

How to find GREAT workers for your business



Ontario
Skills Passport

It's easier when you use the
Ontario Skills Passport

Now there's a better way to interview, evaluate and train



Finding qualified workers is one of the biggest challenges facing businesses today. And it's likely to get even tougher in the years ahead. That's why you need a better way to hire workers with the *Essential Skills and work habits* required for the job.

Growing your own talent is also a smart investment for businesses these days. And there's no better way than by giving your workers constructive feedback and training opportunities – to help them be more productive and better prepared for career advancement.

The Ontario Skills Passport (OSP) can help. The OSP is a FREE bilingual, web-based resource that provides clear descriptions of the Essential Skills and work habits needed for success in the workplace.

Essential Skills¹ are the generic skills that all workers use on the job, such as reading text, document use and problem solving. We use Essential Skills everyday; they are transferable from school to work and further education or training, as well as from job to job and industry to industry. They also help us learn other kinds of job skills, such as technical skills, and to adapt to workplace change.

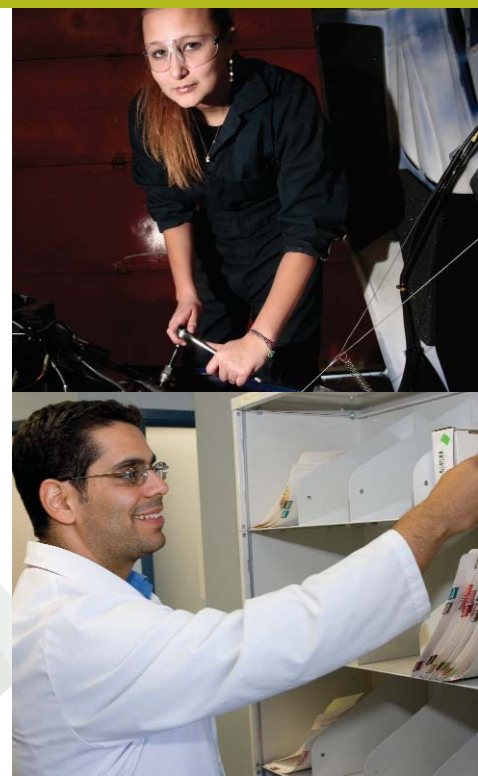
Since good work habits are important for success in the workplace, they are included in the Ontario Skills Passport, too. These work habits include working safely, reliability and excellent customer service.

So how does the Ontario Skills Passport help? By giving you a common language to describe and assess Essential Skills and work habits.

The Ontario Skills Passport (OSP) makes hiring easier

People have such different backgrounds that it is often difficult to figure out what skills they can bring to your business. But the OSP gives everyone a common job skills language.

Learners² and job seekers are now using the OSP in schools and training programs across Ontario to learn about, and develop, the Essential Skills and work habits that are important for success in the workplace.



RETAIL SALESPERSON WANTED

We are looking for an enthusiastic Retail Salesperson with excellent **communication** and **money math skills** and a flair for fashion. Good understanding of **customer service** and tasks relating to inventory, promotions and displays is needed. Must be a **team player** with strong **decision-making skills**.

Employers can go to the **occupational profiles** on the OSP website and see how workers use Essential Skills on the job. There are hundreds of occupational profiles; each lists dozens of workplace tasks performed by experienced workers. This information, together with the OSP work habits, can help you identify what you are looking for in a worker *just entering the job for the first time*, and help prepare a help wanted ad like the one shown here.

By using the same job skills language, employers and job seekers can quickly decide if a job is the “right fit”.

¹ The Essential Skills in the OSP are based on the Essential Skills Research of Human Resources and Skills Development Canada (HRSDC).

² Please note that the term “learner” includes both high school students and adult learners.

The OSP helps employers train and evaluate workers

In addition, once on the job, you can use an **OSP Work Plan** to record a worker's Essential Skills and work habits and to provide constructive feedback and performance reviews. OSP Work Plans also help you identify training opportunities, so workers perform better on the job and get promoted!

Here is a sample of a typical OSP Work Plan:

To view and print out actual OSP Work Plans, visit <http://skills.edu.gov.on.ca>

Ontario Skills Passport Work Plan
Skills Passport Skills and Work Habits for the Workplace

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 OSP Work Plan
NOC Code: 6421 Occupation: Retail Sales Associates

Oral Communication		Check if demonstrated
Tasks Performed		
greet customers and make general conversation to make them feel comfortable in the store.(1)		<input type="checkbox"/>
communicate with store owners or supervisors to discuss inventory and sales, and to explore how store procedures may be improved.(2)		<input type="checkbox"/>
interact with customers to explain the features of products, respond to customer inquiries and to persuade them to make a purchase.(2)		<input type="checkbox"/>
reassure customers about the suitability of the purchases they have made and of the ease of accessing post-sales service.(2)		<input type="checkbox"/>

Money Math		Check if demonstrated
Tasks Performed		
handle cash, credit card and debit card transactions and provide change (1)		<input type="checkbox"/>
calculate discounts, taxes and currency exchange (2)		<input type="checkbox"/>

Decision Making		Check if demonstrated
Tasks Performed		
decide whether to match a price offered by another store if the price variance is not too wide.(1)		<input type="checkbox"/>
decide whether to accept returns or make exchanges.(2)		<input type="checkbox"/>
decide how to adapt a display planogram to the unique circumstances of the store.(3)		<input type="checkbox"/>

Demonstrations of Work Habits		
Work Habits	Description	Check if demonstrated
Working Safely	Works in a manner that prevents injury to self and others Reports unsafe conditions	<input type="checkbox"/> <input type="checkbox"/>

The OSP helps work placements be more productive

Work placements, including co-operative education placements, are a great way for learners and job seekers to gain real-world experience and give employers *a head start in finding the right talent!*

You can create an OSP Work Plan with easy-to-understand descriptions of the tasks involved in the job. You can then use this work plan to record the Essential Skills and work habits demonstrated and provide constructive feedback on job performance.

Use the OSP Work Plan to spell out exactly what you expect of learners and job seekers.



The OSP is ready for you right now

You have so much to gain from using the Ontario Skills Passport. You will save time, energy and money for your business. And you will start off on the right track by hiring workers with the Essential Skills and work habits needed for the job. Together, you'll both be more successful!

To get started visit:

<http://skills.edu.gov.on.ca>

What are the Essential Skills and work habits in the Ontario Skills Passport?

Essential Skills

- Reading Text
- Writing
- Document Use
- Computer Use
- Oral Communication
- Numeracy
 - Money Math
 - Scheduling or Budgeting and Accounting
 - Measurement and Calculation
 - Data Analysis
 - Numerical Estimation
- Thinking Skills
 - Job Task Planning and Organizing
 - Decision Making
 - Problem Solving
 - Finding Information

Work Habits

- Working Safely
- Teamwork
- Reliability
- Organization
- Working Independently
- Initiative
- Self-advocacy
- Customer Service
- Entrepreneurship

For a full description of each Essential Skill and work habit, please visit: <http://skills.edu.gov.on.ca>



Why employers want the Essential Skills and work habits included in the OSP

“We are always looking for great talent.”

“Our criteria for selection includes: a positive attitude, individuals that love working with customers and have a desire to improve their skill set through continuous learning. We are dedicated to on-the-job training and performance feedback which allows associates to advance in their career at the Home Depot. The OSP subscribes to the same philosophy as Home Depot – an environment to develop your skills, prepare for a challenging career and constant feedback on how to be successful in their programs and in today’s workplace.”

Kim Forgues
Regional Human Resources Director
Eastern Canada
Home Depot of Canada, Inc.

“...OSP is a valuable resource that helps employers...”

“The Ontario Skills Passport (OSP) is a valuable resource that helps to raise awareness of the Essential Skills and work habits that employers expect from their employees. Both small and medium size enterprises and large employers will find the OSP valuable for creating job advertisements and structuring performance reviews, while learners, job seekers and employees can use their work plans to build personal portfolios for career development.”

Michael Bloom
Vice-President, Organizational
Effectiveness and Learning
The Conference Board of Canada

“...a successful worker needs Essential Skills and work habits ...”

“A successful worker in the home building industry needs a strong set of Essential Skills and work habits to cope with the ever changing demands of our industry. Home builders and renovators are searching for individuals with an eagerness to learn, willingness to take on responsibility, and a strong work ethic.”

Brian Johnston
President, Monarch Corporation
President, Ontario Home Builders’ Association

Finding great workers is easier when you both speak the same job skills language. Visit the Ontario Skills Passport today!

<http://skills.edu.gov.on.ca>

♻️ Printed on recycled paper
ISBN 978-1-4249-3895-7
Queen’s Printer for Ontario, 2007

Ontario
Skills Passport

Skills and Work Habits for the Workplace

reach every student

 Ontario