



## Tips for Employment Ontario Employment Specialists – Job Developers, Employment Counsellors and Resource and Information Specialists

This resource outlines how job developers, employment counsellors and resource and information specialists can use the Ontario Skills Passport (OSP) to help adult learners and job seekers (both referred to as clients throughout the rest of this document) **assess, build, document** and **track** their Essential Skills and work habits and **transfer** them to further education, training, the workplace and everyday life. The OSP tools and resources can be used in employment preparation and training programs, internships, volunteer activities and the workplace.

The career development process, as outlined in [Creating Pathways to Success](#), is a four-step inquiry process built on the following questions: *Who am I? What are my opportunities? Who do I want to become? What is my plan for achieving my goals?* These questions are relevant to job seekers and learners at any age or stage of life. The OSP tools and resources provide job seekers and learners with information that can assist them develop meaningful answers to these questions as part of their education and career/life planning process.

### Introductory Resources (*Who am I?*)

Website	Location	Description
<a href="#">OSP</a>	Skills in the OSP	<ul style="list-style-type: none"> <li>• Read descriptions of Essential Skills, skill levels and work habits.</li> <li>• See a video clip for each Essential Skill and work habit.</li> </ul>
<a href="#">SkillsZone</a>	Essential Skills Introduction	<ul style="list-style-type: none"> <li>• Use the <a href="#">Essential Skills Introduction</a> to view descriptions of Essential Skills, skill levels and see a video clip for each Essential Skill</li> </ul>
<a href="#">SkillsZone</a>	Work Habits Introduction	<ul style="list-style-type: none"> <li>• Use the <a href="#">Work Habits Introduction</a> to view descriptions of work habits and see a video clip for each work habit.</li> </ul>
<a href="#">SkillsZone</a>	SkillsZone Videos	<ul style="list-style-type: none"> <li>• Use the <a href="#">Discover Your Skills</a> video to see how Essential Skills and work habits are used every day and why they are important.</li> <li>• Use the <a href="#">Make Social Media Work for You</a> video to get an introduction to using social media effectively.</li> <li>• Use the <a href="#">Keeping Safe at Work</a> video and <a href="#">Facilitator's Guide</a> to illustrate how workers use their Essential Skills and work habits and exercise health and safety rights to keep safe at work.</li> <li>• See other OSP videos, such as <a href="#">The Lab Technologist</a>, which show how workers use their Essential Skills and work habits in the workplace and how these skills transfer to other jobs.</li> </ul>
<a href="#">OSP</a>	Introduction and Tips for Job Seekers and Learners	<ul style="list-style-type: none"> <li>• Access resources such as the <a href="#">Ontario Skills Passport Overview for Job Seekers and Learners</a>. Identify sections of the chart for clients to complete before their next class or appointment; this can help keep them motivated and focused on their goals.</li> </ul>
<a href="#">SkillsZone</a>	OSP Training Materials	<ul style="list-style-type: none"> <li>• Employment counsellors, job developers and resource and information specialists can access training materials that focus on Essential Skills, skill-building activities and work habits. These materials can be adapted for different audiences.</li> </ul>

Website	Location	Description
<a href="#">SkillsZone</a>	Interactive Learning Resources	<ul style="list-style-type: none"> <li>Use the Skills Pyramid to illustrate how Essential Skills are the foundation for learning other skills, such as technical skills. There is a <a href="#">Skills Overview</a> video showing how a nurse uses Essential Skills, technical skills and job/workplace specific skills on-the-job.</li> </ul>
<a href="#">SkillsZone</a>	Interactive Learning Resources	<ul style="list-style-type: none"> <li>Launch the OSP Interactive Education and Career/Life Planning Resources to locate resources for <a href="#">Grade 7 to Grade 12</a> and for <a href="#">Adult Learners and Job Seekers</a>.</li> <li>Click the questions on the graphic to access OSP tools and resources to help clients answer the following four education and career/life planning inquiry questions: <i>Who am I? What are my opportunities? Who do I want to become? What is my plan for achieving my goals?</i> and develop their pathways planning portfolio.</li> <li>Use the <a href="#">OSP Teacher/Facilitator Planning Chart</a> and <a href="#">OSP Learner Chart</a> for an overview of the OSP tools and resources.</li> </ul>
<a href="#">OSP</a>	OSP News	<ul style="list-style-type: none"> <li>Check out the <a href="#">OSP News</a> on a regular basis to see what tools and resources have been added to the OSP and/or SkillsZone websites. Subscribe to the OSP News to have it sent directly to your inbox.</li> <li>Check out the <a href="#">Articles on Skills</a> section which is featured in the OSP News. A “new” flag is shown beside each new article posted since the previous OSP News.</li> <li>Check out the <a href="#">OSP Testimonials</a> and submit your own skills story or that of your client.</li> </ul>

Essential Skills are:

- Used in nearly all occupations and in everyday life.
- The foundation for learning other skills, such as technical skills.
- Transferable from school to work, job to job and further education or training, including apprenticeship.

### **Assess and Build Essential Skills and Work Habits (*Who am I? Who do I want to become?*)**

Website	Location	Description
<a href="#">OSP</a>	Assess and Build Your Skills	<ul style="list-style-type: none"> <li>Choose a self-assessment to help clients get information on their Essential Skills and work habits (Part 1 of the self-assessment tool).</li> <li>Choose OSP Learning Activities focused on the Essential Skills and work habits clients want to develop.</li> </ul>

Website	Location	Description
<a href="#">OSP</a>	Assess Skills Through an Interview	<ul style="list-style-type: none"> <li>Employment counsellors, job developers and resource and information specialists can use this intake interview resource to informally assess or gauge clients' demonstrations of Essential Skills and work habits. The resource begins with sample questions to identify interests, goals and prior skills demonstrations. The observations and ideas gathered during the interview can be used to inform the development of an action plan to help clients achieve their goals.</li> </ul>
<a href="#">SkillsZone</a>	SkillsZone Videos – OSP Social Media Resource	<ul style="list-style-type: none"> <li>Use the <a href="#">OSP Social Media Resource, Module 2</a> to provide clients with the opportunity to create a great bio to make a good impression and to create online content that genuinely reflects who they are while showcasing their transferable Essential Skills and work habits.</li> <li>Use the <a href="#">OSP Social Media Resource, Module 3</a> to critically review and build their online reputation or “personal brand” so that they stand out from other people who are interested in pursuing the same career and learning or training opportunities.</li> </ul>
<a href="#">SkillsZone</a>	SkillsZone Videos – Keeping Safe at Work Facilitator’s Guide	<ul style="list-style-type: none"> <li>Use the <a href="#">Keeping Safe at Work Video Facilitator’s Guide</a> to see how workers use their Essential Skills and work habits and exercise health and safety rights to keep safe at work.</li> </ul>

### **Career Exploration (*What are my opportunities? Who do I want to become?*)**

Website	Location	Description
<a href="#">OSP</a>	Assess and Build Your Skills	<ul style="list-style-type: none"> <li>Compare self-assessment results to occupation(s) of interest (Part 2 of the self-assessment tool).</li> <li>Choose OSP Learning Activities focused on the Essential Skills and work habits clients want to develop.</li> </ul>
<a href="#">OSP</a>	Search for Tasks	<ul style="list-style-type: none"> <li>Use the list of OSP Occupations to identify occupations of interest and see how experienced workers use these skills on-the-job.</li> <li>Find information on career exploration and planning tools, education and training, employment trends, and employment and volunteer opportunities in each OSP Occupational Profile.</li> <li>Search for sample tasks in work, learning and life. This can help clients see how they have demonstrated these skills in different contexts and gather information to include in their résumés.</li> </ul>
<a href="#">SkillsZone</a>	SkillsZone Videos – OSP Social Media Resource	<ul style="list-style-type: none"> <li>Use the <a href="#">OSP Social Media Resource, Module 1</a> to help clients use social media to conduct research about their future career.</li> <li>Use the <a href="#">OSP Social Media Resource, Module 2</a>, to collect great social proof of their skills and accomplishments using OSP tools and resources such as the OSP Work Plans.</li> </ul>

## OSP Tracking and Planning Tools *(What are my opportunities? What is my plan for achieving my goals?)*

Website	Location	Description
<a href="#">OSP</a>	Create an OSP Work Plan	<ul style="list-style-type: none"> <li>• Create an OSP Work Plan* that focuses on Essential Skills, job tasks and work habits related to a work placement (see attached sample OSP Work Plan).</li> <li>• Employers document participants' skill demonstrations in the work plan.</li> <li>• Refer to the "Tips for Creating a Work Plan" on the next page.</li> </ul>
<a href="#">OSP</a>	Track Your Skills	<ul style="list-style-type: none"> <li>• Use the <a href="#">Experiential Learning Worksheet</a> to help clients track their Essential Skills and work habits demonstrations in Experiential Learning.</li> <li>• Use the <a href="#">Volunteer Worksheet</a> to help clients track their Essential Skills and work habits demonstrations in Volunteer Work.</li> <li>• Use the <a href="#">OSP Leadership Projects and Activities Worksheet</a> to help clients track their Essential Skills and work habits demonstrations in leadership projects and activities they undertake in their community or in school.</li> <li>• After each experience, encourage clients to use the <a href="#">OSP Tracker</a> and <a href="#">OSP Reflection Worksheet</a> to track and plan their skills development so that they can reach their goal. This information can be used to create a résumé, conduct a job search and prepare for a job interview.</li> </ul>
<a href="#">OSP</a>	Create an OSP Transition Plan	<ul style="list-style-type: none"> <li>• Create an OSP Transition Plan to help clients transfer their Essential Skills and work habits to a job or further education or training, including apprenticeship.</li> <li>• Use this information to help them create a résumé and a cover letter that is targeted to a job advertisement and prepare for job interviews.</li> </ul>
<a href="#">SkillsZone</a>	SkillsZone Videos – OSP Social Media Resource	<ul style="list-style-type: none"> <li>• Use the <a href="#">OSP Social Media Resource, Module 4</a>, to find out how to create, build and use their social media network as an important tool for realizing their personal and academic goals.</li> </ul>
<a href="#">OSP</a>	Resources and Links – Ontario WorkInfoNet and iWin	<ul style="list-style-type: none"> <li>• Find information about skills, education, training as well as employment and volunteer opportunities at the provincial and local levels on the <a href="#">Ontario WorkInfoNet</a> and <a href="#">iWIN</a> websites.</li> </ul>

\*The OSP Work Plan complements, but does not replace, mandatory documentation for Employment Ontario programs.

## **Tips for Tracking and Planning Skills Development**

Adult learners and job seekers are encouraged to:

- Keep all their OSP skills documents in a portfolio to track and plan their skills development over time.
- Use this skills information in answering the four education and career/life planning inquiry questions: *Who am I? What are my opportunities? Who do I want to become? What is my plan for achieving my goals?*
- Consider this skills information when making decisions about course, program, career and post-secondary destinations.
- Use this information to conduct job searches, update their résumé, create a cover letter and prepare for job interviews.
- Look for opportunities to further develop their Essential Skills and work habits to get a job, keep a job and progress in their career.



## Tips for Creating an OSP Work Plan

### Job developers, employment counsellors and resource and information specialists can use the OSP Work Plan to:

- Familiarize work placement participants with the kinds of tasks they could encounter in work placements, volunteer opportunities and internships. This can help manage expectations prior to placement.
- Have focused discussions with employers about the tasks that a participant will have an opportunity to demonstrate. This would be especially valuable when meeting with an employer for the first time.
- Complement, but not replace, mandatory documentation for Employment Ontario programs.

### Prior to the Work Placement

- Keep it manageable for both the employer and the participant by focusing on a few skills that the job seeker really feels they want to develop/demonstrate during the placement.
- Delete any tasks that are inappropriate due to age requirements, licensing restrictions or that are not applicable for a particular workplace. Use the “Add tasks” button at the bottom of the page to add skills and tasks from other occupations to further customize the work plan.

### During the Work Placement

- Encourage the participant and the employer to use the quick and easy checklist format of the work plan to have focused discussions about the skills and work habits that were demonstrated.
- Consult with the participant and employer to add additional tasks to the work plan should other training opportunities become available.
- Help employers and participants feel comfortable giving and receiving feedback on tasks. Some ideas are shown in the chart below.

Tips for Participants	Tips for Employers
<p>Be open to receiving feedback and ask your employer questions about your strengths and how you can improve your performance. Start the dialogue with statements or questions such as ...</p> <ul style="list-style-type: none"> <li>• I really want to do a good job in my placement here. Do you have a couple of minutes to talk about how I can improve my skills and work habits?</li> <li>• Which skills and work habits have I done well so far?</li> <li>• Which skills and work habits do you want me to focus on today or this week?</li> <li>• Can I check in with you next week to get more feedback?</li> </ul>	<p>I know you want to do a good job here so let's talk about your skills development.</p> <ul style="list-style-type: none"> <li>• So far, I think you are really doing well with the following skills and work habits: _____.</li> <li>• Today, I'd like you to focus on _____ (fill in appropriate skills/tasks).</li> <li>• I think you would really benefit from improving your _____ (fill in appropriate work habits).</li> <li>• I'd like to have regular discussions with you about your performance. We can meet again on _____.</li> </ul>

## At the End of the Work Placement:

- Keep a copy of completed OSP Work Plans so you have a record of participants' skill development.
- Encourage participants to keep copies of completed OSP Work Plans in their portfolios and use this information to update their résumé, create a cover letter and prepare for job interviews.

*Only employers can complete the entries and sign the OSP Work Plan.*



[ontario.ca/skillspassport](http://ontario.ca/skillspassport)



[skillszone.ca](http://skillszone.ca)



[onwin.ca](http://onwin.ca) [iwin.ca](http://iwin.ca)

# Ontario Skills Passport Work Plan



## Skills and Tasks

*Skill levels are assigned to workplace tasks:  
Level 1 tasks are the least complex and level 4/5 tasks are the most complex.*

**Name:** sample

**Occupation:** Landscape and Horticultural Technicians and Specialists (NOC Code: 2225)

Reading Text	
Tasks Performed	Check
read short comments on forms and handwritten notes from co-workers, customers and supervisors.(1)	<input type="checkbox"/>
read directions on pesticide and fertilizer labels and in Material Safety Data Sheets for details of handling, mixing, application and first aid procedures.(2)	<input type="checkbox"/>
review specifications written by contractors, architects and designers. For example, read tree planting specifications written by contractors to ensure that provisions have been made for tree protection in landscape architecture projects and landscape maintenance contracts.(2)	<input type="checkbox"/>
read instruction manuals for landscaping equipment and supplies and computer programs. For example, refer to software user manuals to review specific functions or steps needed to create plant images, custom plant care packages and quotations using landscape design software.(3)	<input type="checkbox"/>
Problem Solving	
Tasks Performed	Check
encounter bad weather which prevents landscaping operations from proceeding. Advise supervisors or clients and make schedule changes for the crews.(1)	<input type="checkbox"/>
crews encounter unexpected difficulties such as the discovery of big boulders and tree stumps that are hard to remove. If project deadlines cannot be met, meet with supervisors or clients to outline the difficulties and provide estimates of the additional time and resources required.(2)	<input type="checkbox"/>

<b>Measurement and Calculation</b>	
<b>Tasks Performed</b>	<b>Check</b>
determine the quantities of materials and supplies needed for jobs. For example, determine the number of pesticide capsules needed for a job by totalling the diameters of all trees to be treated and dividing the total by the number of centimetres treated per capsule. Determine the quantity of paving stones in square feet required to meet design requirements. Golf course superintendents may determine the amount of sand needed for bunkers by calculating their areas.(2)	<input type="checkbox"/>
calculate weights and liquid volumes needed to prepare fertilizer, fungicide, herbicide and insecticide mixtures. Perform these calculations using ratios, rates and percentages.(2)	<input type="checkbox"/>
take measurements from landscape drawings to determine location to plant or place shrubs, trees and flowers.(2)	<input type="checkbox"/>
take various precise measurements. For example, take precise site measurements using laser distance and height instruments. Take a series of measurements of diameters of plant stems and tree trunks at precise intervals as specified in manuals of standards using callipers.(3)	<input type="checkbox"/>
<b>Finding Information</b>	
<b>Tasks Performed</b>	<b>Check</b>
find information about past landscaping or horticultural activities by searching databases.(2)	<input type="checkbox"/>
find legislation applying to current landscaping projects in building codes, zoning regulations and by-laws.(3)	<input type="checkbox"/>
search a wide range of sources including textbooks, trade publications, scientific journals and suppliers' websites to find information about trees, shrubs, plants, flowers, soils, inorganic materials, fertilizers, fungicides, herbicides, pesticides, treatment techniques and equipment.(3)	<input type="checkbox"/>
<b>Document Use</b>	
<b>Tasks Performed</b>	<b>Check</b>
read lists of names and addresses of horticultural product suppliers.(1)	<input type="checkbox"/>
scan labels on fertilizer, herbicide, insecticide and fungicide containers to find information on ingredients, concentrations, hazard warnings and expiry dates.(1)	<input type="checkbox"/>
check coloured pictures of varied types of diseases to assess the health and conditions of trees, shrubs, plants and lawns.(2)	<input type="checkbox"/>
locate and retrieve data from various tables, schedules and other table-like text. For example, locate information about the composition and health hazard of chemical products on Material Safety Data Sheets and other technical data sheets.(3)	<input type="checkbox"/>

Other Tasks	
Tasks Performed	Check

Working Safely	
Description	Check
Working in a manner that prevents injury to self and others	<input type="checkbox"/>
Reporting unsafe conditions	<input type="checkbox"/>
Participating in health and safety training, as required	<input type="checkbox"/>
Using and wearing all required protective equipment and devices	<input type="checkbox"/>
Teamwork	
Description	Check
Working willingly with others	<input type="checkbox"/>
Showing respect for the ideas and opinions of others	<input type="checkbox"/>
Taking responsibility for his or her share of the work	<input type="checkbox"/>
Contributing to the team effort by sharing information, resources, and expertise	<input type="checkbox"/>
Reliability	
Description	Check
Being punctual	<input type="checkbox"/>
Following directions	<input type="checkbox"/>
Giving attention to detail	<input type="checkbox"/>
Using time effectively and producing work on time	<input type="checkbox"/>
Acting in accordance with health and safety practices	<input type="checkbox"/>

<b>Organization</b>	
<b>Description</b>	<b>Check</b>
Organizing work priorities when faced with a number of tasks	<input type="checkbox"/>
Devising and following a coherent plan to complete a task	<input type="checkbox"/>
Revising the plan when necessary to complete a task or to make improvements	<input type="checkbox"/>
<b>Working Independently</b>	
<b>Description</b>	<b>Check</b>
Accomplishing tasks independently	<input type="checkbox"/>
Independently selecting, evaluating, and using appropriate materials, tools, resources, and activities	<input type="checkbox"/>
Using prior knowledge and experience to solve problems and make decisions	<input type="checkbox"/>
<b>Initiative</b>	
<b>Description</b>	<b>Check</b>
Beginning and completing tasks with little prompting	<input type="checkbox"/>
Approaching new tasks with confidence and a positive attitude	<input type="checkbox"/>
Seeking assistance when necessary	<input type="checkbox"/>
<b>Self-advocacy</b>	
<b>Description</b>	<b>Check</b>
Asking questions and seeking clarification, where appropriate	<input type="checkbox"/>
Identifying and making use of appropriate resources and support when needed	<input type="checkbox"/>
Being proactive regarding individual rights and responsibilities, where appropriate	<input type="checkbox"/>

<b>Customer Service</b>	
<b>Description</b>	<b>Check</b>
Listening effectively to determine and meet clients' needs	<input type="checkbox"/>
Interacting positively with both co-workers and clients/customers	<input type="checkbox"/>
Endeavouring to meet and exceed expectations	<input type="checkbox"/>
Creating a positive impression of the company or organization	<input type="checkbox"/>
<b>Entrepreneurship</b>	
<b>Description</b>	<b>Check</b>
Recognizing and acting on opportunities	<input type="checkbox"/>
Showing perseverance	<input type="checkbox"/>
Being innovative and creative	<input type="checkbox"/>
Being versatile and resourceful	<input type="checkbox"/>

**Employer Information**

<b>Company Name</b>	<b>Supervisor's Name</b>	<b>Phone Number</b>	<b>Email</b>	<b>Duration of Placement</b>

**Employer Comments**

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Employer Signature

\_\_\_\_\_

Date

<http://www.ontario.ca/skillspassport>