
















Essential Skills for Work, Learning and Life

OSP Icon	Essential Skill Title	Definition
	Reading Text	Reading materials in the form of sentences or paragraphs such as notes, letters, memos, manuals, specifications, books, reports and journals.
	Writing	The preparation of written materials for a variety of purposes. Completing such tasks as filling in forms, writing text and using computers to write.
	Document Use	Reading different types of material such as labels, signs, lists, tables, graphs, forms, diagrams, blueprints and other similar material.
	Computer Use	The use of any type of computerized technology.
	Oral Communication	Using verbal skills to exchange ideas and information with others.










Numeracy

	Money Math	The use of mathematical skills in making financial transactions, such as handling cash, preparing bills, and making payments.
	Scheduling or Budgeting and Accounting	Planning for the best use of time and money, as well as monitoring of the use of time and money.
	Measurement and Calculation	The measurement and calculation of quantities, areas, volumes, and/or distances.
	Data Analysis	The collection and analysis of data in numerical form.
	Numerical Estimation	The production of estimates in numerical terms.

Thinking Skills

	Job Task Planning and Organizing	Planning and organizing your own work.
	Decision Making	Making a choice among options using appropriate information.
	Problem Solving	The identification and solving of problems.
	Finding Information	The use of a variety of sources, including written text, people, computerized databases, and information systems.
	Critical Thinking	Making judgments by using criteria to evaluate ideas and information and the related consequences.

Skill levels are provided for each skill.
Level 1 tasks are the least complex and level 4/5 are the most complex.

OSP Icon	Work Habits Descriptors
	<p>Working Safely</p> <ul style="list-style-type: none"> • Working in a manner that prevents injury to self and others • Reporting unsafe conditions • Participating in health and safety training, as required • Using and wearing all required protective equipment and devices
	<p>Teamwork</p> <ul style="list-style-type: none"> • Work willing with others • Showing respect for the ideas and opinions of others • Taking responsibility for his or her share of the work • Contributing to the team effort by sharing information, resources, and expertise
	<p>Reliability</p> <ul style="list-style-type: none"> • Being punctual • Following directions • Giving attention to detail • Using time effectively and producing work on time • Acting in accordance with health and safety practices
	<p>Organization</p> <ul style="list-style-type: none"> • Organizing work priorities when faced with a number of tasks • Devising and following a coherent plan to complete a task • Revising the plan when necessary to complete a task or to make improvements
	<p>Working Independently</p> <ul style="list-style-type: none"> • Accomplishing tasks independently • Independently selecting, evaluating, and using appropriate materials, tools, resources, and activities • Using prior knowledge and experience to solve problems and make decisions
	<p>Initiative</p> <ul style="list-style-type: none"> • Beginning and completing tasks with little prompting • Approaching new tasks with confidence and a positive attitude • Seeking assistance when necessary
	<p>Self-advocacy</p> <ul style="list-style-type: none"> • Asking questions and seeking clarification, where appropriate • Identifying and making use of appropriate resources and support when needed • Being proactive regarding individual rights and responsibilities, where appropriate
	<p>Customer Service</p> <ul style="list-style-type: none"> • Listening effectively to determine and meet clients' needs • Interacting positively with both co-workers and clients/customers • Endeavouring to meet and exceed expectations • Creating a positive impression of the company or organization
	<p>Entrepreneurship</p> <ul style="list-style-type: none"> • Recognizing and acting on opportunities • Showing perseverance • Being innovative and creative • Being versatile and resourceful