism (540)

REGIONAL – 2020

FINAL

Presentation Points _____ (140 points)

Specification Points _____ (20 points)

TOTAL POINTS _____ (***160 points***)

Failure to adhere to any of the following rules will result in disqualification:

- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
- 3. Electronic devices will be monitored according to ACT standards.**

No more than ten (20) minutes orientation

No less than five (5) and no more than seven (7) minutes for oral presentation

No more than three (3) minutes judges' questions

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Workplace Skills Assessment Program competition.

Regional Final Scenario:

You work in the Customer Service Support Department and spend a lot of your day responding to email. One day you receive a message from an email address you don't recognize. It says, "I'd like to get to know you better outside of work." You have no idea who sent it, so you delete it. A few days later, you receive another message from the same source. You ignore the message again thinking they will stop. You mention these emails to a coworker, who responds, "You're lucky to have a fan." The messages continue to come every few days and you are feeling pretty weirded out.

- What does the concept of harassment mean
- How do you handle the emails
- What are your next steps

A contestant will be DISQUALIFIED for violations of the Copyright and Fair Use Guidelines.

Contestants who do not submit an entry that follows this topic will be disqualified.